

Terms and Conditions

G-Cloud 15 | Lot 3: Cloud Support

Supplier	Francioni Limited
Company Number	09101346
Framework	G-Cloud 15 (RM1557.15)
Document Version	1.0
Effective Date	January 2026

1. Framework Agreement

All services provided by Francioni Limited under G-Cloud 15 are governed by the standard G-Cloud 15 Call-off Contract available on the Digital Marketplace. We adhere to the Terms and Conditions set forth in the Call-off Contract without modification.

This document provides supplementary operational information to assist buyers in understanding how we deliver our services. In the event of any conflict between this document and the Call-off Contract, the Call-off Contract shall prevail.

2. Service Delivery

Delivery Model

Our default delivery model is remote working, enabling rapid onboarding and cost-effective collaboration. We use industry-standard tools for communication and project management.

On-Site Delivery

On-site presence is available when required. We will agree location requirements at call-off stage.

- London locations: No additional travel costs
- Other UK locations: Travel expenses at cost, subsistence at £50/day
- Travel time is not charged

Working Hours

Standard working hours are Monday to Friday, 9:00am to 5:30pm UK time, excluding public holidays. Alternative arrangements can be agreed at call-off stage where required.

3. Our Team

Personnel

All personnel providing services are suitably qualified and experienced. We may substitute personnel with individuals of equivalent skill and experience, providing reasonable notice.

Security Screening

- All staff undergo BS7858:2019 compliant screening
- Security Clearance (SC) available for eligible personnel - confirm at call-off
- Developed Vetting (DV) can be sponsored where required

Resource Flexibility

Where beneficial and agreed with the buyer, Francioni can deploy a combination of UK-based and near-shore resources to optimise costs and availability. In such arrangements, senior client-facing staff will always lead the engagement, ensuring strong project governance and effective communication.

4. Pricing and Payment

Pricing Model

- Day rates are published in our Pricing Document
- A day constitutes 8 hours of work
- Part days charged in half-day increments
- All prices exclusive of VAT (added at prevailing rate)

Volume Discounts

Engagement Duration	Discount
Under 3 months	Standard rates
3-6 months	5%
6-12 months	7.5%
Over 12 months	10%

Educational Discount

A 10% discount applies for educational institutions including universities, colleges, schools, and research institutions.

Payment Terms

- Invoices issued monthly in arrears
- Payment due within 30 days of valid invoice
- Timesheets provided with each invoice
- Electronic invoicing and purchase order references supported

5. Support

Standard Support (included)

- Email and ticketing support during active engagements
- Response within 4 business hours (Mon-Fri, 9am-5:30pm UK)
- 30-day warranty on delivered code

Extended Support Tiers

Post-project support and enhanced SLAs are available at additional cost. See Pricing Document for details of Extended and Premium support options.

6. Security and Compliance

Certifications

- Cyber Essentials Plus certified
- BS7858:2019 personnel screening
- AWS Advanced Consulting Partner

Data Protection

We comply with UK GDPR and Data Protection Act 2018. Where we process personal data on behalf of the buyer, we will do so only on documented instructions and in accordance with an agreed Data Processing Agreement.

Confidentiality

We treat all client information as confidential. Our staff sign confidentiality agreements and we implement appropriate technical and organisational measures to protect client data.

7. Intellectual Property

Intellectual Property provisions follow the standard G-Cloud Call-off Contract. In summary:

- Deliverables created specifically for the buyer vest in the buyer upon payment
- Pre-existing IP remains with Francioni, with licence granted for use in deliverables
- Open source components subject to their respective licences

8. Service Constraints

- Minimum engagement: 5 days
- Notice for new engagements: typically 2-4 weeks
- SC cleared staff: limited availability, confirm at call-off
- Services delivered in English
- 24/7 support available only under Premium Support arrangement

9. Termination

Termination provisions follow the standard G-Cloud Call-off Contract. Either party may terminate with 30 days written notice. Upon termination, we will deliver all completed work and provide appropriate handover support.

10. Contact

Contract queries	alex@francioni.co
Support requests	support@francioni.co
Phone	07895 307732
Address	Birchin Court, 20 Birchin Lane, London, EC3V 9DU

Francioni Limited | Company Registration: 09101346 | VAT Registration: 208985962

This document supplements the G-Cloud 15 Call-off Contract. The Call-off Contract takes precedence.