
WELSH GOVERNMENT TENANT:

EIDCymru

IT Solution

1 Summary

EIDCymru currently records sheep, goats and deer movements in Wales and has an excellent track record which is held in high regard across the UK. Building on EIDCymru's current capabilities, it is the natural choice to incorporate Welsh cattle and pig movements. It will provide an accessible, easy-to-use platform to our farmers, livestock markets and abattoirs. It will improve traceability which will assist in limiting the impact of a disease outbreak while also delivering significant opportunity for the Welsh red meat industry to improve the use of data to drive on-farm efficiency and give consumers assurance of the provenance of their food.

The Welsh Government is bringing together separate systems for cattle, sheep and pigs to fulfil European requirements to support the continuation of trade post-Brexit. This also provides an opportunity to define Wales' identity and reputation as a global leader in animal welfare and standards.

EIDCymru is a subsidiary of Hybu Cig Cymru – Meat Promotion Wales, the strategic body responsible for the development, promotion, and marketing of Welsh red meat.

EIDCymru is located at Parc Merlin on Glanyrafon Industrial Estate, next door to Hybu Cig Cymru. It currently employs 18 members of staff, working hybrid between office and home. Staffing numbers will increase when services for cattle will transfer from BSMS to EIDCymru.

Currently, each EIDCymru staff member is provided with a MacBook Pro, which allows them to carry out daily duties. MS365 apps are installed to provide email, spreadsheets and word processing.

Microsoft (MS) Teams and SharePoint will be used for collaboration and file sharing. In addition, the telephony facility within MS Teams will be used for facilitating incoming and outgoing calls. MacBooks connect to internet either by Wi-Fi or to network points using a docking station. The docking station also provides connection to an external screen fitted to each desk.

Daily work of administrating EIDCymru is carried out via web browsers.

EID registered office is at Ty Rheidiol, Parc Merlin, Aberystwyth, Ceredigion, SY23 3FF with 17 staff currently in the organisation.

2 Requirements

EIDCymru are currently in the process of contract discussions with Welsh Government's Facilities Management teams over leasing space on F3 west wing at Rhodfa Padarn, Aberystwyth.

These discussions will be based on some 28 desk spaces and three local meeting rooms (one of which to house their scanners and PC/server) based close to their desk allocation.

Currently, EIDCymru operates under a hybrid policy that allows staff to work flexibly from their registered office and from home. Their IT requirements for staff are:

- Allocation of a Virtual Routing and Forwarding (VRF) with 5 x DHCP reservations.
- 5 x network ports installed in scanning room for connections to:
 - 1 x PC
 - 3 x Scanners
 - 1 x Multi-Functional Device
- Access to Welsh Government's Wi-Fi network service for all work devices (up to 28)

EIDCymru will be providing the physical hardware, monitors, docking stations, scanners, printer etc.

The MAC addresses for EIDCymru devices are as follows (Annex C refers):

- A4:EE:57:52:80:24 EPSON Scanner1 .200
- A4:EE:57:52:93:9D EPSON Scanner2 .201
- A4:EE:57:52:A5:4B EPSON Scanner3 .202
- 00:20:6B:49:19:C1 Printer
- 00:15:5D:00:28:01 PC/Server

Access will be required for Konica Minolta on date of occupation to install the multi-functional device.

3 Solution Overview

Following some successful testing with EIDCymru representative and Welsh Government IT Team, Welsh Government IT Services will provide a managed internet service via the 'Gwestai' wireless network using the agreed Tenant model for the following:

- EIDCymru will connect their devices to 'Gwestai' wireless network through Welsh Government's Captive Portal registration process.
- Printing and scanning to be provided via a dedicated VRF for EIDCymru staff utilising existing network ports in EIDCymru's Scanning Room.
- Booking of MTR rooms can be made through Welsh Government's Facility Teams.
- Provision of EIDCymru's Gwestai VRF service will be available at Welsh Government's Gold Sites only, namely: Aberystwyth, Llandudno Junction, Carmarthen, Merthyr Tydfil, Llandrindod Wells, Swansea, Cardiff Bay and Cathays Park, Cardiff.
- It is envisaged that two days (out of hours and working days) will be required to set up this solution with Welsh Government Network Team following submission of the service request process.

