

[REDACTED]

15 November 2019

INFORMATION REQUEST REFERENCE 19-065

Dear [REDACTED]

Thank you for your information request, received on 24 October 2019. You asked the London Legacy Development Corporation (Legacy Corporation) to provide the following information under the Freedom of Information Act 2000 (FOIA):

"I would be very grateful if the following requests could be considered:

1. Please confirm if you are in contract for a fully outsourced managed print service.
2. Does this include Multi-Functional Devices (MFDs) and printers?
3. Please confirm date from and date to of contract awarded and what extensions if any.
4. Please confirm who the contract was awarded to.
6. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.
8. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.
9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?
10. How many MFDs do you have?
11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?
12. How many printers do you have?
13. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?
14. What is the annual spend on toners outside of any contract that is in place with a 3rd party?
15. Please confirm the annual volumes of mono and colour prints.
16. How much time a month does the IT team spend on printer queries from end users?
17. Do you have any mobile print capabilities?
18. Do you have any secure print capabilities?
19. What print management software do you use across the organisation?
20. What remote monitoring software do you use across the organisation?
21. How many locations do you have?
22. Is there a Digital Transformation strategy in place and if so who is responsible for this?
23. What are the current mailing processes? E.g. franking etc?"

I can confirm that the Legacy Corporation holds information relevant to your request. Our response follows your order and numbering:

1. Please confirm if you are in contract for a fully outsourced managed print service.

The printer contract is part of an overall IT Services Contract that LLDC holds with Civica UK Ltd.

2. Does this include Multi-Functional Devices (MFDs) and printers?

Yes.

3. Please confirm date from and date to of contract awarded and what extensions if any.

The contract started in February 2012 and is extended until June 2020.

4. Please confirm who the contract was awarded to.

Civica UK Ltd.

6. Please confirm the name or job role of the employee that is responsible for the management of the printer estate for your organisation.

The contact details for the person responsible for the contract are:

Jim Wood
Director of IT and Information Services
London Legacy Development Corporation
Level 10
1 Stratford Place, Montfichet Road
London
E20 1EJ

8. Please confirm the current Service Level Agreements (SLA's) in place and whether these SLA's have been met over the last 12 months.

SLA's are in place and have been met over the last 12 months.

9. Please confirm if you intend to go out to tender next time or call off an existing framework. If so, which one?

We have no plan to retender the overall contract as the Corporation plans to move its IT Services to the Greater London Authority under a Shared Service arrangement are advanced.

10. How many MFDs do you have?

Eight.

11. What is the annual spend on MFDs – including lease costs, consumables, costs per click and service charges?

Jan to Dec 2018	MFDs
Annual spend	£42,494

Please note that costs are as attributed to printer lease, support and per page costs – full-service costs (e.g. taking support calls related to printers) are wrapped up in the overall outsourced Service Management costs.

12. How many printers do you have?

Six.

13. What is the annual spend on printers – including lease costs, consumables, costs per click and service charges?

Printers directly attached to PCs for personal use.
£2,358

Please note that costs are as attributed to printer lease, support and per page costs – full-service costs (e.g. taking support calls related to printers) are wrapped up in the overall outsourced Service Management costs.

14. What is the annual spend on toners outside of any contract that is in place with a 3rd party?

Toner costs are wrapped up in third party costs.

15. Please confirm the annual volumes of mono and colour prints.

Jan to Dec 2018	MFDs	Desktops	Plotters
Annual print volume	1,043,760	22,836	N/A

16. How much time a month does the IT team spend on printer queries from end users?

The Legacy Corporation does not hold this information.

17. Do you have any mobile print capabilities?

No.

18. Do you have any secure print capabilities?

Yes, our printing is managed via secure print.

19. What print management software do you use across the organisation?

Equitrac software.

20. What remote monitoring software do you use across the organisation?

This is outsourced to our Managed Service Provider.

21. How many locations do you have?

Five.

22. Is there a Digital Transformation strategy in place and if so who is responsible for this?

Not currently as we are managing exit from our Managed Service Provider.

23. What are the current mailing processes? E.g. franking etc?

At LLDC we use a franking machine to send mail. This gives us the option of sending 1st, 2nd or recorded /signed for.

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

Deputy Chief Executive
London Legacy Development Corporation
Level 10, 1 Stratford Place
Montfichet Road
London, E20 1EJ

Email: FOI@londonlegacy.co.uk

Please note: complaints and requests for internal review received more than two months 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