

117694-2026 - Concurso

Finlândia – Serviços de comércio a retalho – Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate

OJ S 35/2026 19/02/2026

Anúncio de concurso ou de concessão – regime normal

Serviços

1. Adquirente

1.1. Adquirente

Nome oficial: Finavia Oyj

Correio eletrónico: tuomas.pitkanen@finavia.fi

Forma jurídica do adquirente: Empresa pública

O adquirente é uma entidade adjudicante

Atividade da entidade adjudicante: Atividades aeroportuárias

2. Procedimento

2.1. Procedimento

Título: Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate

Descrição: Finavia grants possession of business premises at the Schengen airside of Helsinki Airport, to an Tenderer specializing in professional, ambitious, and distinctive restaurant / Food & Beverage concepts and/or brands with a unique atmosphere, high-quality offering and excellent service. Finavia is seeking an attractive restaurant / Food & Beverage concept that complements our already diverse range of Food & Beverage services at Helsinki Airport, creates a unique sense of place, and further enhances Helsinki Airport's customer experience. The tender includes a two-story unit located in a visible landmark location in the Helsinki Airport Schengen airside area between gates 28-29, directly along lively passenger routes. The upper floor will serve as an elevated à la carte restaurant with table service. The lower floor will serve as an elevated allday Food & Beverage concept with either counter-order and/or table-service. The brand/concept should be positioned in an upper-scale segment compared to the Helsinki Airport's overall selection: providing high quality, elevated and premium feel offering a clear uplift to everyday life, while remaining affordable, approachable and avoiding niche or overly exclusive positioning. The tenderer may propose one unified brand/concept for both floors, or two distinct but complementary brands/concepts to each floor. The unit includes compact kitchen facilities. Potential expansion or upgrading of kitchen capacity is investigated and evaluated during later procurement phases. Investments, including mid-term refurbishments are expected from the Operator. Finavia's vision is to offer world-class services for air passengers and airlines. At the heart of our strategy is the development of Helsinki Airport. World class customer experience will distinguish us from our competitors. Our customer promise "For smooth travelling" underlines the vision and kept by actions lead by customer experience pillars: GIFT OF TIME "I have time to do the things I like" CONFIDENCE "I have a feeling that I am on top of things" REFRESHED "I feel good - body, mind and soul" FINNISH EXPERIENCE "I experience something unique".

Identificador do procedimento: f24dac5f-53f5-4d65-a5e8-a28e45bd40ad

Identificador interno: 591229

Tipo de procedimento: Por negociação com publicação prévia de um convite à apresentação de propostas/concurso com negociação

Principais características do processo: For the negotiations the Tenderers are asked to submit the preliminary tender by the deadline. In the negotiations the preliminary tender submitted by the Tenderer is to be discussed further for both Finavia to understand the Tenderers preliminary tender better as well as for the Tenderer to understand the Finavia's tender criteria better. Schedule (times are Helsinki times, dates are DD.MM.): 04.03.2026 - Questions concerning the procedure by 13:00 11.03.2026 - Site visit day 1 12.03.2026 - Site visit day 2 18.03.2026 - Submitting the Request to Participate by 13:00 19.03.2026 - Invitation to Negotiate and Preliminary Invitation to Tender, at earliest 09.04.2026 - Questions, comments and preliminary tender submitted by 13:00 14.04.2026 – Negotiations round – Day 1 15.04.2026 – Negotiations round – Day 2 16.04.2026 – Negotiations round – Day 3 16.04.2026 - Negotiations end (without separate notice) 20.04.2026 - Final Invitation to Tender is published, at earliest 05.05.2026 - Questions regarding the Final Invitation to Tender by 13:00 18.05.2026 - Final Tender submitted by 13:00 18.05.2026 - Procurement decision, at earliest 03.06.2026 - Signing of the Agreement, at earliest Finavia reserves the right to change the schedule. Candidates are responsible for submitting their participation, questions and Final Tenders in due time. In the first phase of the procurement, potential Candidates will be invited to participate. Based on the Requests to Participate, Candidates meeting the minimum requirements shall be invited to participate as Tenderers and invited to Negotiate. Tenderers are invited to provide feedback, comments and suggestions regarding the documentation. Finavia may invite the Tenderers to several rounds of meetings, if necessary. Negotiation agenda shall be instructed in the Invitation to Negotiate. Participants have the opportunity to ask questions at each stage. Tenderers are advised to consider that after the Procurement Decision has been made, agreements shall not be negotiated. Minor clarifications and additions to contact details and dates shall be made. Finavia sets suitability requirements to the Tenderers. Tenderer's own conditions and terms may not be included in any of the material it submits. Registration to Tarjouspalvelu supplier portal is free of charge. To avoid confusion, Candidates are advised to register to Tarjouspalvelu using the company name and ID of the entity that shall sign the Agreement. The procurement documentation, including the Agreement, any security details and floor plans etc. are available only against a duly filled-in and signed NDU. The NDU form is available in Tarjouspalvelu for registered users. Upon receipt of the signed NDU, Finavia sends the entire material to the email the NDU was received from. The signed NDU shall be sent to hankintapaallikot@finavia.fi with subject: "Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport". The technical documentation is subject to change due to the nature of construction planning and processes.

