



City of Westminster

# **Westminster's Approach to Procurement**

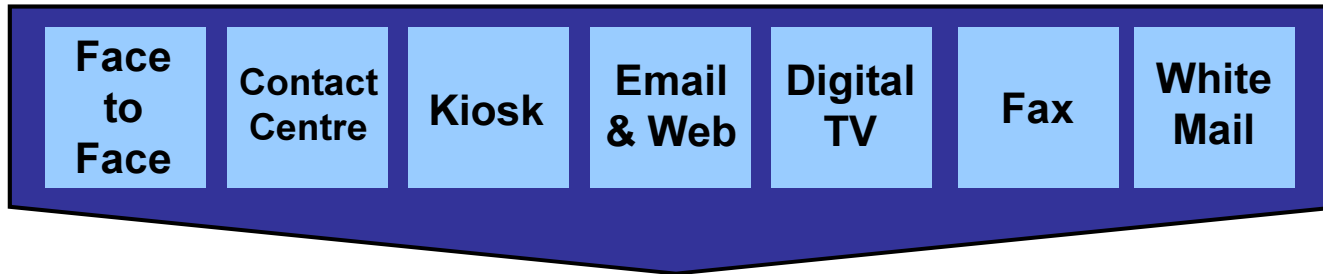
**Jan North Westminster  
&  
Jane Turl Enterprise**

# Westminster's CSI Contract: Background

- 10 yr Contract let in 2002 - £240M
- 70 Services 500 staff TUPE
- Vertex prime – Accord (now Enterprise) and Cap Gemini sub-contractors
- HR/ICT FM/Finance/Contact Centres/ One Stops/FM/Transport and procurement



# The Vision



## Customer Service Centre

providing integrated access...

Support  
Services &  
Corporate  
Strategy

transactional  
and service  
processing

Specialist/  
Local  
Service  
Delivery



## Where are we now?

- 5 years into the contract – *a lot has changed!*
- Changed ownership
- Strategic Procurement Department
- Major Transformation Programme Worksmart
- New Chief Executive in April



