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27 February 2019

## FREEDOM OF INFORMATION – DECISION NOTICE

Dear Requester

**FOI Reference Number: 000143**

I refer to your email of 11 February requesting information in respect of managed guest and visitor WiFi.

I can confirm on behalf of NHS West Norfolk CCG and in accordance with S.1 (1) of the Freedom of Information Act 2000 (FOIA) that we do hold some of the information that you have requested. A response to each element of your request is detailed below:

### **Request**

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.

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

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.

#### **Clarification received 11 Feb 2019**

Seeking the information especially around managed guest and visitor WiFi.

#### **Response**

The information below relates to the CCG only (as opposed to any third party) and for guest access:

1. Wi-Fi Provider- Who is the contracted supplier for the Wi-Fi contract.  
[Arden and Gem Commissioning Support Unit \(CSU\)](#)
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.  
[This forms part of the overall Service Level Agreement and is not a discrete value; therefore cannot be disaggregated.](#)
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.  
[Maximum capacity 2000](#)
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.  
[WiFi part of a larger contract](#)
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 Norfolk CCG sites](#)
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.  
[Free access on email registration](#)
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.  
[Cisco 5508 WLC's and 2602E WAPs](#)
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.

Guest access is backhauled over encrypted corporate WAN to internet breakout. WiFi Spark gateway in place providing filtering.

8. Actual Contract Start Date- Please can you state the Start date of the contract. If there is more than one Wi-Fi provider please split contract dates for each individual provider.  
April 2018 <https://www.ardengemcsu.nhs.uk/newsinsight/new-32m-contract-secured-provide-commissioning-support-services-norfolk-and-waveney-ccgs/>
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.  
Four year period <https://www.ardengemcsu.nhs.uk/newsinsight/new-32m-contract-secured-provide-commissioning-support-services-norfolk-and-waveney-ccgs/>
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.  
N/A as managed by the CSU

**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: N/A**

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

**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 – detailed above. CSUs are hosted by NHS England therefore should you require information held by and about a CSU please contact NHS England at <https://www.england.nhs.uk/contact-us/foi/>
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.

I hope that this answers your queries with the information we currently hold, but if I can be of any further assistance please do not hesitate to contact me.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review. Internal review requests should be submitted within two months of the date of receipt of the response to your original letter and should be addressed to

Arden & GEM CSU  
FOI Team, Room 18  
Scarsdale  
Newbold Road  
Chesterfield  
S41 7PF

Email [agcus.foi.norfolkwaveneycggs@nhs.net](mailto:agcus.foi.norfolkwaveneycggs@nhs.net)

If you are not content with the outcome of your complaint, you may apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the complaints procedure provided the CCG.

The Information Commissioner can be contacted at: Information Commissioners Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF, telephone 0303 123 1113, email [casework@ico.org.uk](mailto:casework@ico.org.uk)

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<http://www.nationalarchives.gov.uk/doc/open-government-licence/version/3/>

Yours faithfully

Philip Humphreys

**FOI Manager  
Arden & GEM CSU**

**On behalf of  
NHS West Norfolk CCG**