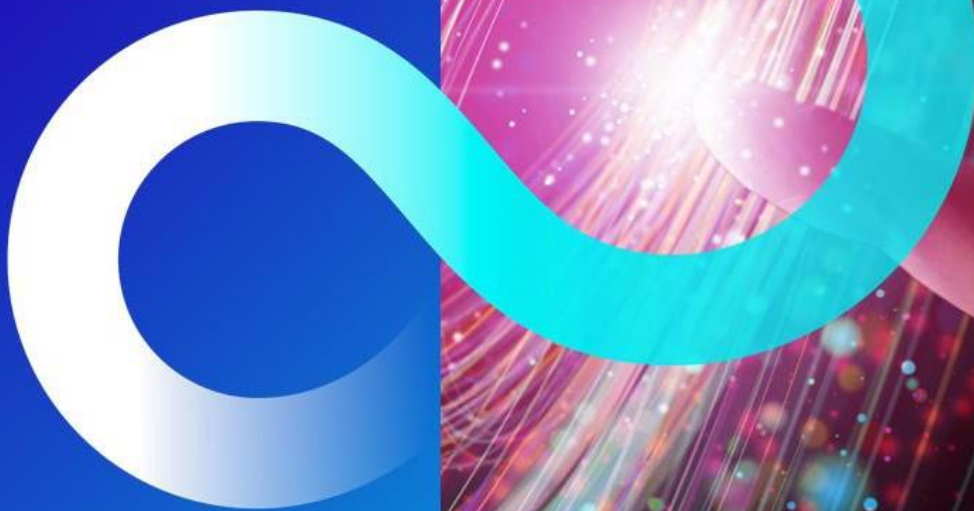


Service Definition

Oracle Cloud Applications Implementation Service

FUJITSU



G-Cloud 15

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Contents

Oracle Cloud Applications Implementation Services Overview	3
Service Delivery Approach.....	5
PRIME Implementation Methodology	6
Service Deliverables	8
Key Milestones	10
Achieving the Customer's Objectives	11
Pricing	12
Ordering and Invoicing Process	13
Minimum and Maximum Terms	13
Termination Terms.....	13
Customer Termination	13
Supplier Termination	13
Consumer Responsibilities	14
Technical Requirements	14
Service Constraints.....	14
Service Exclusions.....	15
Definitions	16

Oracle Cloud Applications Implementation Services Overview

Fujitsu have been delivering Oracle Implementation Services to clients for more than 20 years in the Public Sector with great success. As a Global Oracle Cloud Service Partner, with access to more than 3,500 Oracle professionals and in excess of 400 in the UK & Ireland, each with more than 5 man years of experience to draw upon, Fujitsu makes an ideal Oracle partner whether your solution is Oracle Cloud, Oracle on premise, or a hybrid. With all of our proven Cloud accelerators and tooling to successfully and quickly move you to Oracle Cloud.