4 Service Provision

The technical support provided to EIDCymru as part of the solution overview is summarised below (further information can be found in Annex A).

4.1 Gwestai

- EIDCymru will be able to connect their work devices (up to 5) to the 'Gwestai' wireless network via the instructions to be sent out under separate correspondence.
- Welsh Government IT Services do not support Tenant/visitor connections to 'Gwestai'. If the 'Gwestai' network is unavailable, then the Tenant/visitor must find an alternative method of accessing the internet until the network is operational again.

4.2 Microsoft Teams Room (MTR)

- EIDCymru may make use of Welsh Government audio visual equipment in meeting rooms and other designated shared smart-working areas. Use of meeting rooms must be pre-booked via the Welsh Government Facilities Team at the respective site.
- For security reasons, MTR units in meeting rooms cannot be booked as meeting participants in the same manner as Welsh Government staff.

4.3 Non-Welsh Government IT

- For the avoidance of doubt, non-Welsh Government IT Hardware and software is not subject to support.
- EIDCymru VPN technology is not subject to support.

4.4 Incident and Requests

- All reporting of issues should be made via the local Welsh Government Facilities Team on site. The Facilities Team will raise the appropriate ticket which will be directed to the IT Business Relationship Manager. EIDCymru should not contact the Welsh Government Service Desk or Technical support staff directly.

5 Governance

This solution is to be set up following completion of the contract framework in agreement with Welsh Government and EIDCymru and this IT Solutions document. No provision for IT will be made before contracts have been signed by both parties.

6 Costings

At present there is no cost attributed to EIDCymru for utilising the Welsh Government 'Gwestai' network.

7 Supporting Information

The following publications form part of the IT provision for EIDCymru staff:

- EIDCymru will connect to 'Gwestai' through Welsh Government's Captive Portal registration process. For guidance on how to connect a device to the Welsh Government 'Gwestai' wireless network on the attached link <[Captive Portal Registration](#)>. The guidance also includes how to extend EIDCymru Tenant 'Gwestai' account to 12 months.
- Procedure for audio visual service is set out on attached link <[Audio Visual Service Offer to Welsh Government Office Tenants](#)>.

8 Proposed Date for Occupation

EIDCymru are preparing to occupy Welsh Government office at Rhodfa Padarn, Aberystwyth on: **1 July 2025**

9 Pre Occupation Works

In preparation for EIDCymru occupation the following works will be required to be completed by Welsh Government IT Teams:

- Rhodfa Padarn, Aberystwyth:
 - Clearance of Welsh Government IT equipment for EIDCymru designated desks/area.

- Move of existing floorbox in EIDCymru Scanning room for set up of scanners and server PC.
- Move of existing WG printer in local print room for installation of EIDCymru's printer set up.
- Ensure that monitor brackets are available for the installed monitor arms.

10 Post Occupation Works

Following occupation, EIDCymru are to request local Welsh Government Facilities Teams to submit a service request to set up VRF service at Rhodfa Padarn as per para 3 above.

Once received, Welsh Government IT Teams to patch devices, 1 x PC server, 3 x scanners and 1 x printer to local Welsh Government cabinet to enable VRF connection on Welsh Government 'Gwestai' network.

Procedures for setting up 12 month registration on Gwestai network is provided in para 7 above.

Procedures for using MTR devices in Welsh Government meeting rooms is included in para 7 above.


11 Tenant Contacts

Technical and onsite contacts are listed below:

- Rhodfa Padarn, Aberystwyth:
 - Technical contact:
Name – Jonathan Pryce
Job Title – Technical Lead
Email – jpryce@eidcymru.org
Mobile – 07710 390489
 - On site contact:
Name – Chris Kilner, Kilner Morgan
Job Title – Outsourced IT Support Provider
Email – support@kilnermorgan.co.uk
Mobile – 07967 365033

12 Signatories

Agreement of IT solution set out in this document.

