



***g-cloud 15 foxopen
service definition.***

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introduction.

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

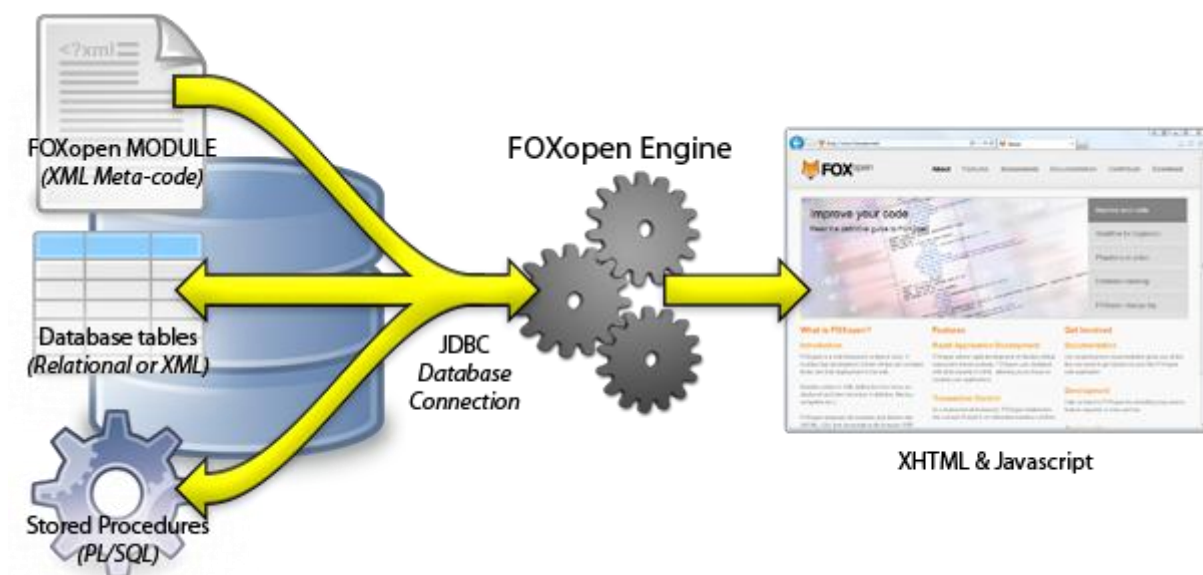
About FOXopen

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. As newer and more modern Java frameworks (such as Spring or Play) 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.

How it works

FOXopen services 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

Fiviums FOXopen software support delivers expert, end-to-end assistance for FOXopen services, including incident management, bug fixes, and change management. Our dedicated team provides rapid resolution, proactive maintenance, and clear escalation routes, ensuring reliable performance, ongoing improvements, and a single accountable supplier for secure, compliant, and sustainable software support.

Service features

- FOXopen software support team for service maintenance and fixes.
- Incident, problem, and defect management aligned to ITIL principles.
- Bug fixes and minor enhancements to maintain service functionality.
- Release and version management for controlled software deployment.
- Defined SLAs with agreed response and resolution targets.
- Root cause analysis to prevent recurring incidents and failures.
- Secure software change management with controlled approvals and testing.
- Regular software updates, security patches, and performance improvements.
- Access to FOXopen product specialists for technical support.
- Documented support and escalation pathways for clear accountability.

Service benefits

- Resolution through specialist software knowledge and experienced support engineers.
- Reduced risk to critical services through rapid issue identification.
- Improved system stability and performance via proactive maintenance.
- Clear ownership and accountability for software support outcomes.
- Predictable support costs with defined service levels and reporting.

FOXopen Hosting Support

Fivium is the only organisation able to provide fully supported FOXopen hosting, combining deep product expertise with secure, accredited infrastructure. Our exclusive capability ensures faster resolution, proactive management, and accountability, giving customers confidence that their FOXopen service is resilient, compliant, and supported directly by the experts who know it best.

Service features

- Exclusive FOXopen hosting and support capability.
- UK-based, accredited hosting environment.
- Proactive monitoring and alerting.
- Incident, problem, and change management.
- Defined SLAs and service reporting.
- Regular patching and platform maintenance.
- Secure backup and disaster recovery.
- Performance and capacity management.

Service benefits

- Single accountable FOXopen support provider.
- Faster issue resolution by product experts.
- Reduced operational and delivery risk.
- Improved service reliability and uptime.
- Confidence in long-term platform sustainability.
- Improved compliance and security assurance.
- Trusted support from FOXopen specialists.

Additional FOXopen Software Development

Fivium Digital provide ongoing FOXopen software development for cloud-hosted FOXopen systems. We deliver regulated updates and enhancements to ensure FOXopen-based applications continue to meet new regulatory and statutory requirements. Services include scoped development, controlled deployment, and transition to supported live environments.

Service features

- Scoped development aligned to regulatory change requirements.
- FOXopen-specialist development resource allocation.
- Controlled build and release pipelines.
- Regression testing and quality assurance.
- Secure deployment into live FOXopen environments.
- Integration with existing FOXopen components.
- Secure coding and configuration management.
- Handover to support.

Service benefits

- Maintain regulatory compliance.
- Consistent quality from FOXopen specialists.
- Controlled, auditable change management.
- Ongoing compatibility with evolving statutory requirements.
- Seamless transition into support and maintenance.

pricing and invoicing.

Pricing

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

Any Additional FOXopen Software Development is delivered on a Time and Materials basis at the rates published in our Fivium Digital G-Cloud 15 FOXopen 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 Travel and Subsistence 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.

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.