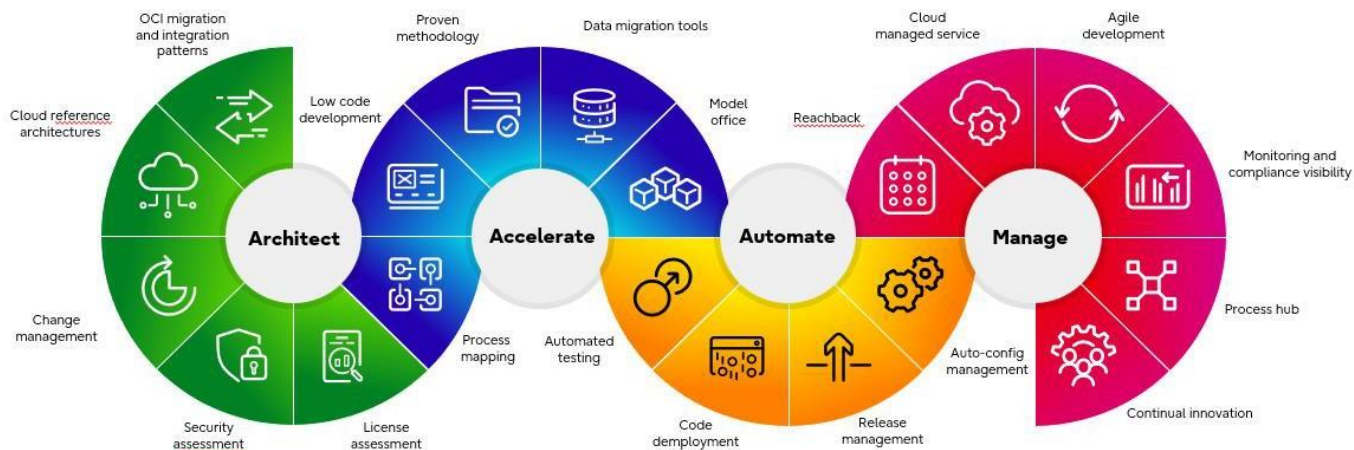


Figure 1 Fujitsu CloudScale Toolset

Our PRIME Oracle Cloud Implementation methodology ensures that we understand your business, your drivers and together we implement a cloud solution that is right for you, meeting your security and process requirements.

Cloud applications can give you a quicker return on investment, but they are an “Adopt not Adapt” solution, as customisations are not possible, customers are expected to adopt the Oracle out of the box business processes. Extensions are possible, but this introduces new complexity as these need to be hosted separately and interfaced together.

Using our PRIME methodology we want to make sure your cloud implementation is a success, and customers are ready to live with the cloud after implementation. With Fujitsu’s many years of experience managing Oracle solutions, coupled with our global experience of cloud solutions, together we will navigate the implementation path, mitigate the bumps in the road Fujitsu have seen before, steer the project towards implementation, and give customers a solution that is understood and can lived with going forward.

Since Fujitsu first implemented Oracle Cloud in 2014, our PRIME methodology has developed. It has also been strengthened by the many years of helping customers transform their back office functions – and most recently, from Fujitsu’s own internal cloud applications transformation program to reflect the unique opportunities and challenges cloud applications presents.

Whilst customers need the right applications and the right technology, to succeed they also need to proactively manage business change. Customers need an approach that covers changes to their operating model, people, processes and technology. The Fujitsu PRIME methodology covers all of these areas in one single methodology.

To get all the business benefits customers need, it's vital to adopt best practice. The Fujitsu PRIME methodology is designed to help customers achieve their aims, and help customers understand how the solution will work for their business.

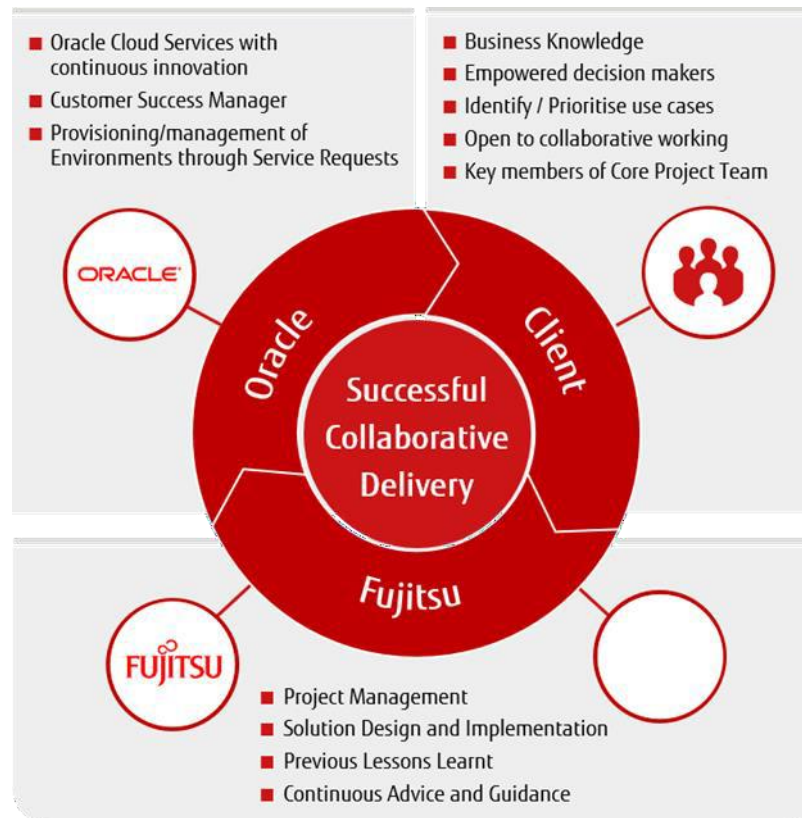
Customer Benefits of selecting Fujitsu PRIME:

