



g-cloud 14 service definition.

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introduction.

Fivium Digital are delighted to present this Service Definition to all our current and prospective FOXopen based UK public sector customers.

This document provides an introduction to, and insight into, Fivium Digital's FOXopen capabilities and competencies and how we combine these to transform public services and deliver long lasting business value.

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 platform, 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.

About FOXopen

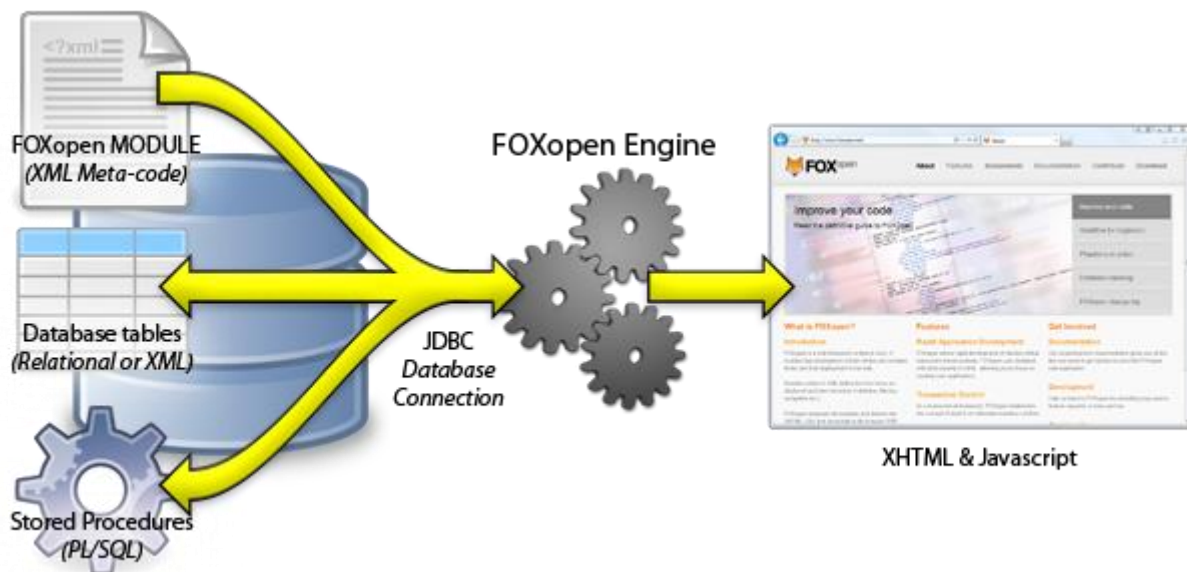
FOXopen is an open-source framework originally created in the late 1990s. It was used primarily in the development of UK government systems in the early 2000s, however as newer and more modern Java frameworks (such as Spring or Play) have emerged, and become more common, FOXopen has become a legacy framework with a diminishing number of skilled and knowledgeable software developers who are competent in supporting it.

FOXopen's origins lie in applications and consents systems that require detailed tracking and collaboration. It can be applied to any complex workflow to provide a complete end-to-end service.

How it works

FOXopen applications are developed by creating Application and Module XML definition files, which are stored in a database.

FOX XML modules can contain model, view, and controller directives. These are compiled at runtime into persistent server memory, the Model and Controller XML DOMs are combined with the View to dynamically create XHTML and JavaScript which is served to the browser.



FOXopen Software Support

Fivium Digital provide FOXopen software support services to manage and maintain core FOXopen based software and any associated components of customer applications. Proactive monitoring and, where necessary, intervention will ensure the FOXopen software continues to operate to high standards throughout the life of the application.

Service features

- Support of customer web applications
- Proactive monitoring
- Discovery of performance issues
- Issue handling and incident management
- Bug identification and management
- Fault exploration in code or infrastructure

Service benefits

- Fixes to application software
- Bug and issues report
- Monthly service level report
- Technical infrastructure feedback affecting cloud software service
- Feedback to configuration teams
- Integration with frameworks is possible

FOXopen Hosting Support

Fivium Digital provide FOXopen hosting support services to manage and maintain the infrastructure that FOXopen based software and any associated components are run on. Proactive monitoring and, where necessary, intervention will ensure the FOXopen software continues to operate to high standards throughout the life of the application.

Service features

- Support of the hosting that customer's web application(s) are run on
- Proactive monitoring
- Discovery of performance issues
- Issue handling and incident management
- Bug identification and management
- Fault exploration in code or infrastructure

Service benefits

- Fixes to the hosting that customer's FOXopen software is run on
- Bug and issues report
- Monthly service level report

- Integration with frameworks is possible
- Technical infrastructure feedback affecting the customer's FOXopen software service

Additional FOXopen Software Development

Fivium Digital provide FOXopen development services so that customers are able to ensure that their FOXopen based software, and any associated components, are able to adhere to new regulatory or statutory requirements throughout their lifecycle.

Service features

- Discovery of needs and scoping of work
- Specialist FOXopen developers will write software to meet requirements
- New developments will be deployed into live systems
- Handover of new developments to FOXopen software support and maintenance service

Service benefits

- Assurance that customers' FOXopen based systems can adhere to changes in regulation or legislation
- Assurance that customers' systems are able to adapt to the changing needs of users
- Assurance that any software changes have been developed by skilled and competent FOXopen experts
- Assurance that any software changes will then be fully maintained by a specialist FOXopen software support service

pricing & invoicing.

Pricing

Due to the varying scale and complexity of FOXopen systems, the FOXopen Software Support and FOXopen Hosting Support service will be costed individually.

All Additional FOXopen Software Development services are delivered on a Time & Materials basis at the rates published in our Fivium Digital FOXopen G-Cloud 14 Pricing Document.

Our day rates are based on a 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.

Termination

Due to the complexity of FOXopen systems and the scarcity of qualified FOXopen resources to support them, the notice period for the Buyer to terminate their contract is a minimum of 180 days from the date of written notice for Ending without cause (as per clause 18.1 of the G-Cloud 14 Call-Off Contract).

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.