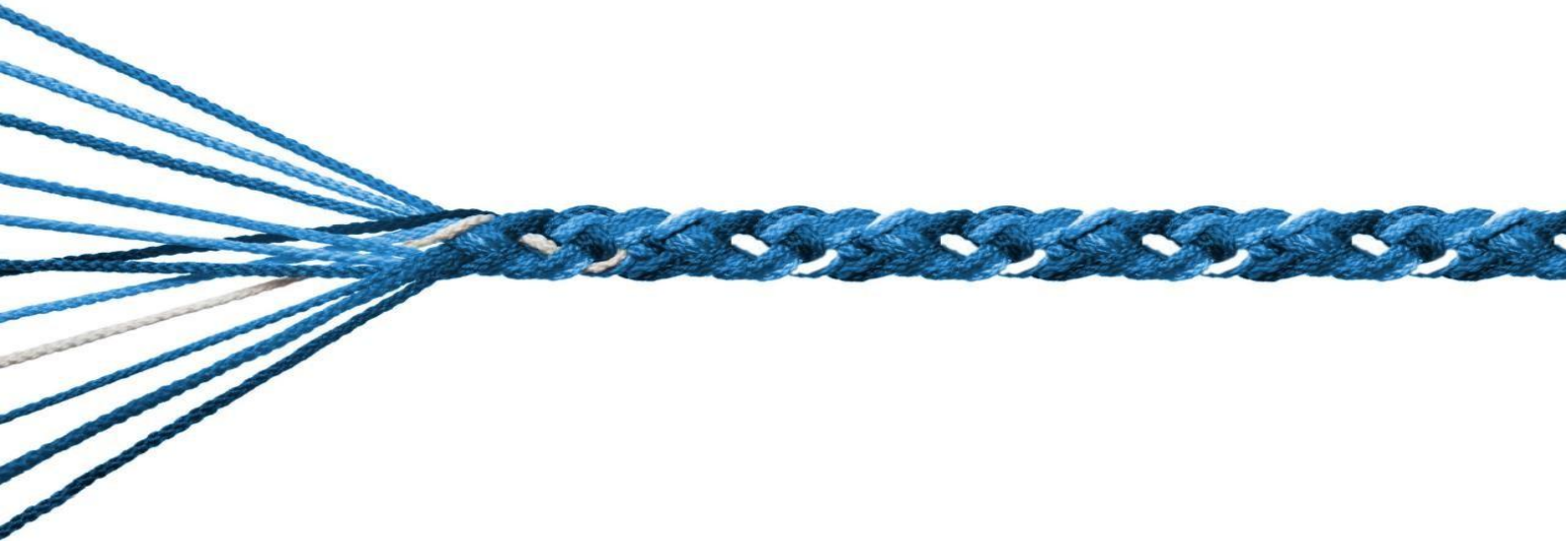




Argonaut UTMC Command & Control

Service Definition

September 2026

Commercial in confidence

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Introduction

Service Description

Argonaut is the market leader for Urban Traffic Management Control (UTMC) command and control systems across the UK. Argonaut enables Traffic Managers to model, monitor and control the environmental effects of travel as well as reducing congestion to maximise the use of a limited road network, all using UTMC, RTIG, SIRI and other recognised industry protocols.

Idox Transport's UTMC compliant common database provides an open standard data store to collect and disseminate traffic and transport information from existing or new UTMC sub systems. It also provides Traffic Managers with the ability to develop better, integrated traffic and transport control strategies in line with current national and local transport policies.

There are a number of modules and options available depending on the network and traffic management needs and below is a short description of each. Customers can select the modules they wish to procure.

Module	Description
Argonaut	Core element of modular UTMC, network control system. Provides an integrated view of traffic and travel information, integrating all data adaptors into a single data model which ensures Strategy Manager can automatically intervene to manage congestion and improve all different network targets. Uses sophisticated modern web technologies to deliver UTMC systems for the 21st century. Engineers can connect to the system from any internet terminal, subject to security arrangements, whether at work, working from home or during emergency cover out of hours. Effectively, if given sufficient privileges, an engineer could look at the network from his smartphone or tablet without needing to come into the control room.
Argonaut Traffic Signal Control	Traffic signal control providing fixed time, adaptive control, traffic signal priority and remote monitoring of traffic signals. Compatible to all UK standards, the solution is entirely modular in design ensuring that all signals and algorithms are supported using the underlying architecture.
Argonaut Variable Message Signs	Argonaut's adaptor which can automatically determine the appropriate legends to display on any operator station, or free-text, Car Park Guidance, RGB Pictogram VMS based on the conditions and command the VMS to display the appropriate information. The user can test messages and legends before committing them to the system and or the sign.
Argonaut CCTV	Integration of Argonaut with CCTV systems supporting a wide variety of interfaces (either IP or serial) such as Traffic Wales and the Highways Agency's TIH network. Where the CCTV system does not have a defined open protocol, we work closely with all parties to agree an approach.