- A Partner who will focus on the total lifecycle of the solution, the business transformation and ongoing business operations, rather than just the IT implementation.
- The experience that comes with decades of delivering business improvements in back office systems, over 600 Oracle implementations globally.
- To work with the Oracle partner who delivered the first cloud back office solution in the UK.
- A low risk of delivery. Our proven and unique approach is based on real-world experience.
- End-to-end expertise in cloud and hybrid solutions: from business change to information management.
- A company who can call upon a wide range of internal expertise for digital business transformation, mobile, security, document management, testing and compliance.
- A more secure network connection, as our Hybrid Cloud Connect links Oracle Cloud with our data centre.
- To work alongside a Global Oracle Cloud Service Provider with deep access into Oracle.
- The benefits of our 30-year long partnership with Oracle, bringing product expertise.
- Access to a truly global blended on/offshore team of Oracle experts.
- Reduced risk to the customer as fewer suppliers are responsible for the service provided to implement the successful project.

Service Delivery Approach

Oracle cloud is different to on premise solution implementation, but many of the project challenges remain the same. The cloud solution requires more change management on the customer's side, rather than customisations of the solution, and Fujitsu support this through our PRIME methodology by providing Cloud Adoption consultants who focus on the change elements.

Fujitsu strongly believe that collaboration is required from all parties across the programme as it is a programme of work that needs to be undertaken side by side. The customers core teams and key business stakeholders are paramount to the success. From day one we would look to create a core delivery team at the heart of the project.



Underpinning and throughout the Fujitsu implementation and deployment approach is a strong, robust, tried and tested approach to transition and governance.

Your Fujitsu Lead will be a fully qualified Programme Manager and have extensive experience and expertise, taking full responsibility for the transition and acting as the customer's day-to-day point of contact, supported by work stream leads delivering the onshore and offshore capability as well as engaging with the wider Fujitsu programme team.

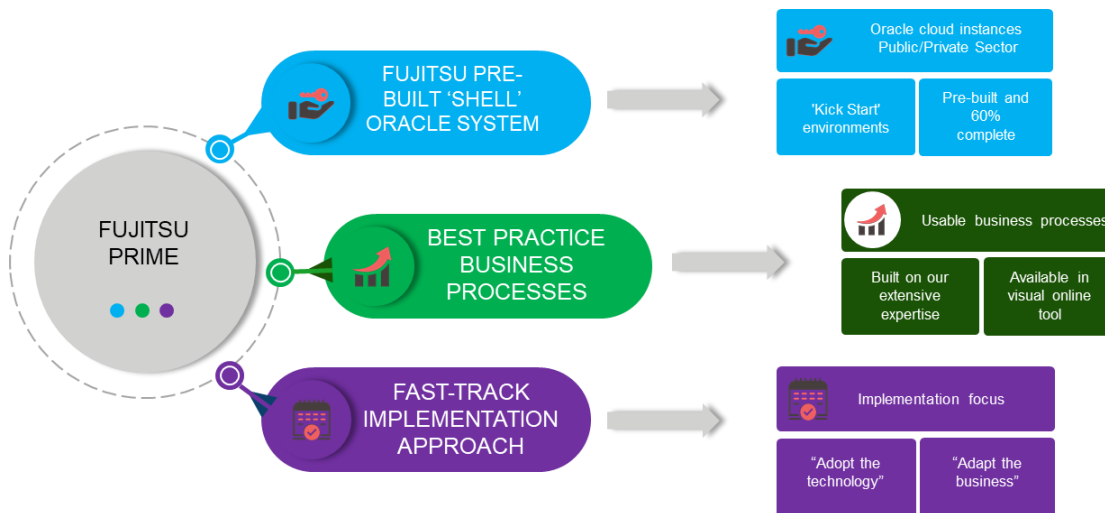
The Fujitsu Programme lead will provide the updates and communication to the customer's senior leadership team and be accountable for delivery of the programme. The Programme Lead will also provide senior level governance and ensure the programme is hitting milestones.

