

Freedom of Information request 547-18

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 acknowledge this request for information!

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.
5. 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.
6. 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.
7. 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.
8. 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.
9. 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.
10. 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.
11. 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.

Response

Please find below the data as per request:

Question	Solution 1	Solution 2
1 Wi-Fi Provider	Wifi Spark	In-house solution
2 Average Annual Spend.	£26,290 (inc VAT)	£5000 (inc VAT)
3 Number of Wi-Fi Users	Unlimited	Unlimited
4 What is the contract Type	1	3
5 Number of Locations/Site	5 Sites	6 locations
6 End User Offer	Unlimited	(Only patients with hospital supplied devices can access) Unlimited
7 Manufacturer Name/Brand	Cisco	Cisco
8 Contract Description	Wired or wireless internet access solution. Services provided include captive portal page, subscriber provisioning, network access authentication, bandwidth control, data collection/reporting, revenue and payment collection, user & technical support	Corporate Wi-Fi Internal only
9/ 10 Actual Contract Start Date/ Renewal Date	11th July 2018 11 th July 2019	November 2018 November 2019
11 Contact Details	Kevin Messer IT Delivery Manager 01896 827777 Kevin.messer@borders.scot.nhs.uk	Kevin Messer IT Delivery Manager 01896 827777 Kevin.messer@borders.scot.nhs.uk

If you are not satisfied with the way your request has been handled or the decision given, you may ask NHS Borders to review its actions and the decision. If you would like to request a review please apply in writing to, Freedom of Information Review, NHS Borders, Room 2EC3, Education Centre, Borders General Hospital, Melrose, TD6 9BS or foi.enquiries@borders.scot.nhs.uk.

The request for a review should include your name and address for correspondence, the request for information to which the request relates and the issue which you wish to be reviewed. Please state the reference number **547-18** on this request. Your request should be made within 40 working days from receipt of this letter.

If following this review, you remain dissatisfied with the outcome, you may appeal to the Scottish Information Commissioner and request an investigation of your complaint. Your request to the Scottish Information Commissioner should be in writing (or other permanent form), stating your name and an address for correspondence. You should provide the details of the request and your reasons for dissatisfaction with both the original response by NHS Borders and your reasons for dissatisfaction with the outcome of the internal review. Your application for an investigation by the Scottish Information Commissioner must be made within six months of your receipt of the response with which you are dissatisfied. The address for the Office of the Scottish Information Commissioner is, Office of the Scottish Information Commissioner, Kinburn Castle, Doubledykes Road, St Andrews, Fife.