2.1.1. Finalidade

Natureza do contrato: Serviços

Classificação principal (cpv): 55900000 Serviços de comércio a retalho

2.1.2. Local de execução

Subdivisão do país (NUTS): Helsinki-Uusimaa (FI1B1)

País: Finlândia

2.1.4. Informações gerais

Informações adicionais: Finavia's vision for the tendered unit is to offer a high quality dine in experience that creates unique moments across all touchpoints - products, service, and interior design - coming together to deliver an elevated atmosphere and a feeling of being cared for before your flight. Excellent customer experience is one of the key objectives at Helsinki Airport and the elevated experience of this unit must be visible across several

dimension and key success factors, as further described below.

Positioning and Value-for-Money The concept must be positioned in the upper-scale segment compared to the general F&B offering seen at downtowns and at Helsinki Airport. This means: - a premium-feel environment and atmosphere - high-quality ingredients and a high share of products prepared on-site - attentive and warm hospitality - a consistent, smooth and hassle-free experience throughout the customer journey At the same time, the concept must remain affordable and approachable, appealing to all departing passengers. The concept and its selection must reflect a strong value-for-money perception: high-quality products and service delivered at a fair and justified price point, portion sizes, consistency, and service quality that supports the perceived value, actively avoid of negative value-for-money perception. The goal is to provide a clear uplift to everyday life without becoming niche or overly exclusive.

Concept Structure and Customer Experience by Floor

Upper Floor – Elevated À La Carte Experience The upper floor will operate as a à la carte restaurant featuring: - an ingredient-forward, food-led concept, high-quality table service - a atmospheric environment - a sense of indulgence and attention to detail. The design, service and menu must work seamlessly together to create a refined and memorable dine-in moment.

Lower Floor – Elevated All-Day Food & Beverage Experience The lower floor provides an elevated but slightly more relaxed all-day eat-in and drink-in experience: - premium but approachable ambiance - faster-paced operational capability - consistent quality - a well-designed offering and customer flow to serve travellers on the move, including takeaway products suitable for flights. Fluent service and well-designed fast options are crucial in the dynamic airport environment however emphasising the dine-in experience.

Customer Journey and Experience Principles Both floors should embody: - Calm & Aesthetics – a visually coherent, relaxing atmosphere - Exceptional Hospitality – warm, attentive, and proactive service - Attractive Dayparts – relevant offering from morning to evening - Destination Appeal – a place travellers actively choose to visit - Compelling Impulse – attractive grab & go items and visible temptations The operator must demonstrate strong competence and creativity in concept development, storytelling, and understanding of customer needs in an airport environment.

Brand, Naming and Design Requirements

Brand & Naming The restaurant/concept name must support the desired positioning and ambiance. The tenderer shall propose 1–3 alternative names, each with a short rationale outlining: - how the name supports the storytelling and attracts appetite, - how it fits the desired positioning, - how it resonates with local & international travellers. Finavia will approve the final name.