Fujitsu will work in partnership with the customer to agree a governance structure, with strategic, tactical and operational interfaces between all parties to enable appropriate and timely governance, communication, and clear direction and escalation channels. The customers programme leads will be an integral part of this governance structure.

PRIME Implementation Methodology

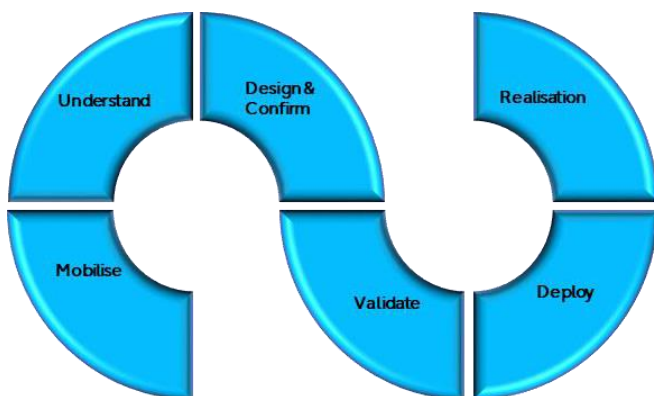
Our PRIME Methodology encompasses technology, business change and data migration. All of which are critical to a successful implementation, alongside effective project management and collaboration.

A key element of PRIME is to enable the Customer to gain knowledge on their solution from day one. This includes shaping the solution and enabling the Customer's resources to become self-sufficient in the future. To enable this we bring with us pre configured Oracle SaaS Public Sector environments, pre built Business Processes, User Journeys and Personas.



Each of the PRIME phases has a number of pre-defined building blocks, and Fujitsu will review with the customer their specific needs, as some customers will be able to provide resources to deliver certain activities themselves using internal resource. Examples might be the Customer managing the reporting stream, or the middleware aspects of the integrations, depending upon the local skills the Customer has.

Our approach is flexible enough so we can adapt to each Customer's specific requirements, the service Fujitsu provides can be tailored and negotiated, agreed, and clearly documented.



P - Preconfigured
 R - Reusable
 I - Integrated
 M - Model Processes
 E - Environments

The Fujitsu PRIME approach is a complete service, we are not just able to offer implementation services, but can cover all aspects of the customers' requirements, from early readiness, through functional and technical services for extensions, hybrid solutions and interfacing, data migration and testing, project management and governance, and importantly with cloud implementations, cloud adoption and change management support.

Fujitsu has a number of accelerators that will aid automation and delivery:

- A central government pre configured environment
- Automated environment configuration
- Customer journey maps based on typical business scenarios
- A non-native process automation platform
- Letters solution
- Integrations for common central government interfaces
- A library of public sector Oracle Cloud reports
- PaaS extensions for process orchestration (Making-Tax-Digital integration and Invoice approval workflow)
- A proven data migration engine
- A pre-populated test management tool
- RPA Regression testing preconfigured for processes

Service Deliverables

This depends upon the exact services contracted for but as a minimum we expect the following to be provided:

