

# Tyne and Wear Fire and Rescue Service

*Creating the Safest Community*



[www.twfire.gov.uk](http://www.twfire.gov.uk)

Chief Fire Officer Tom Capeling

**Freedom of Information Request Response Ref Num: KS/ 12 01 16 2**

**Date of Response: 25<sup>th</sup> January 2016**

**Request:**

I would like to submit a Freedom of Information request which relates to the organisation's Wi-Fi contract(s) especially around managed guest and visitor WiFi.

Please can you send me the following contract information?

**Response:**

<p><b>Wi – Fi Provider</b> – who is the contracted supplier for the Wi-Fi contract</p>	<p>Managed by Airbus as part of a managed network service</p>
<p><b>Average annual spend</b> – Please state the annual average spend over the 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</p>	<p>Part of fully managed service contract therefore unable to estimate Wi-Fi element</p>
<p><b>Numbers of Wi-Fi users</b> – Please state the numbers 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</p>	<p>Estimated at 130 users</p>
<p><b>What is the contract Type:</b> 1. Wi-Fi contract, 2. Managed = part of a larger contract, 3. In house = is the Wi-Fi managed and maintained in house</p>	<p>2. Managed – part of a larger contract</p>

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 Telephone 0191 444 1500 Fax 0191 444 1512



<p><b>Number of locations / sites</b> – 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</p>	21
<p><b>End User Offer</b> – 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 manufacturer’s name for each individual provider</p>	Currently unlimited corporate access only
<p><b>Manufacturer Name / Brand</b> – Please provide me with the brand names of 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 manufacturer’s name for each individual provider</p>	Cisco
<p><b>Contract Description</b> – 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</p>	Cisco Wireless LAN Controllers
<p><b>Actual Contract Start Date-</b> 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.</p>	01/01/2016
<p><b>Contact Details-</b> 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</p>	Chris Chapman Procurement Officer 0191 444 1500 procurement@twfire.gov.uk

**Request:**

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.

**Response:**

Not applicable

**Request:**

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

**Response:**

Not applicable

**Request:**

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:

**Response:**

Please see the information below:

1. Current provider	Airbus
2. Number of Users- This is normally the total number of staff with the organisation	947
3. Contract Description- Please can you provide me with a brief contract description of the overall contract	Monitoring / management of WAN including all active equipment (24x7x365). The contract does include some hardware maintenance as well as assistance regarding swap outs
4. Contract Expiry Date- Please	31/12/2020 with the option to extend 2 x 12 months
5. Contract Review Date	01/01/2020
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.	Chris Chapman Procurement Officer 0191 444 1500 Procurement@twfire.gov.uk

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