Interior Design The look & feel must: - reinforce the elevated positioning - include interesting details and high-quality finishing - prioritize functional design to ensure smooth operations and support a seamless, effortless customer journey - use durable materials suitable for an airport environment

Target Group and Location The centrally located unit at Schengen gates 27–28 serves all passengers with access in the Schengen area of the terminal. Primary target groups include: - food-oriented travellers and experience-seeking consumers -customers looking for a relaxed, high-quality sit-down meal before departure - business lunch guests and airport staff during daytime - to a significantly smaller extent: arriving passengers. The concept must attract international and local travellers alike.

Availability and Operational Requirements - The unit must follow Helsinki Airport's unified commercial opening hours and the unit must be open to all potential customers without purchasing obligation - Part of the offering—preferably the lower floor—must be scalable to 24/7 service - Service must be fast, smooth and reliable at all times of day.

Continuous Development, Quality Commitment and Investments The Operator must commit to: - continuous improvement of commercial and qualitative performance - aligning its offer with Helsinki Airport's evolving overall commercial mix, - delivering a Quality Promise covering key success factors like food quality, value for money, service excellence, and high maintenance of the premises. The concept requires investments as well as mid-term refurbishments by the Operators to maintain the expected standard.

The Unit: Ref. of floor plan

(s): 2761 Size: Approximately 632m2 in total Location: Schengen Airside between gates 28-29
Preliminary transition timeline: The construction of the premises is planned to start 1st of January 2027. The opening date of the unit is planned to be 1st of April 2027.

Base jurídica:

Diretiva 2014/23/UE

2.1.6. Motivos de exclusão

Fontes dos motivos de exclusão: Documento do concurso

5. Lote

5.1. Lote: LOT-0000

Título: Finavia: Food & Beverage Unit to Schengen Gate Area 28-29 at Helsinki Airport - Concession Notice - Request to Participate

Descrição: Finavia grants possession of business premises at the Schengen airside of Helsinki Airport, to an Tenderer specializing in professional, ambitious, and distinctive restaurant / Food & Beverage concepts and/or brands with a unique atmosphere, high-quality offering and excellent service. Finavia is seeking an attractive restaurant / Food & Beverage concept that complements our already diverse range of Food & Beverage services at Helsinki Airport, creates a unique sense of place, and further enhances Helsinki Airport's customer experience. The tender includes a two-story unit located in a visible landmark location in the Helsinki Airport Schengen airside area between gates 28-29, directly along lively passenger routes. The upper floor will serve as an elevated à la carte restaurant with table service. The lower floor will serve as an elevated all-day Food & Beverage concept with either counter-order and/or table-service. The brand/concept should be positioned in an upper-scale segment compared to the Helsinki Airport's overall selection: providing high quality, elevated and premium feel offering a clear uplift to everyday life, while remaining affordable, approachable and avoiding niche or overly exclusive positioning. The tenderer may propose one unified brand/concept for both floors, or two distinct but complementary brands/concepts to each floor. The unit includes compact kitchen facilities. Potential expansion or upgrading of kitchen capacity is investigated and evaluated during later procurement phases. Investments, including mid-term refurbishments are expected from the Operator. Finavia's vision is to offer world-class services for air passengers and airlines. At the heart of our strategy is the development of Helsinki Airport. World class customer experience will distinguish us from our competitors. Our customer promise "For smooth travelling" underlines the vision and kept by actions lead by customer experience pillars: GIFT OF TIME "I have time to do the things I like" CONFIDENCE "I have a feeling that I am on top of things" REFRESHED "I feel good - body, mind and soul" FINNISH EXPERIENCE "I experience something unique".

Identificador interno: 591229

5.1.1. Finalidade

Natureza do contrato: Serviços

Classificação principal (cpv): 55900000 Serviços de comércio a retalho

5.1.2. Local de execução

Subdivisão do país (NUTS): Helsinki-Uusimaa (FI1B1)

País: Finlândia

5.1.3. Duração estimada

Duração: 84 Meses

5.1.6. Informações gerais

Participação reservada:

A participação não está reservada.

