Full Council meeting 17 April 2019:   Agenda item 13

Consider the continuation of the Town Centre Wi-Fi

The three-year pilot of the town centre wi-fi ends on 31 May 2019. The decision needs to be made on whether to continue to provide this service.

Haverfordwest was allocated 14 access points; 10 access points were installed, 8 of which are still active. Businesses provide hosting of the access points at a cost to them of £25.00 per annum. The access points need to be located in such a way to allow a blanket flow of wi-fi coverage. The wi-fi coverage is good in Haverfordwest. The highest usage in the county is Haverfordwest, alongside Tenby. A 24-hour check of numbers revealed 500 users logging in during this period (mid-week April 2019).

Telemat IT Support, the installation and maintenance contractor, has provided the following information:

"The initial three-year period of the pilot for the Pembrokeshire Town WiFi scheme is coming to an end at the end of May. To continue with the scheme beyond that point there are some renewal costs that each town will need to consider. These are as follows with the total spend per town being dependent on the number of access points that town has. As the most significant capital costs of the scheme have already been taken care of in purchasing the hardware at the start of the contract by the county, the ongoing costs are going to be significantly smaller in comparison.

The renewal pricing will come in three parts: -

1. *Cisco Meraki licence. This licence will be required for the system to continue working. Non-renewal of this licence will mean that the system will simply switch off and stop working. Pricing for this element is going to be £195 for a 3-year licence. We understand that the upfront commitment could cause financial issues for towns so there is a 1-year option at £100 per licence.*

2. *Maintenance. Currently, Telemat maintain the system both remotely and onsite for a set fee per access point per year as part of the contract. This is to regularly check that the system is still working, to troubleshoot faults with hosts when problems occur and to visit sites when required. We can also assist with the splash page, looking at data, managing administrator log ins to the system etc. At the moment this pricing also includes replacement of faulty hardware when they break at no extra cost.*

    As the hardware is now 3 years old, the continuation of the hardware replacement element of this maintenance is not realistic and the cost of the maintenance will reduce to reflect that from £150 per access point per year to £100 per access point per year. However, there are some spare access points left over from the initial rollout phase so we would be able to offer these when hardware faults occur on a first come, first served basis until there are none left.

    In addition, we are able to offer replacement kit at the following costs. Access Point replacement - £650, PoE Injector - £80. Please take these costs as a guide. They may fluctuate as the manufacturer changes prices.

3. *Splash Page. Finally, there is a cost for the splash page which is the page that users see when they log on to the WiFi system. The cost for renewal of this is based on a three-year licence and is dependent on a minimum of 5 towns renewing. This is a cost per town and is not dependent on the number of access points a town has. Assuming that at least 5 towns renew, the cost per town will be £350 per year*

So, to recap, the renewal prices are going to be as follows: -
Licence - £195 per access point for 3 years or £100 for a 1-year licence
Maintenance - £100 per access point per year
Splash Page - £350 per town per year.

As a guide, the renewal cost for a year for a town with 6 access points will be £1,550.

Please also note that all pricing is excluding VAT."