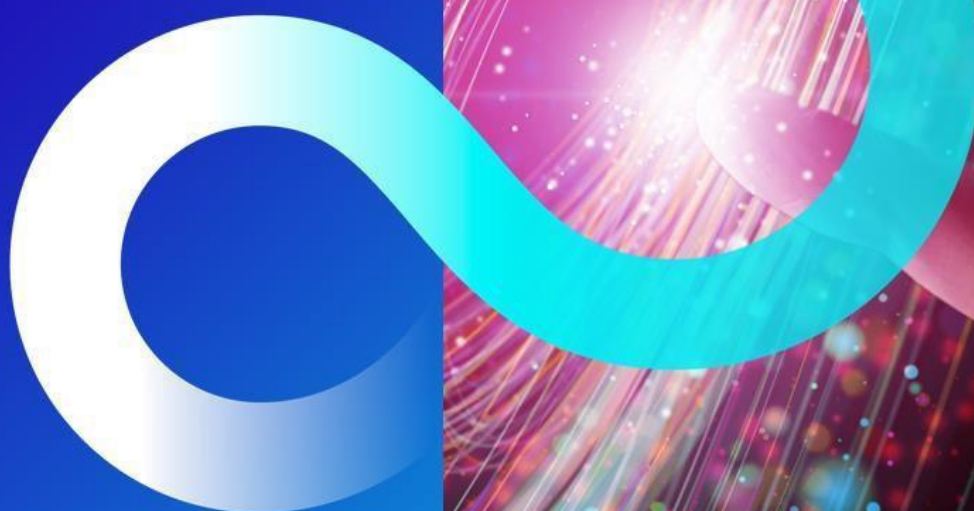


Service Definition

Concessionary Portal

FUJITSU



G-Cloud 15

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About Fujitsu

Transforming the passenger experience to build a sustainable future.

Today, there is mounting pressure to deliver sustainable and efficient public transport systems that provide environmentally friendly and personalised travel experiences for transport users. For over 40 years Fujitsu has worked in partnership with UK public transport organisations supporting their transformation journey. Our human-centric approach to innovation places people firmly at the heart of everything we do.

Whether we are developing and deploying solutions to reduce carbon emissions, AI and data capture to provide accurate asset positioning vital to project planning, or smart ticketing to enhance the passenger experience, our innovative digital solutions are helping our customers to reshape the UK's transport infrastructure and associated business operations.

Fujitsu supports many of the transport operating companies and local transport authorities in delivering retail and validation on national rail, Smart and Account Based Ticketing for leading transport organisations across the UK including enabling 6 million active smartcards nationally, connecting 30,000 bus ticketing systems daily, processing 1 billion smart transactions per year and enabling the collection of £0.6bn in revenue per year.

Digitally Transforming Public Transport

Working as your technology partner, we co-create solutions that empower you to deliver on your future vision. Bringing together our integration capabilities and cutting-edge solutions, we support your success and enable you to contribute to a more sustainable world.

We aim to work across the industry, including partners, to help our customers deliver:

- Deliver simpler, more flexible, and better customer experiences
- Deliver seamless end to end journeys
- Optimise the use of public transport to drive economic growth and improve the quality of life

Transforming the passenger experience to build a sustainable future.

- Reduce carbon emissions, road congestion, and pollution
- Transform the use of real-time information for both passengers and operators
- Optimise operations and better manage disruption
- Build on existing services rather than replacing what exists today

Together, we can change the face of public transport to deliver better value for your passengers.

Fujitsu Smart Ticketing Concessionary Portal

The Fujitsu Smart Ticketing Concessionary Web Portal provides a customer facing website which is delivered across an agreed web URL and is accessed by the end user as either, a discreet website, or as a redirect from the existing Council website.

Fujitsu can offer either a standard neutrally branded portal, or can also provide, in accordance with pre-agreed design guidelines, a Council branded portal. The Council branded option allows the Council to maintain a consistent look and feel view when the user is redirected from the main Council web site to the Concessionary Web Portal.

The Home Page has designated areas which can be configured and branded to allow for the portal to display specific information and contact details, as part of the start of the application process.

The screen below provides an example of a home page provided by Fujitsu, displaying the areas that can be branded and or customised.