Mobilise	Understand	Design & Confirm	Validate	Deploy	Realisation
Establish programme and set up all functions. Introduce Fujitsu PRIME, secure resources and set expectations	Understand and define foundations and structure of the solution to enable first customer build based on pre-configured solution	Define the detail of the solution and confirm the system configuration and the business processes	Test and validate the end-to-end solution, including the interfaces, to ensure fit for purpose	Prepare the organisation for the changes and the system and roll-out into operation	Ongoing Live running with quarterly patching and new functionality take-on
- Executive kick-off meeting (vision, outcomes, TOM, resources) - Governance meeting (purpose, plan, approach, dependencies, risks) - SME/Team/Process Owners/Change Champions identification - Planning (timelines, schedules etc.) - MO Introduction session(s) - SME/Change Champion briefing meetings - High level business impact analysis - Business change strategy	- Enterprise Foundations workshops - Finance Structures workshop - HR structures workshop - Network & connectivity - CRM & Case management - Enterprise Foundations sign-off - Business process workshops - Business impact analysis - Business process sign-offs	- Define Configuration workshops - Escalated Decision meetings - Configuration and unit testing - Confirm Configuration workshops - Data migration template build - Integration builds - Test script development - Training planning with 3rd Party - Final solution sign-off	- SIT and UAT/business process testing - Data migration - Create and test user training - Business readiness preparation - Cut-over planning - OAT sign-off	- Business readiness confirmation - Final validation review and sign-off - Migration and validation of production data - Operate - Handover to BAU	- Production use - Post go-live support - Operate - BAU - Ongoing Innovation and continuous improvement

Each of the phases of work above include activities and their outputs that all drive the project towards successful completion. Each package contains clear pre-requisites, activities and outputs, which work together to drive project forward.

Mobilise

During the Mobilise stage we will work closely with the Customer to create a project initiation document, agree governance structures, establish the dedicated PMO function, ensure all roles and responsibilities are clearly understood and agree a detailed project and resource plan. We will gain an understanding and validation of the Target Operating Model and the business change objectives to ensure these are reflected across all stages.

Each PRIME stage includes a set of deliverables that the Customer will review and approve within an agreed review period. Fujitsu will create the strategies based on our existing proven templates and review them in collaboration with the Customer including a walkthrough prior to final sign-off. Key strategies such as data migration and testing will clearly define the dependencies on the Customer and other suppliers, all of which will be detailed and tracked in our plan.

Understand

The Programme Manager and Customer Success Director will work in collaboration with the Customer, BPO provider and third parties to lead and co-ordinate activities in the plan. This will include communicating effectively to ensure all parties are aligned and tracking deliverables and inter-dependencies.

Weekly project reporting and meetings will take place from contract conception through to completion. Fujitsu will ensure all updates to the implementation plan are represented in the wider programme plan. Fujitsu will provide input at the relevant boards, representing all of their partner organisations.

Design & Configure

The Design & Configure stage is agile in nature, prototyping the solution with the Customer's SMEs employing user stories that represent requirements across each of the processes. SMEs will be hands-on with the solution, understanding the how and why of the design, enabling knowledge transfer and providing a level of 'soft testing', thereby de-risking the later controlled testing stages. Process maps will be produced during this stage, plus a responsibilities matrix and operating procedures.

Validate

The Customer's training strategy will identify the training for each user type. Fujitsu will produce a plan for training activities during the Validate stage, supported by training guides that will be maintained until the end of hypercare. All support members, trainers and UAT testers must attend. A training environment will be provided to support end user training.

Deploy

The Deploy phase will include two months hypercare with an agreed approach to defect resolution. It is important that the future support team shadow our consultants to further enhance their knowledge and to ensure they are operationally ready. At an agreed point, it will be beneficial for the Customer to lead on issues and our consultants support. This will allow time to ask questions and to identify any particular additional training sessions that would be useful to run before exit.

Key Milestones

The project plan defines key milestones and dates detailing when deliverables will be provided to the Customer for review and approval. The projected costs of each milestone is recorded in the plan, which will be shared with the Customer. As the delivery progresses, the actual costs will be captured against the milestone estimates and reported to the Customer on an agreed cadence. Any deltas in cost will be explained and monitored closely going forward with a view to recovering the delta within the next milestone.

