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introduction.

Fivium Digital are delighted to present this Pricing Document to our all current and prospective non-FOXopen¹ UK public sector customers.

About Fivium

In 2006, Fivium's cofounders were working in government for a forward-thinking civil servant using, what was at the time, a relatively esoteric software development methodology to build an oil and gas portal at the then Department of Trade and Industry (DTI).

Prior to working at the DTI, the cofounders had completed graduate placement years within government and appreciated the challenges that its IT teams and projects faced, but also understood that there were faster and more efficient ways of delivering the same or better outcomes.

As a direct result of demonstrating their engineering talent and revolutionary approach within the DTI, they were approached to save a failing project for the export licensing of restricted goods, which later became the UK government's critical national system, SPIRE.

Now, over a decade later, Fivium employs circa sixty people, with all its resources based in the UK, and retains its original core purpose of making the work of the public sector easier and simpler whilst creating opportunities for its current and future people. It achieves this by investing in developing innovative high-quality cost-effective services purely for the public sector.

Named by the Cabinet Office as one of the top SME suppliers to the UK government, Fivium are universally well respected for both eCase, our correspondence case management platform, and our agile digital development services, which make the work of the public sector easier, more efficient and more compliant, as well as the core values that we live, breathe and hold ourselves to:

- Integrity and customer-centricity - we genuinely care about the UK public sector and its services.
- Focus on Quality – we take pride in our work and set high benchmarks for ourselves.
- Investment in Innovation & Opportunity for our team - we believe a stimulated, engaged and creative team with prospects is the secret to our success.

¹ FOXopen is a legacy open-source Java framework

Fivium Digital are your single port of call for all your digital projects. We offer a comprehensive service for all your applications from discovery all the way through to beta, live and ongoing management - the whole digital lifecycle.

digital, delivered.

Wherever you are on your digital journey, whatever the scale of your project or organisation, Fivium Digital has capabilities to help you achieve your transformation goals. We offer a range of services including end-to-end application lifecycle management: from design and development to on-going support and eventual refreshment, as well as specialist domain expertise and product assessments. We can also work with you to integrate your services to give you a single, coherent view of all your applications and business operations. With Fivium Digital, you get exactly what you need whilst being assured of a consistent, quality delivery that improves stakeholder value.



Our team are experts in delivering digital transformation projects within the public sector

Fivium Digital are experts in delivering digital transformation projects within the public sector. We follow the Government Technology Code of Practice and are highly experienced in turning paper-based processes and legacy systems into streamlined, efficient services that benefit both citizens and organisations and meet the Government Service Standard. Using our proven and successful approach, our highly experienced in-house team moulds effortlessly around your requirements and structure, ensuring that you get the best possible results from your project. With Fivium Digital, you get a flexible and comprehensive service that enables you to deliver your business outcomes – digitally.

technical competencies.

- **GOV.UK Design System and Services**
We're highly experienced in utilising the GOV.UK Design System and services to build Service Standard-compliant applications quickly and efficiently.
- **Developing enterprise-grade services**
Our full stack development team uses tools and methodologies that ensure high quality code, with automated testing to ensure that the services we deliver are always secure, stable, robust and reliable.
- **Discovery - Alpha - Beta**
Wherever your project is in the delivery stream, we can help you move through the phases to deliver a successful service and have the skills to support you – from user research to UX design, to build and ongoing support.
- **Innovation and prototyping**
We're exponents of creative design and prototyping to test concepts, bringing about innovation. Our iterative approach means that we get key parts of the service in front of users early, so you can be confident that the service built is validated and meets their needs.
- **Live service lifecycle management and support**
We specialise in managing the end-to-end production lifecycle of our services, ensuring they are available, reliable and most importantly, that they deliver the desired business outcomes from inception to retirement.
- **Service assessment and roadmap strategy**
Our highly experienced service portfolio assessment team are veterans in software design, development and delivery. Utilising their experience, they produce technology roadmaps that enable government bodies to maximise the value of their investments whilst ensuring that their resources are working on highest value initiatives and where they are most needed.

capabilities.

- **Transforming business processes**

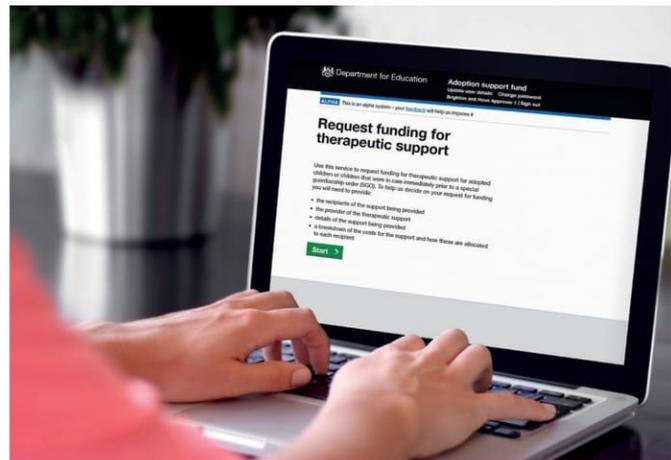
We don't simply build systems, we transform processes. Fivium Digital design and deliver services that streamline workflow and processes and ensure that complex requirements are met. We ensure that we look at every angle – giving you the tools to improve efficiency by automating key processes and providing the Management Information needed to continuously improve your services.

- **Maximising user value**

We help you really understand your users and prioritise the service features that will deliver the greatest value. Our highly experienced user researchers, business analysts and portfolio assessment teams surface the requirements and issues and ensure they are communicated so they can be successfully addressed in a way that adds value and improves efficiency.

- **Seamless integration**

We design services with integration in mind, giving users a single, cohesive view. Taking the research and analysis and putting the user needs at the centre, we look at the entry points and your digital landscape to ensure you provide a consistent, coherent service for your users.



Fivium Digital collaborated with the DfE to transform the Adoption Support Fund service, resulting in a 300% increase in user satisfaction.

- **Easy to use**

We help you ensure that your service offers the best possible and most straightforward user experience and is accessible to users of all digital levels and with assisted digital needs.

the fivium digital difference.



Quality assured

Our team are all full-time staff, so we retain the knowledge, experience and expertise and can ensure consistent high quality – reducing your risk and management burden.



Proficient, proven and experienced

We're 100% public sector focused, so we understand your drivers, culture and constraints. We work in the same way government digital teams do, enabling effective collaboration and delivering your service in line with the Government Service Standard.



People

We mould our team around the shape of your project - so you get the right resources, at the right time for the right duration.

Our core purpose is to make the work of the public sector easier and simpler whilst creating opportunities for our people.

fivium.co.uk/digital • 0800 368 9345

pricing & invoicing.

Pricing

All of Fivium Digital's Lot 3 services are delivered on a Time & Materials basis at the rates detailed in Table 1.

Table 1. Fivium Digital Day Rates

Grade	Day Rate
Managing Consultant	£1,320
Principal Consultant	£1,155
Lead Consultant	£1,045
Senior Consultant	£935
Consultant	£825
Junior Consultant	£660
Developer	£550

Our day rates are based on an 7.5 hour working day between Monday to Friday (excluding national holidays). Travel, mileage and subsistence are included within our day rate inside of the M25 or will be payable at pre-agreed T&S rates outside the M25.

Invoices

Invoices for support services will be issued quarterly in advance.

Invoices for development services will be issued at the end of each month for days delivered within the month.

Our payment terms are net 15 days.