

From: [Foi Enquiries](#)
To: [REDACTED]
Subject: FOI-16-0138 - WiFi Provider
Date: 23 February 2016 09:26:33
Attachments: [Further Information - Right to Review & Appeal.pdf](#)
[FOI-16-0138 - Appendix.pdf](#)

Dear [REDACTED],

Thank you for your information request of 28 January 2016. Aberdeen City Council (ACC) has completed the necessary search for the information requested.

Please can you send me the following contract information?

- 1. Wi-Fi Provider- Who is the contracted supplier for the Wi-Fi contract.**
- 2. Average Annual Spend – Please state the annual average spend over three years for each supplier. If this is a new contract please state the estimate annual average spends. If there is more than one Wi-Fi provider please split annual for each individual provider.**
- 3. Number of Wi-Fi Users- Please state the number of users the Wi-Fi contract is in place for. An estimate number of users will also be acceptable. If there is more than one Wi-Fi provider please state the number of users for each individual provider.**
- 4. What is the contract Type: 1. WiFi= WiFi contract, 2. Managed=Part of a larger contract, 3. In-house=is the Wi-Fi managed and maintained in-house.**
- 4. Number of Locations/Site- I require the number of locations/sites the Wi-Fi contract is contracted for. If there is more than one Wi-Fi provider please state the number of sites for each individual provider.**
- 5. End User Offer- What the Wi-Fi offers to the end users e.g. Unlimited, Pay as you go, free 1 hour access or just free access. If there is more than one Wi-Fi provider please state the number of sites for each individual provider.**
- 6. Manufacturer Name/Brand- Please provides me with the brand names of the Wi-Fi equipment which many include manufacturers of the access points and routers. If there is more than one Wi-Fi provider please state the Manufacturers Name for each individual provider.**
- 7. Contract Description- Please provide me with a brief description of the solution in place for Wi-Fi and any other services provided under the contract. If there is more than one Wi-Fi provider please state the contract description for each individual provider.**
- 8. Actual Contract Start Date- Please can you state the Start date of the contract. If there is more than on Wi-Fi provider please split contract dates for each individual provider.**
- 9. Actual Contract Renewal/Expiry Date- Please can you state the renewal/expiry date of the contract. If the contract is coming up for renewal if possible please state the likely outcome of the Wi-Fi contract.**
- 10. Contact Details- I require the person from within the organisation responsible for the Wi-Fi contract. Can you please provide me with their full contact detail including contact number and an email address? If there is more than one Wi-Fi provider please state the contract details for each individual provider.**

Please refer to the attached document, [FOI-16-0138 – Appendix](#).

ACC is unable to provide you with information on **Number of Wi-Fi Users for Boston Networks (Services) Ltd, Qolcom Ltd and European Electronique Ltd** as it is not held by ACC. In order to comply with its obligations under the terms of Section 17 of the FOISA, ACC hereby gives notice

that this information is not held by it.

If the organisation doesn't have a Wi-Fi contract in place please state when the organisation plans to have a Wi-Fi contract in place. Please do this by providing me with a month and year and if possible what type of solutions they plan to want in place and the number of locations.

If this service is provided in-house please provide me with:

- 1. Number of Users**
- 2. Number of Locations/Site**
- 3. End User Offer**
- 4. Manufacturer Name/Brand**
- 5. Contact Details- I require the person from within the organisation responsible for the Wi-Fi**
Not applicable.

If the organisation has this service (Wi-Fi) as part of a managed service please can you provide me with the contract details of the managed contract including:

- 1. Current Provider**
- 2. Number of Users- This is normally the total number of staff with the organisation.**
- 3. Contract Description- Please can you provide me with a brief contract description of the overall contract.**
- 4. Contract Expiry Date- Please**
- 5. Contract Review Date**
- 6. Contact Details- I require the person from within the organisation responsible for the Wi-Fi contract. Can you please provide me with their full contact detail including contact number and an email address.**
Not applicable.

We hope this helps with your request.

Yours sincerely,

Grant Webster
Information Compliance Officer

INFORMATION ABOUT THE HANDLING OF YOUR REQUEST

ACC handled your request for information in accordance with the provisions of the Freedom of Information (Scotland) Act 2002. Please refer to the attached PDF for more information about your rights under FOISA.

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(The only charge for this call
will be your phone company's access charge).

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FOI-16-0138 Wi-Fi Provider Contracts										
Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Q11
Supplier	Average Annual Spend over 3 Years	Number of Wi-Fi Users	Contract Type	Number of Locations / Site	End User Offer	Manufacturer Name/Brand	Contract Description and Services Provided	Actual Contract Start Date	Actual Contract Renewal/Expiry Date	Contact Details
Boston Networks (Services) Ltd	£4,322.00	Not recorded	1. WiFi Contract	7	Not applicable	Ceregon / Alvarion	Wireless WAN Network Support	02/10/2010	30/09/2016	Simon Haston, Head of IT&Transformation Tel: 01224 523366. Email: shaston@aberdeencity.gov.uk
Qolcom Ltd	£22,151.00	Not recorded	1. WiFi Contract	Not recorded - approx 120	Free "guest" Access	Juniper	Juniper Internal Wireless Kit for Corporate / Education	07/07/2014	01/04/2016	Simon Haston, Head of IT&Transformation Tel: 01224 523366. Email: shaston@aberdeencity.gov.uk
European Electronique Ltd	£66,939.47	not recorded	1. WiFi Contract	81	Not applicable	Ceragon / Infinet / Aviat / Bridgewave	Support and Maintenance for a Wireless Wide Area Network	26/10/2015	25/10/2017	Simon Haston, Head of IT&Transformation Tel: 01224 523366. Email: shaston@aberdeencity.gov.uk
Pinacl Solutions	£1,000,000.00	The Public WiFi solution will support an unlimited number of users, technically each access point can support up to 500 devices at any one time	1. WiFi Contract	32	Free access	Ruckus Zoneflex for Wireless access points and Ruckus Zonedirector controllers, Cisco for the network equipment	In-Building Public Access Wi-Fi in Public Buildings. The Public Wi-Fi solution is a free to use service and consists of a Ruckus Wireless Network, a User Access Portal, Security and content filtering, the solution also includes a 100Mbps wide area network to all of the locations and dual resilient Internet connections	01/11/2014	01/11/2017	Simon Haston, Head of IT&Transformation Tel: 01224 523366. Email: shaston@aberdeencity.gov.uk