Achieving the Customer's Objectives

The experience of our partner ecosystem with lessons learned from over 80 public sector deployments, our consultants and leadership team, alongside our proven PRIME approach, toolkit and in depth understanding of Oracle Cloud will enable us to work in collaboration to deliver the Customer's objectives of:

- Removing the Customer's reliance on legacy solution as early and safely as possible
- Saving business colleagues' time
- Allowing the Customer to operate more intelligently supporting better decisions
- Building up the Customer's retained function capability
- Reducing complexity

The highly collaborative PRIME approach will ensure the Customer will have the relevant level of knowledge and capabilities to support and continuously improve their Oracle Cloud solution.

Pricing

The charge for the Oracle Cloud Applications Implementation Service will be dependent on a number of factors, for example:

- Your readiness for cloud applications
- The Oracle footprint required;
- Any hybrid components;
- Your business structure complexity and whether transformation of operating model is required;
- The number of personalisations needed;
- The number and complexity of interfaces needed;
- The degree of Cloud Adoption support you want us to perform;
- The complexity of your legacy estate and support needed for data migration;
- Any additional ongoing support services needed e.g. Service wrapper or testing service.

The day rates for the grades of Fujitsu staff that may be used are set out in the SFIA rate card published separately. However, the overall cost of any Implementation is dependent on the requirements of each individual service and this will be captured in the Statement of Work.

Should any additional effort be required in order to complete work or carry out additional work which is out of the scope of this Service then such additional effort and any applicable charges will be agreed by both parties in the form of a new statement of work.

These charges are exclusive of Value Added Tax (VAT) and any other applicable sales taxes. Customer agrees to pay amounts equal to any VAT or other levy.

The Customer will also reimburse Fujitsu for all reasonable expenses paid or incurred by Fujitsu in connection with the Service.

G-Cloud Rate Card

Please see Fujitsu's separately published rate card

Commercial

Ordering and Invoicing Process

- We will commence delivery of the service on receipt of a purchase order;
- Fujitsu shall invoice for the service plus any applicable taxes after delivery of all products defined in the agreed terms of reference. Any additional expenses shall be invoiced in the month after they have been incurred;
- The customer will pay the invoiced amount in full within thirty (30) days of the date of each invoice (the "Due Date");
- If the customer has not paid Fujitsu an invoice by its Due Date, Fujitsu may charge interest on a day by day basis from the due date at the rate of 4% per annum over the Barclays Bank Base Rate until the payment is made in full;
- The customer shall not be entitled to offset any sums owed by Fujitsu under any contract or dispute between the customer and Fujitsu against any sums that the customer owe to Fujitsu;
- When remitting payment, the customer will include the applicable Fujitsu invoice number that the payment applies to.

Minimum and Maximum Terms

Fujitsu does not have a specific policy on the minimum or maximum terms of a Managed Service for Oracle Cloud Applications. Each is considered in its entirety along with the associated risks. Fujitsu would always discuss each opportunity with the customer to determine a mutually beneficial solution.

Termination Terms

The Termination Terms are subject to any minimum notice periods as stated in the statement of work, with recovery of any work completed but not invoiced, any monies relating to any outstanding invoice, or for services where any payment smoothing has been applied, any amount outstanding for future periods which has already been incurred by Fujitsu. The customer would also be liable for any costs of exit work including movement of hybrid solution components and destruction of customer specific hardware where applicable.

Customer Termination

Not applicable

Supplier Termination

Not applicable

Consumer Responsibilities

Successful delivery of Managed Service for Oracle Cloud Applications is subject to the following dependencies upon the customer:

- Procurement of the Oracle SaaS/PaaS/IaaS services;
- Provision of any licenses needed for third party applications;
- Participating in scoping and planning activities;
- Providing a suitable middleware solution to support the integration design;
- Working with Fujitsu to agree the service SLAs/KPIs and joint governance processes pertaining to the in scope service;
- Providing resource to participate in any knowledge transfer sessions/workshops required;
- Ensuring Fujitsu is provided with access to data sources including systems and documentation pertaining to the environment and systems to be supported;
- Providing resources to complete and sign off transition deliverables, acceptance into service and plans;
- Affording Fujitsu staff all reasonable access to available information describing the applications, to customer staff with knowledge of that application. Fujitsu staff will adhere to any data security and protection agreements put in place.
- Provision of first and second line support using the customer's internal resource and help desk.