Module	Description
Argonaut Car Park Manager	Interfaces directly with the Car Park detectors and signs, providing a fully functional, configurable and feature rich Car Park Manager Module for Argonaut. The Operator views car park information graphically and in a tabular format, including locations/status, occupancies, maximum capacity, historic percentage and queuing after a defined point.
Argonaut Team Working, Control Room Log	The Control Room Log is an integrated solution that works as an additional feature in Argonaut. It is developed to provide unrivalled assistance to controllers for recording all user actions and those initiated by the Strategy Manager. It not only records but also helps to communicate and attain strategic control.
Argonaut Alerts	For Subscribed Users, travel alerts allow users to be automatically notified when a change in the user's defined route occurs. Users may then register for SMS and email alerts and may define the time periods for when they would like to be alerted.
Argonaut Winter Maintenance	Features in both the Argonaut and Voyager solution. Assists local authorities to deploy winter maintenance treatment (gritting, de-icing, etc.,) on a route-by-route basis and display live and static data to the people via the Voyager web portal.
Argonaut - Abnormal Loads	Abnormal Loads is a freight specific portal allowing freight operators' access to all information available on Voyager, focused on the needs of freight users. Features include news/events, branding/community engagement, low bridge, narrow lanes, weight restrictions mapped/bespoke dashboard on journey times and disruptions on a per route basis.
Argonaut Streetworks and Road Works	The Argonaut strategic control system takes an automatic feed from the existing Street works system to include a copy of street works in the database. Idox Transport automatically publishes the street works to either the Voyager web outputs or to a page on your website, requiring no manual intervention.
Argonaut Events Manager	The events management functions include a whole range of capabilities extending beyond standard traffic functions. The system was used extensively through the Dorset Olympics Sailing Event to manage car parks, crowd management of beaches and cliff tops as well as integration with the UK's Police Silver and Gold command processes.
Argonaut Portable Traffic Signals	The solution offers a Temporary Traffic Signals application and approval process, as a means to allow utility companies or their contractors and local authorities to apply and approve temporary signals applications online. The application and approval cycle is carried out electronically replacing the existing paper/fax-based systems.
Argonaut Skips and Scaffolding	Idox Transport has designed the Skips and Scaffolding solution to be a user-friendly online service, to enable companies to apply to place on the road, temporary structures such as skips, scaffolding, building materials, tables and chairs and site offices (e.g. Portacabins).

Module	Description
Argonaut Speed Amelioration	Focusing on ameliorating vehicle speeds using traffic signals and data from various sources enabling authorities to minimise road disruptions and to automatically control traffic lights to help reduce the number of speeding vehicles. It reduces the risk of accidents e.g. such as approaches to schools and other congested areas.
Argonaut DataBroker	Based on the Datex II standard, is a reliable single collective data hub that allows uninterrupted information exchange between disparate systems, deployed across diverse geographies, transferring data from one format to another. It works with the broadest possible range of data formats such as RTIG, SIRI, VDV, etc.
Argonaut Team Working, White Board	Whiteboard's simple virtual addresses the collaboration needs for traffic management authorities. It facilitates teamwork within an authority and across authorities to enable cross boundary strategic control. Whiteboard helps to lay down ideas and action plans for efficient teamwork, effective communication and prompt reaction with minimum disruptions.
Argonaut Incident Management	The Incident Detection and Incident Management page allows total control and management of incidents from multiple parties. Incidents can be assigned, edited and deleted. Whilst in progress, network segments can be marked as inaccessible by direction of travel, service and stops.
Argonaut Air Quality	Air quality monitoring in key areas. With static monitoring, integrating with any 3rd party monitoring system (UTMC enabled or not). Roadside interface using our open platform UTMC out station unit, via 3rd party data feed or system interface. Our simple adaptor architecture dramatically speeds up and simplifies integration.
Argonaut Access Control	Interfaces and controls highways systems that control access to traffic. The access control points include bridges, tunnels, railway crossings, bollards and other street furniture, and is delivered through a dedicated operator interface that gives access to the functions of controlling the variable directional signing and the traffic signals.
Argonaut Team Working	Offers a number of options around team working, allowing working and information to be easily assigned or accessed in various ways. The modules enable closer cooperation between multiple parties with complete management and control through tracked audit trails. Allowing Office, Site or Home remote accessibility of documents.
Argonaut Team Working, Dashboard	Dashboard allows users to configure a range of valuable data values in one place with descriptive text. The dashboard message can contain data from one or more tables allowing users quick access to data without having to search or click between screens.
Argonaut Team Working, Inter Authority Data Sharing	The solution links all systems with an overarching software module to facilitate strategic control across boundaries. All Authorities may share read and write capabilities with the option of relevant permissions, set strategies in a neighbouring authority. However, the individual databases will be retained.