Company	Name	Signature	Date
EIDCymru	Gareth I L Jones Head of Finance and Corporate Governance Hybu Cig Cymru (Parent Company)		20/06/2025
Welsh Government	Cath Yemm Head of IT Service Delivery	Danielle Hughes (On behalf of Cath Yemm)	24/06/2025

Annex A: Tenants – IT Services Information for Regional Offices

1. GENERAL INFORMATION

- 12.1 Tenants have two options available for their IT set up;
- a) Arrange installation of their own separate network (paragraphs 2 &3); or
 - b) To utilise Welsh Government's Tenant model on the 'Gwestai' wireless network (paragraph 4).
- 12.2 Preoccupation tests of the 'Gwestai' network will be undertaken with Tenant IT representatives and IT Services Business Relationship Manager should Tenants wish to explore this service.
- 12.3 Tenants using either of the two options above will be required to familiarise themselves with the Welsh Government Security Policy provided by Welsh Government Facilities Team.
- 12.4 Tenants are responsible for the installation of their own IT hardware within their demise and for the on-going management and maintenance of that hardware.
- 12.5 In all cases relating to IT service provision, Tenant end users should first contact their own IT support teams for first line support.
- 12.6 Where Tenants are utilising the Welsh Government's 'Gwestai' wireless network, if their own IT support teams suggest that the issue may lie with Welsh Government, then an incident request is to be made to IT Services via the local Facilities Management Team.
- 12.7 Tenants are requested not to disconnect cables and equipment or otherwise disturb the installations in Welsh Government spaces.
- 12.8 Tenants are generally able to access the Welsh Government 'Gwestai' wireless network in communal spaces that are accessible to them – e.g. Business Lounges & Cafés; meeting rooms, etc.
- 12.9 Information on the registration arrangements for accessing the Welsh Government 'Gwestai' wireless network will be communicated as part of the onboarding information and is subject to change as the service develops.
- 12.10 Tenants can book and use some of the Welsh Government's corporate meeting rooms through CP Facilities Management Team, this will include the use of audio-visual equipment and MTRs within these rooms.

See IT Services [Audio Visual Service Offer to Welsh Government Office Tenants](#) on what is in and out of scope including guidance.

