



**UNCLASSIFIED**

Resources Directorate

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Please contact: Mark Chester  
[Mark.chester@coventry.gov.uk](mailto:Mark.chester@coventry.gov.uk)

Our reference: Req00901  
Date: 16<sup>th</sup> February 2016

Dear

### **Freedom of Information Act (FOIA) 2000**

Thank you for your recent request for information. Your request has been considered under the above Act.

You have requested information which relates to the organisation's Wi-Fi contract(s) especially around managed guest and visitor WiFi.

1. *Wi-Fi Provider- Who is the contracted supplier for the Wi-Fi contract.*

**Response: Pinacl**

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*

**Response: This figure includes any hardware costs from April 2012 to April 2015  
Average spend £34,333**

3. *Number of Wi-Fi Users- Please state the estimated number of users the Wi-Fi contract is in place for..*

**Response: Total clients associated per day is between 1500 – 1600 weekdays,  
weekends 100 – 200.**

4. *What is the contract Type:*

**Response: This contract is a support and maintenance contract with the option to procure Cisco wi-fi hardware.**

5. *Number of Locations/Site.*

**Response: 24 sites**

5. *End User Offer- What the Wi-Fi offers to the end users*

**CCC Guest: 1 hour, renewable**  
**Library Guest: 3 hour, renewable**  
**SecContractor: 8 hours, renewable**  
**Corporate clients: Unlimited**

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.*

**Response: Cisco Controllers and APs**

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.*

**Response: Support and Maintenance**

8. *Actual Contract Start Date*

**Response: 01/09/2011**

9. *Actual Contract Renewal/Expiry Date*

**Response: 31/03/2016**

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?*

**Response: [Mark.chester@coventry.gov.uk](mailto:Mark.chester@coventry.gov.uk)**

**Please also see link below to Contract Register:**

**[http://www.coventry.gov.uk/downloads/file/13671/contracts\\_register -  
\\_january\\_2016](http://www.coventry.gov.uk/downloads/file/13671/contracts_register_-_january_2016)**

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If you are unhappy with the handling of your request, you can ask us to review our response. Requests for reviews should be submitted within 40 days of the date of receipt of our response to your original request – email: [infogov@coventry.gov.uk](mailto:infogov@coventry.gov.uk)

If you are unhappy with the outcome of our review, you can write to the Information Commissioner, who can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF or email [casework@ico.org.uk](mailto:casework@ico.org.uk). Please remember to quote the reference number above in your response.

Yours sincerely

Mark Chester  
Head of ICT Infrastructure and Operations