

# Service Definition Document

## Generative AI Integration

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| <b>Supplier</b>   | Francioni Limited    |
| <b>Service ID</b> | FRAN-GAI-015         |
| <b>Framework</b>  | G-Cloud 15           |
| <b>Lot</b>        | Lot 3: Cloud Support |
| <b>Version</b>    | 1.0                  |
| <b>Date</b>       | January 2026         |

## 1. Service Summary

Implementation of generative AI solutions using large language models for document processing, content generation, and conversational interfaces. We ensure secure, compliant deployments suitable for government data.

## 2. Service Categories

- Cloud Support Services
- Set Up and Migration

## 3. Service Features

- Document summarisation and extraction from unstructured text
- Intelligent chatbots for citizen services
- Content generation with human review workflows
- Retrieval-Augmented Generation (RAG) for knowledge bases
- Secure deployment using AWS Bedrock
- Content filtering and output guardrails
- Human-in-the-loop approval workflows

## 4. Service Benefits

- 80% reduction in document processing time
- 24/7 automated responses to routine enquiries
- Human oversight ensuring accuracy and accountability
- Government-appropriate security controls
- Scalable capacity without additional staff
- Consistent responses across the organisation

## 5. Technologies

**AWS Bedrock, Claude, GPT-4, LangChain, RAG, Vector Databases, Python**

## 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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|--------------------|------------------------------------|
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