Module	Description
Argonaut Road closures and diversion routes	The Route Closure and Diversion solution is a single source for planning, creating, managing and publishing route closure and diversion information. It deeply integrates with Icarus and Voyager which helps to efficiently manage and annotate temporary traffic arrangements to travellers, public transport operators, emergency services, etc.

Associated Services

Apollo Fault Management system which integrates with Argonaut UTMC

Managed Services and Security

Data Protection Standards and Procedures

We are committed to high standards of information security, data protection, privacy and transparency and our systems and processes are compliant with applicable GDPR regulations. As a data processor, we place a high priority on protecting and managing data in accordance with accepted standards including our certified ISO 27001 Information Security Management System (ISMS), Cyber Essentials and Cyber Essentials plus certifications.



Hosting Infrastructure

The system is hosted within our state-of-the-art Tier 3 hosting environment, with features including:

- Cisco firewall
- SSL protection
- Intrusion Protection System
- Availability ensured through redundant PSU, Internet connections, flood and fireproofing etc.

Data Back-Up and Restoration

The levels of data backup and restore, and disaster recovery provided is defined with each customer based on their specific requirements. Typically, our standard is as follows:

- All servers are supported by a 24/7 product support team.
- All servers have redundant power supplies, UPS back up and back-up generators in the case of power supply failure.
- All servers will be backed up by Idox Transport once per day as standard. Other backup regimes are available upon request.
- All servers will be scanned for viruses etc at least once per week, anti-virus software is automatically updated as updates become available.
- All servers disk space and CPU usage will be monitored constantly and any resource failing to meet a minimum threshold is reported via email to our Product Support team.

We automatically and manually monitor all system resources to ensure they are adequate for current and anticipated needs including storage.

Business Continuity Statement / Plan

Our Business Continuity Plan (BCP) provides a course of action for the assessment of a significant disruption to the business and for the continuation of the business following such an event. In accordance our ISO22301:2019 certification, our BCP meets the requirements to plan, establish, implement, operate, monitor, review, maintain and continually improve our documented management system in order to protect against and reduce the likelihood of incident occurrence and to prepare for and respond to incidents when they arise.

Accessing the Service

Ordering and Invoicing

The order will be completed by return of the signed G-Cloud contract and invoicing will be issued as per the schedule set out in the contract.

Pricing Overview

Please see our pricing document and rate card.

On-Boarding

As well as the software itself, we can provide a range of additional, complimentary services to help with the onboarding of users. This includes the provision of training, Project Management of the implementation process, consultancy to assist with configuration and if required, data migration services. This team will:

- Provide a comprehensive project plan.
- Manage the overall project, including client and team management, to ensure a compliant solution is delivered to plan.
- Lead the technical implementation, including assuring quality, compliance and integration.
- Manage the data migration from existing systems, if required.
- Provide user and stakeholder management and liaison.

Data Migration

We can import asset lists and historical data sets if required. This will be determined during project initiation because customer needs and requirements will be different.

Training

We can deliver focused training (based on the outcome of a training needs analysis that identifies different user types and abilities). Training sessions can be delivered remotely if required.

All documentation given and training material is available online.

Service Management

We provide the following under the terms of our annual support and maintenance agreement:

- Support for technical issues via our support helpdesk.
- Ongoing maintenance of the solution.

Standard and enhanced support packages are available; we can provide more information on request.

Service Levels

The infrastructure is continuously monitored and proactively maintained guaranteeing 99.8% availability (server and connectivity infrastructure).

Our standard support agreement offers support during office hours only (07:00 – 17:00 Monday to Friday), and the ability to log support requests via email and our helpdesk web portal.

More information can be provided on request about:

- Our response and fix times.
- The enhanced support options available.

Service Credits

We do not agree to service credit agreements as part of our standard package however specific requirements can be discussed.