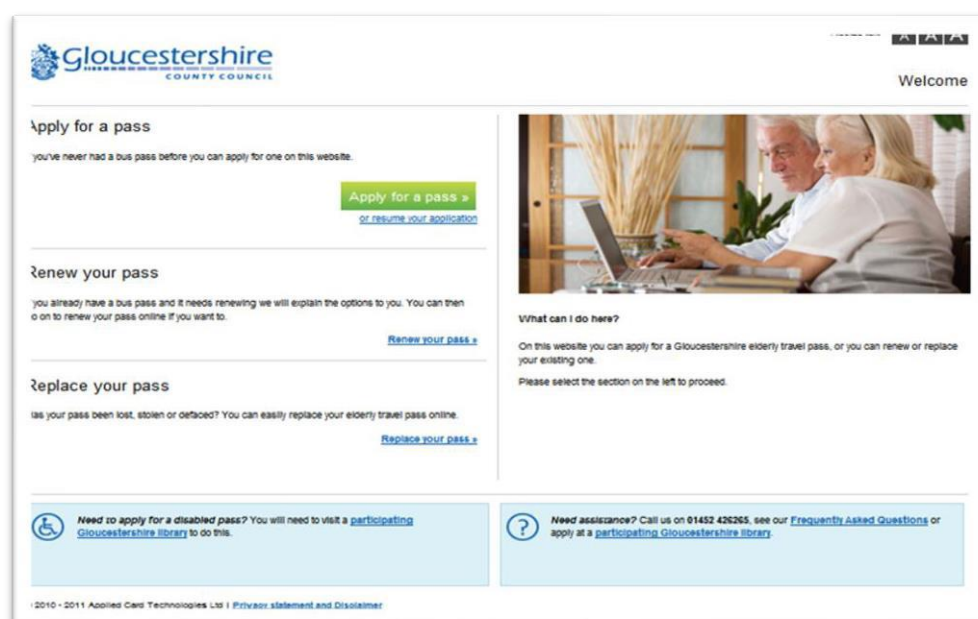


Figure 1: Home Page Example

The portal is provided as a Cloud service managed and maintained by Fujitsu in its secure data centres and across its secure networking infrastructure. The web address can use the Local Authority domain. In this regard the authority will need to register a hostname and purchase a public SSL certificate.

The web portal can provide one, multiple, or all of the three main online services:

- Online application for Concessionary Passes;
- Online replacement of a lost or stolen pass;
- Online renewal of pass due to expire.

The web portal service allows the user to upload a new or updated electronic photograph and can also accept the processing of payments by credit/debit card to pay, for example, a replacement pass where a fee is required.

The Fujitsu Smart Ticketing Concessionary Web Portal is integrated to the Fujitsu Smart Ticket CMS service, which ensures the following:

- That the core functionality of the Fujitsu Smart Ticketing CMS service is not compromised and is utilised to ensure the security and integrity of the Concessionary Pass database are maintained;
- The client can allow online self-service applications to work seamlessly with the existing front-of-house

or back-office application processing. This includes reporting on application/renewal processes and statistical analysis on the take up of online services.

To ensure that user applicants applying for an elderly pass for the first time can be verified for name, address and their date of birth, the Fujitsu Smart Ticketing Concessionary Web Portal provides online authentication and identity checks against recognised databases such as, the Electoral Roll and UK registered credit reference agencies.

These same agencies are used by all major UK Banks, Building Societies and Utility Companies to provide verification of online applications for loans, mortgages, banking facilities and utilities supply.

It should be noted that credit reference agencies may keep a record of the verification. This is done only to confirm the applicant's identity. A credit check will not be performed nor will the applicant's credit rating be affected. All information provided will be treated securely and strictly in accordance with the General Data Protection Regulations (GDPR).

Summary of Usage and Features

The Fujitsu Smart Ticketing Concessionary Portal is offered as a hosted service and requires the Fujitsu Smart Ticketing CMS cloud service to be in place. Users can connect to the Portal via a standard web browser including:

- Microsoft Internet Explorer.
- Mozilla Firefox
- Google Chrome
- Microsoft Edge

The Fujitsu Smart Ticketing Concessionary Portal service is configurable to the user's requirements.

