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Bwrdd Iechyd Prifysgol
Bae Abertawe
Swansea Bay University
Health Board

Cadeirydd/Chair: **Emma Woollett**
Prif Weithredwr/Chief Executive: **Mark Hackett**

gofalu am ein gilydd, cydweithio, gwella bob amser
caring for each other, working together, always improving

Rydym yn croesawu gohebiaeth yn y Gymraeg ac yn y Saesneg. We welcome correspondence in Welsh or English.

Dyddiad/Date: 30th April 2021
Ein Cyf / Our Ref: 21-C-017

☎ 01639 648363

✉ FOIA.Requests@wales.nhs.uk

[REDACTED]
[REDACTED]
[REDACTED]

Corporate Services
Headquarters
1 Talbot Gateway
Baglan
Port Talbot, SA12 7BR

Dear [REDACTED]

I refer to your Freedom of Information Act Request acknowledged by ourselves on 11th March 2021. Your request sought information relating to digital & retail technologies.

1. Digital Transformation Strategy - Please provide an online or PDF copy.
Please see attached.

2. Electronic Point of Sale (EPOS) System/Support. The details we require are:

2.1 Incumbent Suppliers for onsite / remote hardware & Support Maintenance Services.

EPOS Systems Ltd.

2.2 Contract value.

Approx. £3.5k per annum

2.3 Chosen Framework/contract (& any sub lots)

Software updates and maintenance contracts.

2.4 Start date & duration of contract.

1st October 2020 for 1 year

2.5 End date / duration / extension option of contract

30th September 2021



Pencadlys BIP Bae Abertawe, Un Porthfa Talbot, Port Talbot, SA12 7BR / Swansea Bay UHB Headquarters, One Talbot Gateway, Port Talbot, SA12 7BR

Bwrdd Iechyd Prifysgol Bae Abertawe yw enw gweithredu Bwrdd Iechyd Lleol Prifysgol Bae Abertawe
Swansea Bay University Health Board is the operational name of Swansea Bay University Local Health Board

2.6 Please provide any details of any new epos related technology deployment in 2021/22

Not applicable

2.7 Who is the senior officer (outside of procurement) responsible for this contract?

Rab McEwan

Interim Chief Operating Officer

3. Public Guest Wi-Fi:

3.1 Do you have a guest Wi-Fi portal and which company manages this for you?

The Cloud Wi-Fi – managed by Sky

3.2 If not, are you planning to add this service and any branded content?

Not applicable

3.3 Footfall – How do you currently measure this within town centres as part of the Gov Funded regeneration grant?

Not applicable to Health Boards

3.4 Do you currently require a Wi-Fi survey to improve service performance?

No

4. Cabling: CAT5 / CAT5e / CAT6 / Fibre

4.1 Who is your current contractor for the above?

We use various contractors dependent on job requirements and the factors involved in the procurement process.

4.2 What is your chosen framework to tender for Cabling projects?

Small installations are procured locally.

Larger installations would either be procured through a local tender exercise, or if they were linked to a new or refurb capital programme would be installed through sub-contractors on that programme. These would be agreed to agreed ICT standards.

4.3 Do you have any forthcoming cabling tenders or projects in 2021/22?

None planned

5. Smart Cities: Next Generation Customer experience

5.1 IoT – Are you implementing/planning on any of the following: Interactive Kiosks, Digital Signage, Cashless parking, Machine to Machine Telemetry, Remote Machine Monitoring?

You clarified on 26th March 2021 that by "Machine to Machine Telemetry" you are referring to the ability to connect and manage devices – such as parking meters, digital signage engineering machinery.

You further clarified that "Remote Machine Monitoring" means monitoring and configuration of all devices via a web portal negating the need to send someone out to site to fix or update devices.



No new implementations or plans to implement for all of the above.

5G/ SD WAN/ Wireless WAN

5.2 What are the digital technologies your authority is planning to deploy in relation to smart cities in the next 1-3 years?

Swansea Bay are part of the Swansea Bay City deal with authority partners with the aim to develop a regional business case.

5.3 Mobility – Fleet/Vehicle & Pop-up connectivity – Do you currently use remote digital connectivity for your fleets what contracts for hardware do you have in place?

No

5.4 If not to above, are you planning to use in future? Please state each Department i.e. Refuse rubbish collect and analytics reporting.

There is currently no plan for implementation of Fleet/Vehicle connectivity in the future.

5.5 COVID-19 – what plans from an IT perspective do you have for return to work – i.e. what proportion of the work force do you think will return to the office.

There are no fixed plans as yet. The Health Board is devising an Agile Working Policy and the department will utilise this to determine its approach.

5.6 Branch – primary and secondary fail over in buildings/offices etc utilising 4g and 5g (5g smart cities) plus Working from Home/Home Office

There is no site wide 4G/5G fail over provided at the majority of our branch sites, however this is provided at a few key locations. For long outages, users are advised to

A. Use 4G individual provided equipment (tablets/laptop)

B. Decant to a working site or

C. Work from home

5.7 COVID-19 – do they support pop up testing and vaccinations?

The vaccination programme within Swansea Bay has a mobile “Immbulance” which goes to targeted areas on set days to vaccinate those eligible who would be unlikely to attend mass vaccination centres or their GP.

This has mobile connectivity to input data to The Welsh Immunisation System. The Health Board also has access to a range of Mobile Testing Units which are provided via the Welsh Ambulance Services Trust and external providers as contracted for by the Department of Health and Social Services. These have necessary mobile connectivity as specified in the associated contracts.

5.8 Branch Connectivity – what contracts in place for in building networking/Wi-Fi – who provides signage and P.O.S connectivity?

All in building network/Wi-Fi at branch are supported internally by the HB’s networking team. Some sites have digital signage with content provided by the Communications Department.



6. Contacts: Please provide the name, email, telephone contact for the senior IT staff within your organisation responsible for:

6.1 IT Services

6.2 IT Infrastructure/Operations

6.3 Digital Transformation

6.4 IT Procurement

The Director of Digital Services has responsibility for all the above. Please find details below;

Matt John

Director of Digital Services and Chief Digital Officer

matt.dmj.john@wales.nhs.uk

I hope this information is helpful. If you require anything further please contact us at FOIA.Requests@wales.nhs.uk.

Under the terms of the Health Board's Freedom of Information policy, individuals seeking access to recorded information held by the Health Board are entitled to request internal review of the handling of their requests. If you would like to complain about the Health Board's handling of your request please contact me directly at the address below or register your complaint via FOIA.Requests@wales.nhs.uk.

If after Internal Review you remain dissatisfied you are also entitled to refer the matter to the information commissioner at the Information Commissioner's Office (Wales), 2nd Floor, Churchill House, Churchill Way, Cardiff, CF10 2HH. Telephone Number: 029 2067 8400.

Yours sincerely



Pam Wenger

Director of Corporate Governance