Projeto de contratação pública não financiado por fundos da UE

Este concurso também é adequado para as pequenas e médias empresas (PME): não

Informações adicionais: Finavia's vision for the tendered unit is to offer a high quality dine in experience that creates unique moments across all touchpoints - products, service, and interior design - coming together to deliver an elevated atmosphere and a feeling of being cared for before your flight. Excellent customer experience is one of the key objectives at Helsinki Airport and the elevated experience of this unit must be visible across several dimension and key success factors, as further described below. Positioning and Value-for-Money The concept must be positioned in the upper-scale segment compared to the general F&B offering seen at downtowns and at Helsinki Airport. This means: - a premium-feel environment and atmosphere - high-quality ingredients and a high share of products prepared on-site - attentive and warm hospitality - a consistent, smooth and hassle-free experience throughout the customer journey At the same time, the concept must remain affordable and approachable, appealing to all departing passengers. The concept and its selection must reflect a strong value-for-money perception: high-quality products and service delivered at a fair and justified price point, portion sizes, consistency, and service quality that supports the perceived value, actively avoid of negative value-for-money perception. The goal is to provide a clear uplift to everyday life without becoming niche or overly exclusive. Concept Structure and Customer Experience by Floor Upper Floor – Elevated À La Carte Experience The upper floor will operate as a à la carte restaurant featuring: - an ingredient-forward, food-led concept, high-quality table service - a atmospheric environment - a sense of indulgence and attention to detail. The design, service and menu must work seamlessly together to create a refined and memorable dine-in moment. Lower Floor – Elevated All-Day Food & Beverage Experience The lower floor provides an elevated but slightly more relaxed all-day eat-in and drink-in experience: - premium but approachable ambiance - faster-paced operational capability - consistent quality - a well-designed offering and customer flow to serve travellers on the move, including takeaway products suitable for flights. Fluent service and well-designed fast options are crucial in the dynamic airport environment however emphasising the dine-in experience. Customer Journey and Experience Principles Both floors should embody: - Calm & Aesthetics – a visually coherent, relaxing atmosphere - Exceptional Hospitality – warm, attentive, and proactive service - Attractive Dayparts – relevant offering from morning to evening - Destination Appeal – a place travellers actively choose to visit - Compelling Impulse – attractive grab & go items and visible temptations The operator must demonstrate strong competence and creativity in concept development, storytelling, and understanding of customer needs in an airport environment. Brand, Naming and Design Requirements Brand & Naming The restaurant/concept name must support the desired positioning and ambiance. The tenderer shall propose 1–3 alternative names, each with a short rationale outlining: - how the name supports the storytelling and attracts appetite, - how it fits the desired positioning, - how it resonates with local & international travellers. Finavia will approve the final name. Interior Design The look & feel must: - reinforce the elevated positioning - include interesting details and high-quality finishing - prioritize functional design to ensure smooth operations and support a seamless, effortless customer journey - use durable materials suitable for an airport environment Target Group and Location The centrally located unit at Schengen gates 27–28 serves all passengers with access in the Schengen area of the terminal. Primary target groups include: - food-oriented travellers and experience-seeking consumers -customers looking for a relaxed, high-quality sit-down meal before departure - business lunch guests and airport staff during daytime - to a significantly smaller extent: arriving passengers. The concept must attract international and local travellers alike. Availability and Operational Requirements - The

unit must follow Helsinki Airport's unified commercial opening hours and the unit must be open to all potential customers without purchasing obligation - Part of the offering—preferably the lower floor—must be scalable to 24/7 service - Service must be fast, smooth and reliable at all times of day. Continuous Development, Quality Commitment and Investments The Operator must commit to: - continuous improvement of commercial and qualitative performance - aligning its offer with Helsinki Airport's evolving overall commercial mix, - delivering a Quality Promise covering key success factors like food quality, value for money, service excellence, and high maintenance of the premises. The concept requires investments as well as mid-term refurbishments by the Operators to maintain the expected standard. The Unit: Ref. of floor plan (s): 2761 Size: Approximately 632m2 in total Location: Schengen Airside between gates 28-29 Preliminary transition timeline: The construction of the premises is planned to start 1st of January 2027. The opening date of the unit is planned to be 1st of April 2027.