Typical users

The Fujitsu Smart Ticketing Concessionary Portal solution is a multi-tenanted service for Public sector authorities and residents of UK local authorities wishing to apply for a concessionary travel card

Features

The Fujitsu Smart Ticketing Concessionary Portal provides the following example features: -

- Integrated with the Fujitsu Smart Ticketing CMS service (this is required for the concessionary portal to function and is priced and available separately under G-cloud 13);
- Supports national concessionary travel pass applications with photo uploads
- Online application for new Elderly and Disabled ENCTS Pass
- Supports renewal of expiring travel passes
- Automatic address look-up and contact method capture
- Online portal payments processed to PCI-DSS security compliance through integration to Payment Service Providers.
- Ability to apply for a pass online using the web portal
- Built and designed around the latest responsive design technologies – supporting desktop, tablet and mobile.
- Bespoke styling and branding, and configurable workflow, text, images and other content.
- Capable of integrating with customer's own websites as an embedded microsite.

Additional mandatory service modules

The Concessionary Portal service requires the Fujitsu Smart Ticketing CMS cloud service to function; this service manages customers within a smart ticketing environment operating to the latest ITSO government standards. The Fujitsu Smart Ticketing CMS can be used by public transport authorities to manage

concessionary ticketing customers and is also available within Fujitsu G-Cloud 13 offerings.

This provides a range of benefits including: -

- Central store for customer details
- Allocate passengers to transport concessionary entitlements
- Automatically issue travel card to the cardholder (single or bulk issue)
- Automatic concessionary card renewal processing and issuance
- Single customer view removing duplication and improving customer contact experience.
- Support for Address look up, customer verification, mortality checks and online payments (additional charges apply, please contact Fujitsu directly)
- Data securely held and partitioned in an enterprise class database, designed through serving many UK local authorities
- Mail merge individuals or groups
- Load, store and manage eligibility documentation
- Manage customer contacts with automated workflows
- Hotlist customer cards from central web console
- Action list customer cards from a central web console
- Automatically initiate smart card production and encoding from a central console (additional charges apply, please contact Fujitsu directly).
- A Concessionary Reimbursement activity report

Fujitsu Smart Ticketing CMS also provides powerful reports to aid with viewing the status of operations.

Onboarding

The following onboard activities are available:

Activity	Details
Procurement	The service Fujitsu Smart Ticketing CMS can be procured via the Government G-Cloud Digital Marketplace.
Ordering and invoicing	A valid purchase order together with signed terms and conditions should be provided. Invoicing is monthly in arrears.
Service Initiation	The provision of user accounts, group administration and access for the basic service is to be self-managed by the client's own administration team using self-service access to the service. For smaller organisations, Fujitsu can provide this and similar administration services subject to agreement.
Data Migration	If you have an existing legacy CRM service, Fujitsu can import your Customer data in accordance with our data import formats and standards. This is a chargeable service based on volume and validation requirements. Fujitsu SFIA standard day rates apply. A data import service will be established for each client that will allow the client to submit a csv formatted file for cleaning and importing into the core CMS service (required for the concessionary portal service). Once complete the Client can edit and maintain the data online through the web browser. To support authorities and operators joining the Smart Ticketing Concessionary Service, Fujitsu has designed a portfolio of data services to cater for the import of existing authority / operator customer data into the service. To ensure data integrity and confidentiality, all data supplied is stored securely within a dedicated data partition for the data owner and is not visible to any other party (except under written instruction). Features include: • Data format specification; • Data import services (secure receipt of customer data, analysis and import into CMS); • Data health check report detailing any anomalies found with data; • Data cleanse including de-duplication, Royal Mail address checks and mortality checks; Address lookup (from CMS) against Royal Mail postal address files (chargeable); Data imported into the Fujitsu Smart Ticketing Concessionary system will be from the Fujitsu Smart Ticketing CMS service (to be ordered separately from G-Cloud). Data migration for these services will be handled independently.
Business Operations	Additional professional services associated with change management are available such as support for card issuance, journey transaction feeds, ITSO HOPS service, and customer data.
Knowledge Management	A range of training can be offered, including train-the-trainer or specific knowledge management and skills transfer sessions.
Environments	The standard service provides a primary service environment with standby disaster recovery service. Additional test and non-operational environments are available and priced separately.
Customisation:	Concessionary Portal customisation packs are available to meet transport operator ticketing requirements, including the use of Customer imagery, wording, and colouring. Fujitsu architects and service engineers can support the customer in the customisation requirements.