Outage and Maintenance Management

Our typical system uptime is 99.9% any system outages will be resolved within agreed SLA's. We can provide any range of planned maintenance regimes, depending upon the requirements and needs of the customer. This will be managed by our remote and on-site staff.

Off-Boarding

Contract termination will be as detailed in the G-Cloud contract. At the end of a contract the system will be de-commissioned. The data is archived and can be exported and supplied to the customer if required. Once requirements are understood, these will be subject to a one-off fee.

Customer Responsibilities

Customer requirements would normally be determined during project initiation. However, this would typically include these as a minimum:

- Provision of asset and data details to be included in the system.
- Access to client system as required.
- Technical and commercial provision of all required data and system feeds.
- Approval of system architecture design including 3rd party feeds, interfaces and access points.

Technical Requirements

Client-Side Requirements

Systems interfacing with Argonaut:

- Must be UTMC compliant.
- Alternatively, must have a published protocol available for integration.

Customisation available is restricted to:

- Bespoke messages, groups and names.
- Full user and roles capabilities with multi tenanted environment.

Maintenance windows:

- Planned maintenance can be requested at any time.

Account Management and Ongoing Development

Development Lifecycle of the Solution

We will arrange a quarterly Account Review Meeting.

Performance Monitoring

Idox provides a monthly service management report showing:

- Hosted infrastructure availability and uptime percentage:

Month	March 2024	Hours
Total Days	31	744

Hours				
	SLA	SLA Breach Point	Actual	Actual %
Hours	99.98%	743.85	744.00	100.00%

- Statistics of Support tickets raised and closed in month, including SLA performance
- System users access statistics
- System database backup status, Start date, End date and Size

Development Lifecycle of the Solution

The size and experience of the Idox Engineering team allows us to adopt the best and most appropriate approach for each product and for the market. We are happy to engage with customers who wish to work with us to steer product development using Agile methodology; equally, we will adopt a Waterfall methodology for customers who prefer this approach.

We see huge overlap with our vast range of products and our continued approach is to share functionality, so that we build once and build for all products. We adopt this microservice approach across the Idox group to develop and build highly professional, well-designed and robust products that benefit all our customers.