The customer acknowledges that the timely and adequate compliance with the obligations above is essential to the performance of the Managed Service for Oracle Cloud Applications. Fujitsu will not be liable for any delay or deficiency in providing the service if such delay or deficiency results from the customer's failure to fulfil these dependencies. Should a delay to the service result from the customer's failure in relation to the above dependencies, Fujitsu shall be entitled to amend the service, schedule and/or charges with no liability and shall be entitled to charge customer for any cost incurred as a result.

Should the customer request (and Fujitsu agree) that Fujitsu consultants undertake any of the obligations described above Fujitsu reserve the right to amend the Charges.

Technical Requirements

Specific Technical Requirements will be identified during Service Design e.g. Service Desk integration for incident creation and update.

Service Constraints

Fujitsu shall not be liable for customer's take up, non-take up or other discretionary use of the information provided by Fujitsu or of any of the recommendations or options generated from the Service and activities under this Service Definition.

As this offering is dependent on the exact customer Oracle landscape and requirements a fully detailed scope of service will be negotiated and agreed through the service definition and take on phase and this will include a detailed set of service inclusions, any applicable caps or volumetric and specific exclusions.

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Implementation services;
- The Oracle Application Managed Service only includes Third Line and Fourth Line Support. If a customer provided Service Desk is to be used then the Fujitsu Service Desk will still be the first point of contact within Fujitsu;
- This service does not include a first line service desk function or second line super user support. Customers will need to provide their own IT Service Desk to manage all first line calls from users.

Service Exclusions

The following elements are not included or applicable as part of the offered Service and are therefore not included within this Service Definition:

- Information assurance - Impact Level (IL) at which the G-Cloud Service is accredited to hold and process information. This is not relevant for these Professional Services.
- Details of the level of backup/restore and disaster recovery that will be provided. This is not relevant for these Professional Services.
- On-boarding and Off-boarding processes/scope etc. This is not relevant for these Professional Services.
- Data restoration / service migration.
This is not relevant for these Professional Services
- Trial Service
This is not relevant for these Professional Services.

Definitions

Any terms used in this Service Definition have the meaning assigned to it by the Fujitsu Cloud Service Agreement Terms and Conditions. Additional terms used have the meaning assigned by this paragraph.

In the event of any conflict between the terms of this Service Definition and the other documents that comprise the Agreement, the provisions of this Service Definition shall prevail.

Description	Description
	Covers those activities undertaken by the service desk in the receipt of a call, the initial analysis of the call, the application of a known resolution and, where a known resolution does not exist, the assessment of the Priority of the call and the escalation of that call to a second Line support group.
Second Line Support	Covers restitution of service or the provision of a workaround but excludes all changes to application source code. This service is typically provided by the customers Subject Matter Expert or a local support team made up of resource that gained experience during the project.
Third Line Support	Covers the in-depth investigation of diagnostic evidence and code provided via Second Line. The primary responsibility of the third line support service is to provide a workaround and support Oracle to provide application configuration knowledge. This support also covers technical support for interfaces.
Fourth Line Support	Involves complex investigation of code and provision of code changes - fixes and new releases.
Core Service	The above described service that can be contracted for.
Customer Organisation	The organisation to which a User may belong.
ERP	Enterprise Resource Planning.
Service Component	An element of the Core Service which can be selected as in or out of scope depending on customer requirements.
Service Desk	A function that provides the first point of contact for end-user enquiries and fault reporting for applications.
Oracle Cloud Service Agreement	Agreement signed by the customer during their initial negotiations with Oracle to procure the service from Oracle.
SaaS	Software as a Service.
PaaS	Platform as a Service.
IaaS	Infrastructure as a Service.
Hybrid	Refers to a solution that is part hosted in the cloud and part either on the customer's premises or hosted by a third party.

SLA	Service Level Agreement
KPI	Key Performance Indicator

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.

Contact: government.frameworks@fujitsu.com

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