

<b>Reference:</b>	FOI.5555.21
<b>Subject:</b>	Digital and retail technologies
<b>Date of Request:</b>	10 March 2021

**Requested:**

1. Digital Transformation Strategy - Please provide an online or PDF copy.
2. Electronic Point of Sale (EPOS) System/Support. The details we require are:
  - 2a. Incumbent Suppliers for onsite / remote hardware & Support Maintenance Services.
  - 2b. Contract value.
  - 2c. Chosen Framework/contract (& any sub lots)
  - 2d. Start date & duration of contract.
  - 2e. End date / duration / extension option of contract
  - 2f. Please provide any details of any new epos related technology deployment in 2021/22
  - 2g. Who is the senior officer (outside of procurement) responsible for this contract?
3. Public Guest Wi-Fi:
  - 3a. Do you have a guest Wi-Fi portal and which company manages this for you?
  - 3b. If not, are you planning to add this service and any branded content?
  - 3c. Footfall – How do you currently measure this within town centres as part of the Government funded regeneration grant?
  - 3d. Do you currently require a Wi-Fi survey to improve service performance?
4. Cabling: CAT5 / CAT5e / CAT6 / Fibre
  - 4a. Who is your current contractor for the above?
  - 4b. What is your chosen framework to tender for Cabling projects?
  - 4c. Do you have any forthcoming cabling tenders or projects in 2021/22?
5. Smart Cities: Next Generation Customer experience
  - 5a. IoT – Are you implementing/planning on any of the following: Interactive Kiosks, Digital Signage, Cashless parking, Machine to Machine Telemetry, Remote Machine Monitoring
  - 5b. 5G/ SD WAN/ Wireless WAN

- 5c. What are the digital technologies your authority is planning to deploy in relation to smart cities in the next 1-3 years?
- 5d. 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?
- 5e. If no to above, are you planning to use in future? Please state each Department i.e. Refuse rubbish collect and analytics reporting.
- 5f. 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.
- 5g. Branch – primary and secondary fail over in buildings/offices etc. utilising 4g and 5g (5g smart cities) plus Working from Home/Home Office
- 5h. COVID-19 – do they support pop up testing and vaccinations?
- 5i. Branch Connectivity – what contracts in place for in-building networking/Wi-Fi – who provides signage and P.O.S connectivity.
6. Contacts: Please provide the name, email, telephone contact for the senior IT staff within your organisation responsible for:
- 6a. IT Services
- 6b. IT Infrastructure/Operations
- 6c. Digital Transformation
- 6d. IT Procurement

**Response:**

1. This information is already within the public domain; therefore, Hywel Dda University Health Board (UHB) has applied an Exemption under Section 21 of the Freedom of Information Act 2000 (FoIA), as the information is accessible by another means. The UHB has answered a similar Freedom of Information request, FOI/5525/21, which is available on our disclosure log.

For ease of reference please click on the attached link which will take you directly to the UHB's disclosure log webpage:

<https://hduhb.nhs.wales/about-us/governance-arrangements/freedom-of-information/disclosure-log/>

2. The UHB provides the information it holds in relation to Electronic Point of Sale (EPOS) systems, at Attachment 1.
- 2b. As the financial costs requested from the UHB relates to third parties, the UHB considers that Section 43 of the Freedom of Information Act 2000 (FoIA) applies, as answering would be prejudicial to their commercial interests. Section 43(2) exempts information, disclosure of which would or would be likely to prejudice the commercial interests of any person; in this case the

provider listed above. Commercial interests may be prejudiced where disclosure would, or would be likely to:

- Weaken a company's position in a competitive environment by revealing market sensitive information or information of potential usefulness to its competitors.
- Damage a company's business reputation or the confidence that customers/users, suppliers or investors may have in it.

This exemption is qualified; therefore, even if information falls within Section 43, public authorities must then apply the public interest test set out in Section 2(2)(b). The information can only be withheld if the public interest in maintaining the exemption outweighs the public interest in disclosure.

The UHB has therefore considered the following:

**In favour of disclosure:**-There is a public interest in transparency and in the accountability of public funds. Furthermore, it is in the public's interest that public funds be used effectively and that public sector bodies obtain the best value for money when contracting for the provision of services. Private sector bodies engaging in commercial activities with the public sector must expect some information about those activities to be disclosed.

**Against Disclosure:**- Disclosure of this information would have a direct impact and cause substantial harm to the suppliers as it would disclose their pricing and products/services provided to the UHB, and it would be likely that this would damage their ability to work within a highly competitive sector. The information being requested is likely to be used by their competitors to gain a competitive advantage.

It has therefore been decided after considering the above that releasing the information under the Freedom of Information Act 2000, to which the UHB is subject, will give an unfair advantage to the suppliers' competitors. The UHB believes that there is wider established public interest in companies not being prejudiced merely because they have contracted with a public sector body, and that there is a public interest in ensuring that there is competition for public sector contracts.

**Decision:** - The UHB considers that the public interest in withholding the contract values is greater than the interests in disclosing it and thereby giving unfair commercial advantage to competitors.

3a. The UHB confirms that it does have a guest Wi-Fi portal managed by BskyB.

3b. Not applicable.

3c. Not applicable to NHS.

3d. The UHB confirms that it does not have a Wi-Fi service performance improvement survey.

4a. The UHB confirms that the current contractor for cabling is NSE Electrical Contractors.

4b. The UHB confirms that cabling tenders are undertaken by Welsh Government National Procurement Service.

- 4c. The UHB confirms that it does not have any forthcoming cabling tenders or projects for 2021/22.
- 5a. The UHB confirms that it has a number of Internet of things (IoT) projects underway, which focus on the connection of medical devices to IoT networks to support tracking and remote configuration.
- 5b. Not applicable.
- 5c. Not applicable.
- 5d. The UHB confirms that it does not use remote digital connectivity for its fleets.
- 5e. The UHB confirms that it has no current plans to use remote digital connectivity for its fleets.
- 5f. The UHB confirms that due to COVID-19, it is estimated that 70% of employees will continue to work from the UHB's hospital sites.
- 5g. The UHB confirms that it does not have primary and secondary fail over in buildings/offices.
- 5h. The UHB confirms that 4G routers and remote wireless access points are being utilised to support the COVID testing and vaccination centres.
- 5i. The UHB confirms it has a 24x7x36 LAN support and maintenance contract with Cisco ELA for network software.
- 6a. The UHB confirms that Paul Solloway, Head of Information Communication Technology (ICT) is responsible for IT services and is contactable by email: [Paul.solloway@wales.nhs.uk](mailto:Paul.solloway@wales.nhs.uk)
- 6b. The UHB confirms that John Hackett, Infrastructure Operations Manager, is responsible for IT Infrastructure and Operations and is contactable by email: [John.hackett@wales.nhs.uk](mailto:John.hackett@wales.nhs.uk)
- 6c. The UHB confirms that Anthony Tracey, Assistant Director of Digital Services is responsible for Digital Transformation and is contactable by email: [Anthony.tracey@wales.nhs.uk](mailto:Anthony.tracey@wales.nhs.uk)
- 6d. The UHB confirms that Paul Solloway, Head of ICT is responsible for IT Procurement, email address as at question 6a.