5.1.7. Contratação estratégica

Objetivo social promovido: Diligência devida em matéria de direitos humanos nas cadeias de abastecimento globais, Condições de trabalho justas

5.1.9. Critérios de seleção

Fontes dos critérios de seleção: Documento do concurso

5.1.10. Critérios de adjudicação

Critério:

Tipo: Preço

Descrição: Kuten kuvattu hankintailmoituksessa

Critério:

Tipo: Qualidade

Descrição: Kuten kuvattu hankintailmoituksessa

5.1.11. Documentos do concurso

O acesso a determinados documentos do concurso é restrito

Prazo para solicitar informações adicionais: 04/03/2026 11:00:00 (UTC+00:00) hora da Europa Ocidental, GMT

As informações sobre documentos restritos estão disponíveis em: <https://tarjouspalvelu.fi/finaviaoyj?id=591229&tpk=eeb2cca3-6499-41ef-82c6-7adf25f10c8b>

5.1.12. Condições do concurso

Condições de apresentação:

Apresentação por via eletrónica: Necessário

Endereço para apresentação: <https://tarjouspalvelu.fi/finaviaoyj?id=591229&tpk=eeb2cca3-6499-41ef-82c6-7adf25f10c8b>

Línguas em que podem ser apresentadas as propostas ou pedidos de participação: inglês

Os proponentes podem apresentar mais do que uma proposta: Não autorizado

Prazo para a receção dos pedidos de participação: 18/03/2026 11:00:00 (UTC+00:00) hora da Europa Ocidental, GMT

Condições do contrato:

A execução do contrato tem de ser efetuada no âmbito de programas de emprego protegido: Não

5.1.16. Informações adicionais, mediação e recurso

Instância de recurso: Markkinaoikeus

Informações sobre os prazos de recurso: Kuten kuvattu hankintailmoituksessa

Organização que fornece informações adicionais sobre o processo de adjudicação: Finavia Oyj
Organização que fornece mais informações sobre os procedimentos de recurso: Markkinaoikeus

8. Organizações

8.1. ORG-0001

Nome oficial: Markkinaoikeus
Número de registo: 3006157-6
Endereço postal: Radanrakentajantie 5
Cidade: Helsinki
Código postal: 00520
Subdivisão do país (NUTS): Helsinki-Uusimaa (FI1B1)
País: Finlândia
Correio eletrónico: markkinaoikeus@oikeus.fi
Telefone: +358 295643300
Endereço Internet: <http://www.oikeus.fi/markkinaoikeus>

Funções desta organização:

Instância de recurso
Organização que fornece mais informações sobre os procedimentos de recurso

8.1. ORG-0002

Nome oficial: Finavia Oyj
Número de registo: 2302570-2
Endereço postal: Lentäjätie 3
Cidade: Vantaa
Código postal: 01530
Subdivisão do país (NUTS): Helsinki-Uusimaa (FI1B1)
País: Finlândia
Ponto de contacto: Tuomas Pitkanen
Correio eletrónico: tuomas.pitkanen@finavia.fi
Telefone: +358 503170948
Endereço Internet: <http://www.finavia.fi>

Funções desta organização:

Adquirente
Organização que fornece informações adicionais sobre o processo de adjudicação

8.1. ORG-0003

Nome oficial: Hansel Oy (Hilma)
Número de registo: FI09880841
Endereço postal: Mannerheiminaukio 1a
Cidade: Helsinki
Código postal: 00100
Subdivisão do país (NUTS): Helsinki-Uusimaa (FI1B1)
País: Finlândia
Ponto de contacto: eSender
Correio eletrónico: tekninen@hankintailmoitukset.fi
Telefone: 029 55 636 30
Endereço Internet: <http://hankintailmoitukset.fi>

Funções desta organização:

TED eSender

Informações sobre o anúncio

Identificador/versão do anúncio: 93c1d6e4-2105-47d1-a3e0-16760e5e80f3 - 01

Tipo de formulário: Concurso

Tipo de anúncio: Anúncio de concurso ou de concessão – regime normal

Subtipo de anúncio: 19

Data de envio do anúncio: 18/02/2026 10:47:59 (UTC+00:00) hora da Europa Ocidental, GMT

Data de envio do anúncio eSender: 18/02/2026 10:48:11 (UTC+00:00) hora da Europa Ocidental, GMT

Línguas em que o presente anúncio está oficialmente disponível: inglês

Número de publicação do anúncio: 117694-2026

N.º de edição do JO S: 35/2026

Data de publicação: 19/02/2026