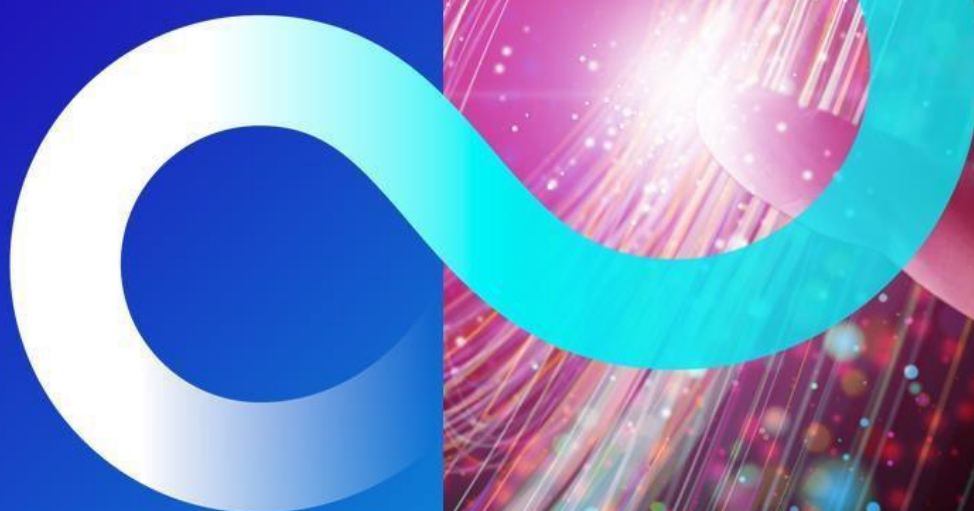


Service Definition

SMART Ticketing Card Management System(CMS)

FUJITSU



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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're 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 vision of the future. 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 CMS Overview

The CMS (Card Management Solution) provides a customer centric tool for customer and card management in transport, enabling scheme operators to manage customers, cards (ITSO and non ITSO), tickets, value (i.e. e-purse) and provides appropriate services to customers who hold smart media and wish to retail tickets and or top-up value onto their smart media.

As a secure multi-tenanted service, the CMS manages large-scale smart ticketing schemes in the UK. The CMS provides photo and application management including webcam photo capture with direct upload of stored image, automatic cropping and sizing of the photo to meet the correct standards. It offers a range of reporting covering allowing card and account statistical analysis, including card issuance and live accounts.

The Fujitsu core CMS service manages customer registration, account cancellation, card production, user management with varying access levels, ticket definition and issuance, card and ticket hot-listing, audit history, workflow management, transaction view including e-purse, full customer details, and journey history. Please reference the figure below for a summary of the features and functions of the Fujitsu core CMS solution.

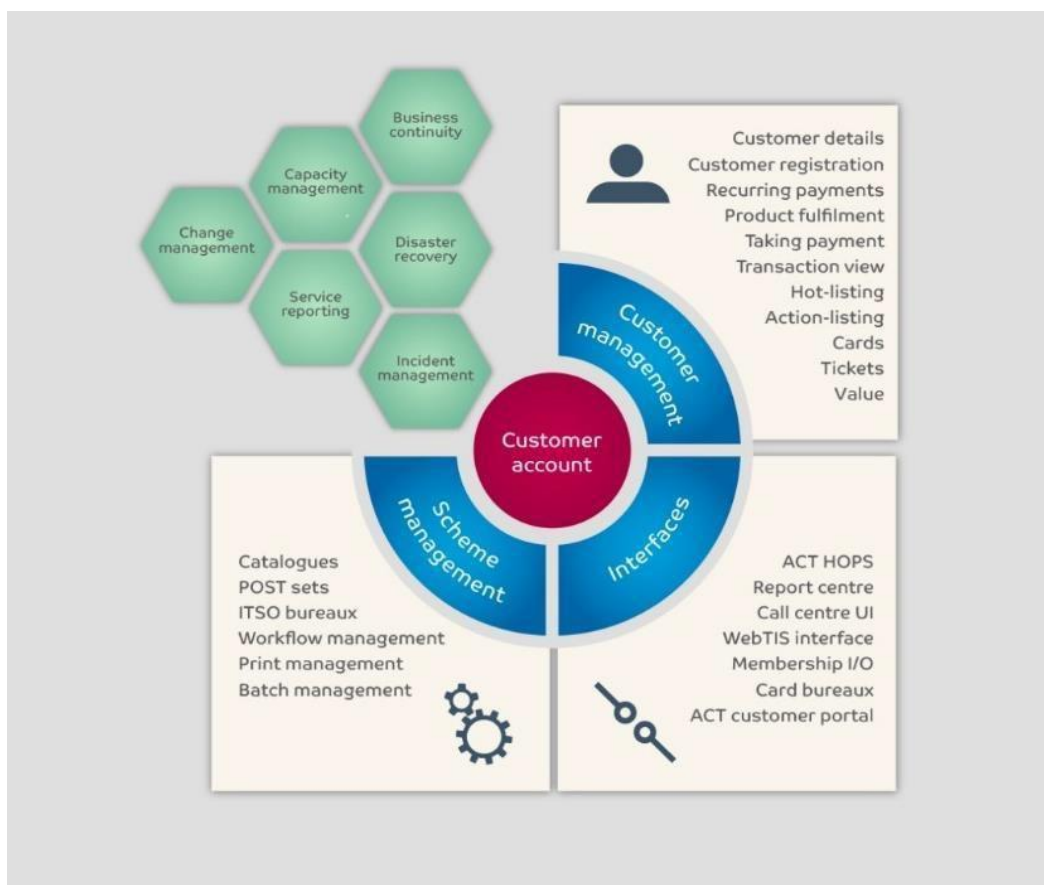


Figure 1: Fujitsu Smart Ticketing CMS functional overview

The Fujitsu Smart Ticketing CMS is a service system for managing customers within a smart ticketing environment operating to the latest payment and ITSO government standards. The Fujitsu Smart Ticketing CMS can be used by public and private transport authorities to manage concessionary and commercial ticketing customers:

