



University of East Anglia

Information Services Directorate

The Library
University of East Anglia
Norwich Research Park
Norwich NR4 7TJ
United Kingdom

Email: foi@uea.ac.uk
Tel: +44 (0) 1603 592 431
Fax: +44 (0) 1603 591 010
Web: <http://www.uea.ac.uk>

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25 January 2016

Dear ██████████

Freedom of Information Act 2000 – Information request (ref: FOI_16-008)

We have now considered your request of 12 January 2016 for information relating to the University's Wi-Fi contract(s). We did not receive a response to our emails of 12 and 15 January, in which we asked for clarification of the scope of your request. We have therefore interpreted your request in the same way as a previous similar request.¹ Our response is on page 2 of this letter, together with a copy of your request, and we hope this will meet your requirements.

On this occasion it is not possible to provide all the requested information. In line with your rights under section 1(1)(a) of the Act to be informed whether information is held, we confirm that the University does not hold all information requested under question 3.

You have the right of appeal against this response. If you wish to appeal, please set out in writing your reasons for appealing and send to the above address. You must appeal within 60 calendar days of the date of this letter. Any appeal received after that date will not be considered nor acknowledged. This policy has been reviewed and approved by the Information Commissioner's Office.

You also have a subsequent right of appeal to the Information Commissioner's Office. Further information is available on their website:

https://ico.org.uk/Global/contact_us, or by telephone on 0303 123 1113.

Please note that any material over which UEA has copyright is released on the understanding that you will comply with all relevant copyright rules regarding reproduction and/or transmission of the information provided.

Please quote our reference given at the head of this letter in all correspondence.

Yours sincerely

Ellen Paterson
Information Policy and Compliance Manager
University of East Anglia

¹ https://portal.uea.ac.uk/documents/6207125/6966942/FOI_13-121.pdf/6e8d82f4-d3ee-4c5d-8418-210f80b7b1ff

Response to Freedom of Information Act 2000 request (FOI_16-008)

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

SCC – Specialist Computer Centre under the Crown Commercial Service “Sprint II” (RM720) framework.

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.*

The annual spend on Wi-Fi provision is provided below. Please note the total for 2015-16 is subject to further change.

Year	Spend (Inc. VAT)
2015-16	£55,829
2014-15	£284,922
2013-14	£311,209
Total	£651,960

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.*

The UEA Wi-Fi system is available to registered UEA students, UEA staff, and to all visitors to UEA. As we do not record information on the number of visitors to UEA, an accurate total is not held. The number of students and staff is as follows:

Students: 14,257 (see:

<http://www.uea.ac.uk/planning/biu/planningmanagementinfo/factsfigures>)

Staff: 3,333 (headcount)

We hold no recorded information on the number of users of ‘The Cloud’, which is available for public use.

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.*

3. 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.*

There are three locations: the Main UEA Campus (Earlham Road), Sainsbury Institute for the Study of Japanese Arts and Culture (Cathedral Close) and East Anglian Film Archive (County Hall) in Norwich.

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.*

The UEA Wi-Fi service offers unlimited time, 8Mbit symmetrical performance both for UEA staff and students and visitors from other Eduroam sites. 'The Cloud' is available for public use.

6. Manufacturer Name/Brand- Please provide 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.

UEA utilises Juniper wireless equipment (formerly Trapeze Networks).

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.

The contract is a supply and break-fix contract.

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.

March 2014.

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.

February 2018.

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.

The contact is Pete Andrews, Head of Networking (tel: 01603 593804; email: P.Andrews@uea.ac.uk).

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.

Not applicable – Wi-Fi provision is in place.

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

1. Number of Users

As above, see question 3.

2. Number of Locations/Site

As above, see question 4 (second one).

3. End User Offer

As above, see question 5.

4. Manufacturer Name/Brand

As above, see question 6.

5. Contact Details- I require the person from within the organisation responsible for the Wi-Fi

As above, see question 10.

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 – Wi-Fi provision is not a managed service.