

Service Definition Document

Backend and API Development

Supplier	Francioni Limited
Service ID	FRAN-API-012
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Design and build secure, scalable APIs that enable integration between systems. We follow API-first design principles and implement comprehensive security, documentation, and versioning for long-term maintainability.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- RESTful API design with OpenAPI 3.0 specification
- GraphQL for flexible data querying
- Event-driven integration with SQS, SNS, EventBridge
- Legacy system API wrapping and modernisation
- OAuth 2.0, API keys, and JWT authentication
- Rate limiting and abuse protection
- Interactive API documentation

4. Service Benefits

- 10,000+ requests per second with sub-100ms latency
- 99.9%+ uptime through resilient architecture
- 50% faster integration with clear documentation
- Industry-standard security controls
- Smooth API evolution with versioning
- 90%+ test coverage with automated testing

5. Technologies

Node.js, Python, Java, OpenAPI, GraphQL, REST, OAuth 2.0, JWT, API Gateway

6. Delivery Model

Remote-first delivery using industry-standard collaboration tools. On-site presence available within the UK when required (London at no extra cost, other locations at travel cost).

- Agile delivery with regular demos and feedback cycles
- Flexible engagement: full-time embedded, part-time, or project-based
- Knowledge transfer to your team throughout engagement

7. Security

- BS7858:2019 personnel screening for all staff
- Security Clearance (SC) available for eligible projects
- Cyber Essentials Plus certified organisation
- GDPR compliant data handling

8. Support

Standard support included with all engagements:

- Email response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended and Premium support tiers available - see Pricing Document.

9. Constraints

- Minimum engagement: 5 days
- Notice period: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English

10. Contact

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