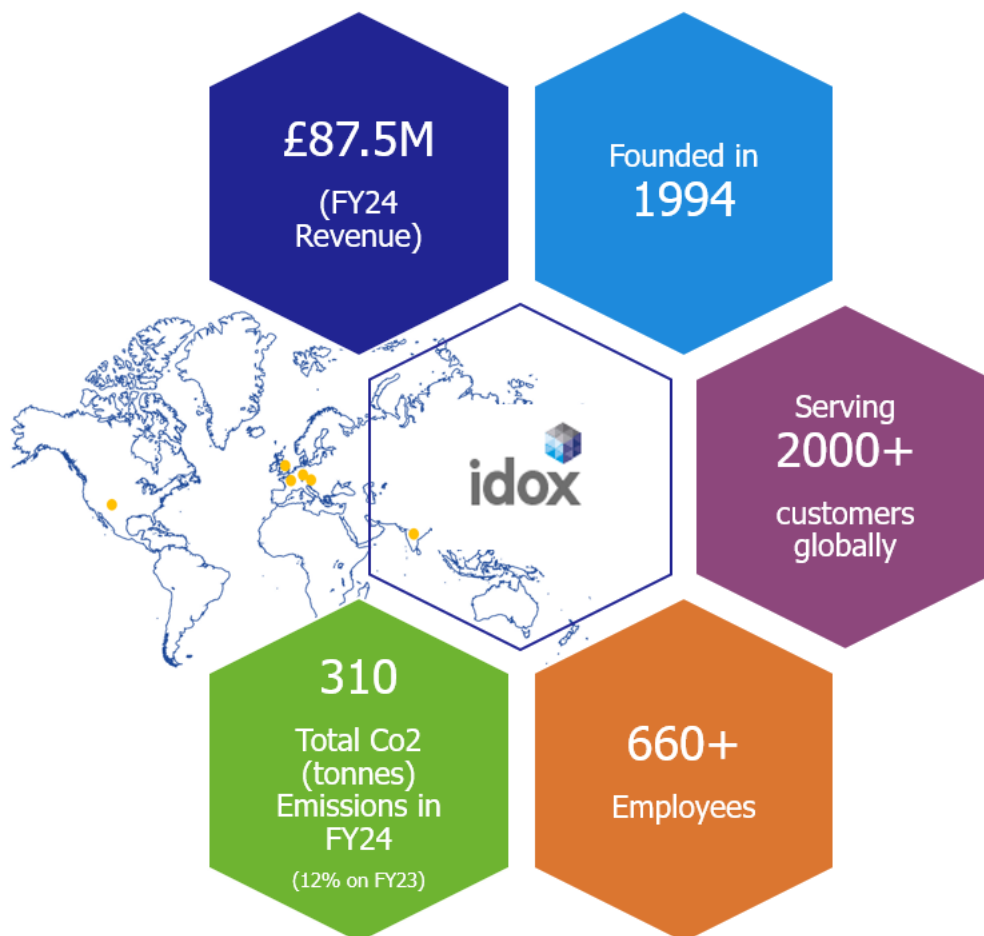
About Idox

As a UK based organisation with a long and enduring history supporting government in the UK and around the world, we design the smart digital solutions that help public sector organisations work better, stay compliant, and engage more effectively with citizens.

Our platforms are secure, scalable, and built to meet UK government standards. They support accessibility and strong data protection, following GDPR and ISO-certified processes. This means organisations can modernise services, optimise costs, and deliver better outcomes for their communities.

We make it easy for public sector teams to access our full range of services (cloud software, and support) through the Digital Marketplace. This streamlined approach saves time and removes the complexity of traditional procurement.

With a strong presence across the UK and over 650 colleagues, we are a trusted partner for digital transformation, bringing proven expertise, reliable technology, and a commitment to helping organisations achieve their goals. Whether it's improving efficiency, meeting regulatory requirements, or creating better experiences for citizens, we are here to empower you to *do more*.



Social Value

We are dedicated to running a business that both helps our customers do more and is good for everyone, our customers, our employees, and the world around us.

Here's how we make a positive impact:

- **Helping communities and the environment:** Our software makes government services better, from planning to health care, making life easier for people and looking after the environment.
- **Investing locally:** We give back to local communities through donations and we support local charities with our MyFunding Central platform which provides smaller local charities and voluntary organisations with free access to thousands of grants and social investment opportunities from local, national, and international funding sources.
- **Supporting local charities:** We help our customers give back to their communities by supporting local charities. Our employees also get involved through volunteering to support local communities and charity projects.
- **Protecting the environment:** We're already a naturally low emission business but we've committed to further reducing our carbon footprint, aiming to be carbon neutral by 2040. We cut down on energy use, limit travel, promote eco-friendly practices and have adopted the three scopes of the Greenhouse Gas Protocol (GHG) across our business.
- **Doing the right thing:** We believe in fairness and respect for everyone. Our workplaces are inclusive and safe, with fair pay and opportunities for growth and we prioritise diversity, employee well-being, and security in everything we do. Our employees benefit from our extensive range of employee benefits and family friendly working policies as well as leadership training and employee advocacy groups such as Idox Elevate, Pride@Idox, Neurodiversity@Idox, and Workplace Wellbeing.
- **Meeting standards:** We hold ourselves to high standards, with certifications like ISO27001 and ISO14001. We're committed to ethical business practices, including no tolerance for slavery in our supply chain, and prompt payment to suppliers either in line with Public Procurement Contract Regulations 2015 and its amendments or within 45 days.



Case Studies

Swindon Borough Council -

We host our fully browser-based Urban Transport Management System (UTMC) integrating all of Swindon's existing and new Intelligent Transport Systems. This is done by delivering more reactive traffic signalling, roadside messaging technology and Wi-Fi derived journey time monitoring.

Our UTMC system enables granular control of the transport infrastructure. Through embedded strategy management rules and the ability to manage live data, we can combine systems to automate assets. In turn, real time data is shared with neighbouring authorities, Highways England and the travelling public via both modern interfaces and social media.

Idox Account Manager, Adam Loverock commented:

“We are thrilled to be part of this project, working together with Swindon Borough Council especially at a time where the control of traffic flows through towns and cities is crucial, as authorities have to deal with constant change during the current COVID-19 pandemic.”

Adam goes onto talk about the solution:

“Implementing the Idox UTMC solution for integration of Swindon's systems will enable the council to automatically react to traffic conditions by analysing live data such as vehicle positions, car park occupancy and journey time information. The data available in the system will be distributed to neighbouring authorities, Highways England and the travelling public through roadside signage, digital interfaces and social media.”

He adds:

“Using automated control of the councils ITS assets, will allow for granular control of the road network. As the system is able to automatically react to issues, reduces the reliance on recruiting additional staff to actively manage the roads 24/7.”

Contact us

Jen Roberts – Head of Bids

Email: frameworks@idoxgroup.com

Telephone: 0333 011 1200

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