



3 December 2024

INFORMATION REQUEST REFERENCE 24-031

Thank you for your information request, received on 6 November 2024. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

*"I am writing to request information under the Freedom of Information Act regarding the renewal of telecom services contracts within **London Legacy Development Corporation**.*

Specifically, I would like to request the following details:

- The current telecom services provider.*
- The date when the existing telecom services contract was last renewed or awarded.*
- The duration and expiry date of the current telecom services contract.*
- Any planned or upcoming procurement processes related to the renewal of telecom services.*
- Documentation, if available, outlining the criteria and procedures for the selection of telecom service providers.*
- Information on any performance metrics or reports related to the current telecom services contract.*
- Details of any subcontractors or third parties involved in delivering telecom services within.*
- The budget allocated for telecom services over the duration of the current contract.*
- Any records of previous telecom services contracts, including providers, dates, and contract values.*

Please feel free to contact me if you require any further clarification on my request. I look forward to your response within the 20-working-day time frame stipulated by the Act.

Thank you for your attention to this matter."

The Legacy Corporation organisation telephony service is provided by our IT outsourced Managed Service Supplier (MSP) Civica. This is a comprehensive IT service that includes telephony. There are under 20 (subject to some small changes) phone numbers provided by this service as most staff do not have desk phones. Note that the contract with the MSP is due to end at end March 2025 by which time the Legacy Corporation plans to move IT services, including any telephony, to Transport for London as part of a Shared Service agreement.

There are three broadband only phonelines in three satellite areas. The provider is BT and the contract runs until August 2026. The contract is worth approximately £2,600 per annum.

There is a divert service for the Legacy Corporation Press Office out of office calls. The provider is Citrus Telecom and the contract is currently worth approximately £300 per annum.

If you are unhappy with our response to your request and wish to make a request for an internal review of our response, you should write to:

Deputy Chief Executive
London Legacy Development Corporation
Level 9
5 Endeavour Square
Stratford
E20 1JN

Email: FOI@londonlegacy.co.uk

Please note: requests for internal reviews received more than forty working days after the initial response will not be handled.

If you are not content with the outcome of the internal review, you may appeal directly to the Information Commissioner at the address given below. You should do this within two months of our final decision. There is no charge for making an appeal.

Further information on the Freedom of Information Act 2000 is available from the Information Commissioner's Office:

Wycliffe House
Water Lane
Wilmslow
SK9 5AF

Telephone 08456 30 60 60 or 01625 54 57 45

Website www.ico.gov.uk

Yours sincerely

FOI / EIR Co-ordinator
London Legacy Development Corporation