2. TENANTS INSTALLATION OF OWN NETWORK

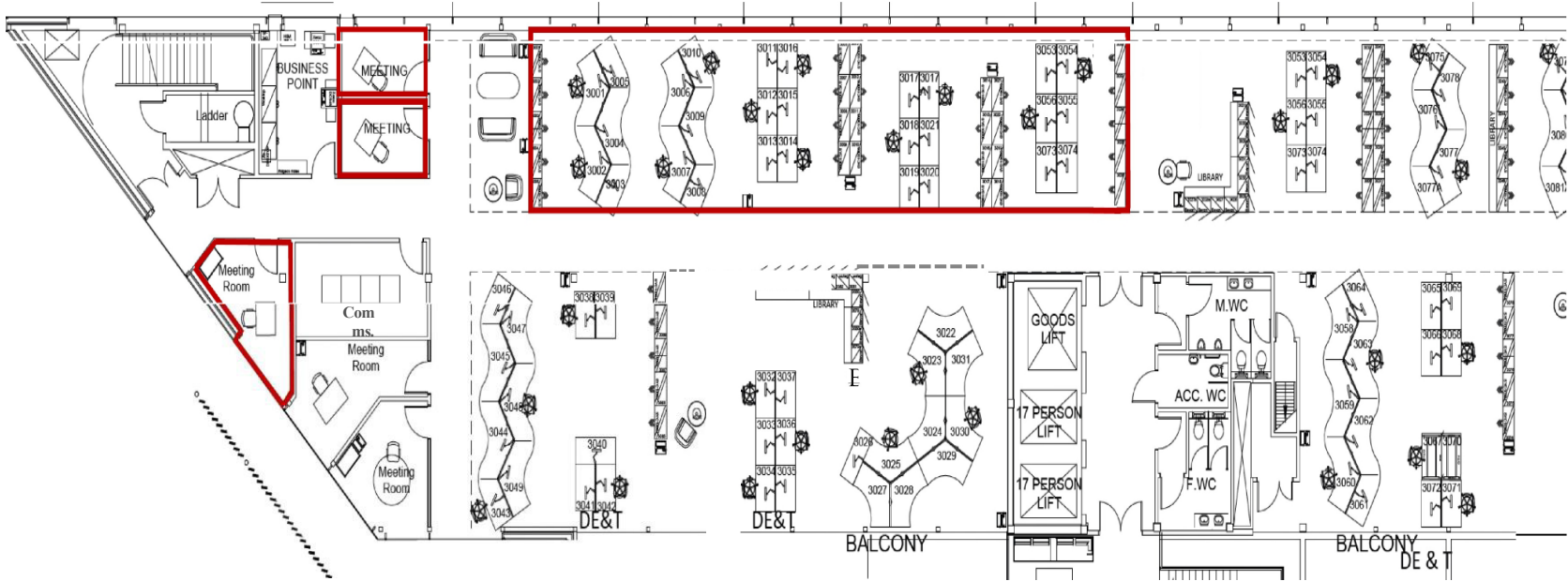
- 2.1 Should Tenants decide on this option, they are responsible for the installation of their own network services within their demise and for the on-going management and maintenance of those services to their respective staff. The same applies to IT hardware and audio-visual equipment and connectivity within Tenant-assigned meeting rooms.
- 2.2 Tenants will be responsible for arranging the installation of an independent fibre connection to the building (if required), along with any telephony lines if required. Wayleave agreements will be facilitated by Welsh Government.
- 2.3 Engineer access and escort arrangements for the installation of the fibre link will be facilitated by the local Facilities Management Team. Arrangements must be discussed and agreed in advance with a minimum of 2-3 working days' notice. This can be arranged by contacting the local Facilities Helpdesk.
- 2.4 Where Tenant IT / audio-visual equipment needs to be installed directly on to the building fabric / infrastructure, this must be discussed and agreed with the local Facilities Management Team in advance. All such works must be undertaken by Welsh Government appointed contractors on a cost-recovery basis.
- 2.5 Non-Welsh Government hardware or software is not subject to support by Welsh Government.

3. WELSH GOVERNMENT IT TENANT GWESTAI WIRELESS NETWORK INFORMATION

- 3.1 Should Tenants decide this option, comprehensive testing pre-occupation of this service model will be carried out to ensure that Tenants are able to utilise the 'Gwestai' Wireless service.
- 3.2 Welsh Government's 'Gwestai' Wireless network is accessible via a Captive Portal page, requiring registration to be completed before access is granted to the network. Tenant's availability to access this service will be carried out in the pre-occupation tests.

- 3.3 For guidance on how to connect a device to the Welsh Government 'Gwestai' wireless network please click [here](#). Guidance also includes how to extend your 'Gwestai' account to 12 months.
- 3.4 An IT Solutions Document will be agreed between both Tenant and IT Services to determine the solution provided.
- 3.5 Tenants may utilise the 'Gwestai' Wireless network for printer, MTR and any other devices that pass the testing process and are defined in the solutions document.
- 3.6 Tenant IT solutions will not be available until the solutions document has been signed by both parties and contracts between Welsh Government have been completed.
- 3.7 For avoidance of doubt, support of the following is out of scope and will not be supported by Welsh Government IT Services:
- a) Any hardware which is not a Welsh Government IT asset is not subject to support.
 - b) Any issues arising from non-availability of web content, apps, or features thereof due to Welsh Government web filtering and security restrictions.
 - c) Tenant VPN technology.
 - d) Tenant owned/managed network infrastructure.
 - e) Requests for audio-visual support during meetings.
- 3.8 Welsh Government do not support Tenant/visitor connections to the 'Gwestai' network. If the network is unavailable, then the Tenant/visitor must find an alternative method of accessing the internet until the network is operational again.
- 3.9 On occasions, the 'Gwestai' network will undertake maintenance works. Advance notice will be sent out to Tenants for information.

Annex B: EIDCymru Floorplan - F3 West Wing



Annex C: EIDCymru Proposed Schematic Plan