Table 1: Onboarding Activities

Offboarding

The following on board activities are available:

Activity	Details
Notification:	The client will be able to cease the service provision at 6 calendar months' notice which must be given in writing. Client access credentials will be terminated.
Closure Period:	At the cessation of the service, Fujitsu will archive the service for a period of 1 calendar month (to allow for additional data recovery at extra cost using agreed mechanisms). After that point, it will be deleted and no data (with the exception of billing data) will be retained..
Data Retention:	Fujitsu Smart Ticketing Concessionary Portal can export data in delimited format. Fujitsu will work with clients for a data retention (purge) policy.
Data Purge:	Client data i.e., Passenger data excluding all Fujitsu data (stored on magnetic media) is to be destroyed in accordance with its sensitivity or returned to the client. Data provision on exit is a chargeable service and subject to Fujitsu SFIA rate charges.
Problem Resolution:	All open problem tickets will be concluded to the client's satisfaction to ensure proper closure and completion of the offboarding all problem tickets will be closed.
Device Retrieval:	Any devices and offline media will be removed from the client environment. Removal of any equipment is managed via change control and with minimal impact to the overall operation of the client network.
Security Compliance:	Where an investigation into a possible security incident is ongoing, the data will need to be returned back to the client in a form which maintains its legal admissibility.
Suspension/Termination:	Fujitsu reserves the right to suspend or terminate the specific instance and access in the event of a breach of terms and conditions. Termination may be immediate in cases where security has been breached, inappropriate or illegal content has been stored, or any other material breach of contract. The client remains liable for the conduct of all their users.

Table 2: Offboarding Activities

Service Management and Constraints

Service levels

The service is hosted in Fujitsu datacenters offering a number of different levels of service dependent on need: Bronze, Silver, Gold and Platinum. Availability service levels for each are:

Service level	Service Availability
Bronze	99%
Silver	99.5%
Gold	99.9%
Platinum	99.95%

Fujitsu will work with each client to ensure an appropriate service response time and will ensure that each service is tuned initially to support a “normal” workload. Exceptional response time requirements can be support based on agreement and may require additional project work to enable feasibility assessment and subsequent delivery.

Maintenance

Standard service maintenance windows of 2-6 hours are allocated quarterly and during working hours to cater for transport transaction data being typically being sent between 11pm and 5am. It should be noted that any maintenance window impacting the Concessionary Portal service will not impact on live customer service.

Service Baselining

Upon completion of an install and configuration of an agreed solution, the service will need to be base-lined and accepted by Fujitsu Service Management into the ‘Initial Known Good State’. Post-initial configuration and tuning to create a baseline will be performed under the guidance of an assigned administrator. Further work will be under change control.

Go-live will occur on an agreed service commencement date for the service.

The baseline support service will be based on the alerting and notification criteria dependent upon the services selected for the client along with modifications carried out through consultation with the client. These modifications will be dependent on any unique aspects within the client’s infrastructure and/or additional regulatory requirements.

Technical requirements

Web Brower access is required from a Windows PC or Apple Mac.

Backup & Restore

The following backup and restore services are provided: -

- Backups will be taken on a daily basis between the hours of 0000 and 0800
- Backup/Restore schedules operate on a recovery point objective of 24 hours (at point of last completed backup)
- Backup/Restore schedules operate on a recovery time objective of 24 hours
- Restores of client data (for example through mistaken deletion) will be chargeable.

Business Continuity Planning

Fujitsu will work collaboratively with clients to integrate the SaaS into the client’s business continuity plans by

maintaining Service Level Agreements (SLAs). In the event of a failure within the Fujitsu domain, we will restore to the target recovery point. In the event of any serious business disruption within the client domain, Fujitsu will engage with clients if requested, on a chargeable basis, to assist in the resumption of normal business operations.

