

Service Definition Document

AI for Education

Supplier	Francioni Limited
Service ID	FRAN-EDU-006
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

AI implementation services tailored for educational institutions including universities, colleges, and schools. We help implement responsible AI solutions that enhance teaching, personalise learning, and prepare students for an AI-enabled future.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- AI-powered adaptive learning platform implementation
- Automated marking and feedback systems for educators
- AI automation for admissions, scheduling, and communications
- Student support chatbots and AI assistants
- AI-powered research and literature review tools
- Responsible AI ethics framework for education
- Academic integrity tools for the AI age

4. Service Benefits

- Personalised education at scale
- Freed educator time through automated administration
- 24/7 AI support for student queries
- Accelerated research through AI-assisted analysis
- Students prepared with AI skills for employment
- Ethical AI use embedded from the start

5. Technologies

AWS Bedrock, OpenAI API, LangChain, Python, React, LMS Integration, SCORM

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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