- Full support for ITSO concessionary smart cards and tickets
- Customer registration and concessionary entitlement eligibility management
- Introduce secure pay as you go products to customer's accounts (i.e. auto top up tickets)
- 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 and control smart card production and encoding from a central console

Summary of Usage and Features

The Fujitsu Smart Ticketing CMS is offered as a cloud service. Users connect via a web browser giving access to a fully functional customer and card management service.

Typical users

The Fujitsu Smart Ticketing CMS application is a multi-tenanted service for:

- Public sector authorities
- Establishments such as schools, tourist authorities
- Transport Operators
- Revenue protection officers

The Fujitsu Smart Ticketing CMS is configurable to the user's requirements.

Features

The Fujitsu Smart Ticketing CMS provides the following example features:

- Central store for customer details
- Allocate passengers to transport concessionary entitlements
- Automatically issue travel card to 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

Optional service modules

The Fujitsu Smart Ticketing CMS service can be further enhanced with the optional integrated ITSO HOPS service (HOPS charges apply). This provides a range of benefits including:

- Secure web-based access and administration
- HOPS is certified to each and every version of the ITSO standard
- HOPS supports all ITSO smart media (CMD) and ticket types (ITSO Product Entity)
- HOPS API support for all ITSO certified Electronic Ticket Machines, Underground Gates, Platform Validators, Ticketing Vending Machines, Handheld readers, card issuing systems etc
- ITSO Secure Asset Management (ISAM) management and control

- Security key management and processing
- Card and product hotlist management
- Card and product action list management
- Central message stores all ticket and journey transactions
- Data analysis and reporting
- Ticket issuance and collection monitoring
- Secure audit trail for all activity

Onboarding

The following on board activities are available:

Activity	Details
Procurement:	The service Fujitsu Smart Ticketing CMS can be procured via the Government G-Cloud 15 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 database. Once complete the Client can edit and maintain the data on line through the web browser. To support authorities and operators joining the CMS service, Fujitsu has designed a portfolio of data services to cater for the import of existing authority / operator customer data into the regional CMS. 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
Business Operations	Additional professional services associated with change management are available such as support for card issuance, journey transaction feeds, ITSO HOPS service, reporting and analytics.
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 for a primary service environment with standby disaster recovery service. Additional test and non-operational environments are available and priced separately.

Customisation	CMS customisation packs are available to meet transport operator ticketing requirements (i.e. carnet, return tickets) through the deployment of the CMS Ticket Catalogue configurable for each transit scheme and operator. Fujitsu architects and service engineers can support the customer in the customisation requirements. This additional service is a chargeable service using Fujitsu SFIA standard day rates.
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Table 1: Onboarding

Offboarding

The following offboarding 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 which point it will be deleted and no data (with the exception of billing data) will be retained.
Data Retention	Fujitsu Smart Ticketing CMS can export data in delimited format. Fujitsu will work with clients to define their data retention (purge) policy for data held in the CMS.
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 satisfaction of the client to ensure proper closure and completion of the off boarding 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

Service Management and Constraints

Service levels

The service is hosted in Fujitsu data centers 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%

Table 3: Service Levels

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.

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 Browser access is required from a Windows PC or Apple Mac. Customer must install a CMS service browser SSL certificate issued by Fujitsu support in order to connect to the service. Full instructions are provided by Fujitsu support.

Backup & Restore

The following backup and restore services are provided:

- Backups will be taken daily 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 CMS 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. If a failure occurs, Fujitsu will restore to the target recovery point and resume service according to the SLAs.

Service Support

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 time for the helpdesk is Monday – Friday 07:30 to 17:30 excluding UK public / bank holidays.

Non-standard (chargeable separately) Fujitsu Helpdesk hours 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 and the client will record configuration changes on the in-scope devices or applications via an agreed change control process. Change events include: outage (network), service infrastructure modification (relating to the client), client configurations and modifications etc.

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 CMS services deployed for a client are proactively managed to ensure the ongoing health of the service.

Periodic Service Assessment

The Fujitsu Smart Ticketing CMS 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 CMS 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 CMS service, the Customer must input customer details into the CMS or provide a secure data file (csv format) to ACT for upload

To provide card scheme configuration information to Fujitsu in a timely manner so that the CMS service is configured for Customer user

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.

Consultancy Services

The services described above relate to the procurement and ongoing provision of customer and card management services in the Cloud SaaS. In addition, clients can optionally engage with Fujitsu to procure additional professional services that cover: -

- Overall data management including assistance in planning data migration, data design and standards, data quality policies and procedures, database administration etc.
- Business operations optimisation and best practices for smart card schemes
- Change management specifically for transport ticketing
- Reporting and analytics services
- ITSO services including HOPS and Remote POST Services
- Account Based Ticketing services

We have successfully delivered proven and measurable business benefit for our clients across business process, organisational, location, data, application, and technology domains.

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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