Disaster Recovery

In an emergency or unscheduled interruption involving the Fujitsu Smart Ticketing Concessionary Portal services, Fujitsu will notify the client in a manner consistent with the highest alert definition. Fujitsu will maintain availability via the Service Level Agreements (SLAs). Fujitsu proactively monitors the hosting environments and infrastructure to maintain the integrity of the SLAs and manages reliability by applying remedial measures in advance of anticipated impact. In the event that a failure occurs, Fujitsu will restore to the target recovery point and resume service according to the SLAs.

Support service

Fujitsu operates a manned engineer helpdesk for licenced clients and a self-service support offering via an online call logging and information tracking portal. The standard open times for the helpdesk is Monday – Friday 07:30 to 17:30, excluding UK public/bank holidays.

Non-standard (chargeable separately) Fujitsu Helpdesk ours range from Saturday 09:00 to 17:30, Sunday 10:00-16:00 or 24/7 excluding UK public/bank holidays. Please contact Fujitsu for further details and costs.

Helpdesk

Fujitsu provides clients with a web-based client helpdesk service system that is integrated into the workflow and ticketing tool that Fujitsu support teams utilise for problem management and service requests. The Fujitsu Helpdesk service gives clients the ability to create, update, and search ticket history. This feature provides a real-time Web-based channel for understanding and servicing the client's environment.

Fault resolution

Clients are able to use the web-based helpdesk service to monitor and track fault resolution progress.

Service Incident Reports

Fujitsu provides a Service Incident Report at the conclusion of all significant service-impacting events. This report consists of:

- Summary of the event
- Details the timeline of events
- Problem resolution
- Provides root cause analysis for Severity 1 events
- Preventative measures and risk mitigations.

Change Control

Fujitsu provides a Service Incident Report at the conclusion of all significant service-impacting events. This report consists of:

Capacity Management

Fujitsu will generate statistics that will allow the production of periodic reports and make relevant and pertinent recommendations based upon the capacity report output, such as sizing guides, suitable recommended upgrade paths, etc.

System Health Checks

The Fujitsu Smart Ticketing Concessionary Portal services deployed for a client are proactively managed to ensure the ongoing health of the service.

Periodic Service Assessment

The Fujitsu Smart Ticketing Concessionary Portal service will be subject to regular performance review to ensure performance against agreed service levels.

Customer responsibilities

The following (not exhaustive) responsibilities apply; please see Fujitsu Smart Ticketing Concessionary Portal terms and conditions for further responsibilities: -

- The Customer will provide and will be responsible for the operation and maintenance of all necessary Ethernet, internet and network capability within its own environment and is responsible for the proper performance and availability of said services.
- To use the Fujitsu Smart Ticketing Concessionary Portal service, the customer must be operating the Fujitsu Smart Ticketing CMS service.
- The Customer will be responsible for managing all data contained and set up within the Cloud service and ensure its accuracy.

Training

Standard one-day training supports up to 8 delegates will cover all the main features and functionality of the system (within the confines of the course objectives). Tailored training uses the client's own data and environment and all materials are tailored for the course. Our trainers take the time to understand your scheme and its environment and how you use the software provided by Fujitsu. Training can be provided at Fujitsu Cardiff, Manchester or Chippenham offices or at client premises.

About Fujitsu

As one of the world's leading IT companies, Fujitsu is at the forefront of pioneering technology in the UK since we made our initial investment over 40 years ago. As a key strategic partner we deliver essential services, from our secure hybrid IT which underpins critical national infrastructure to our investment in emerging technologies to boost national capability. Drawing on our Japanese technology expertise we provide bespoke digital transformation solutions. This unrivalled expertise has allowed us to specialise in emerging focus areas; Hybrid IT, AI & RPA, Data analytics, Agile application development/transformation and Security. Together, we offer a full package of solutions to support the UK as a long-term industry supplier.

We believe in realising the significant alignment between the UK and Japan in emerging technologies and in creating a UK-Japan 'Innovation Bridge' to support the UK's science and technology superpower objectives. We are committed to investment in UK skills and research and development, driving customer outcomes and promoting social value. We employ 124,000 people around the globe, including around 8,000 people across the UK, promoting diversity and inclusion as a DWP Disability Confident Leader. We are recognised as a Times Top 50 employer for Women since 2017, a Stonewall Top 100 Employer for 2023 and were awarded an EcoVadis Silver Rating, the world's largest provider for sustainability ratings.

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