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Tender

BT408 - Customer Diagnostic (Westminster 2030 - Fit for the Future)

Westminster City Council

UK4: Tender notice - Procurement Act 2023 - [view information about notice types](#)

Notice identifier: 2025/S 000-080700

Procurement identifier (OCID): ocds-h6vhtk-05f0f4

Published 8 December 2025, 3:13pm

Scope

Description

Westminster City Council is seeking competitive bids for the delivery of this Customer Diagnostic. This approach ensures value for money, transparency, and alignment with procurement best practice.

Currently, customer contact is fragmented across multiple services and channels, creating duplication, inefficiencies, and inconsistent experiences. This diagnostic will assess the current customer contact landscape, identify opportunities for improvement, and define a Target Operating Model (TOM) for future customer experience.

For further details download the tender pack at:

<https://wcc.ukp.app.jaggaer.com/go/96179780019AFE7D8210>

Total value (estimated)

- £99,000 excluding VAT

- £118,800 including VAT

Below the relevant threshold

Contract dates (estimated)

- 19 January 2026 to 17 July 2026
- Possible extension to 17 August 2026
- 6 months, 30 days

Description of possible extension:

4 weeks for time only

Main procurement category

Services

CPV classifications

- 79342300 - Customer services
- 79410000 - Business and management consultancy services
- 79411000 - General management consultancy services
- 79411100 - Business development consultancy services
- 79415200 - Design consultancy services
- 79419000 - Evaluation consultancy services
- 33124110 - Diagnostic systems

Participation

Particular suitability

Small and medium-sized enterprises (SME)

Submission

Enquiry deadline

19 December 2025, 10:00am

Tender submission deadline

5 January 2026, 12:00pm

Submission address and any special instructions

<https://wcc.ukp.app.jaggaer.com/go/96179780019AFE7D8210>

Tenders may be submitted electronically

Yes

Award criteria

Relevant experience and track record (20%)

Methodology and approach (10%)

Team capability and capacity (10%)

Delivering diagnostics for savings (15%)

Ongoing tailoring (10%)

Social Value and Responsible Procurement (5%)

Procedure

Procedure type

Below threshold - open competition

Special regime

Concession

Contracting authority

Westminster City Council

- Public Procurement Organisation Number: PJVD-6261-BPPJ

64 Victoria Street

London

SW1E 6QP

United Kingdom

Email: buyingteam@westminster.gov.uk

Website: <https://www.westminster.gov.uk/>

Region: UKI32 - Westminster

Organisation type: Public authority - sub-central government