

Service Definition Document

Public Sector Generative AI Readiness & Ethical Governance

Supplier	Francioni Limited
Service ID	FRAN-PSAI-002
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Structured assessment and implementation support for generative AI adoption in government organisations. We help you evaluate AI readiness, develop ethical governance frameworks, and implement responsible AI solutions aligned with the AI Playbook for UK Government.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- AI readiness assessment covering data, skills, infrastructure, and governance
- Ethical framework development aligned with government guidelines
- Use case discovery and prioritisation for high-value AI opportunities
- Comprehensive risk assessment for bias, privacy, and security
- Governance design with accountability structures and oversight
- Pilot implementation support for initial AI proof-of-concepts
- Compliance with CDDO, ICO, and sector-specific requirements

4. Service Benefits

- Clear roadmap for responsible AI adoption
- Proactive risk identification and management
- Regulatory and ethical compliance from the start
- Stakeholder alignment on AI priorities
- Quick wins through low-risk, high-value opportunities
- Strong foundations for scaling AI across the organisation

5. Technologies

AWS Bedrock, SageMaker, OpenAI API, LangChain, Python, Risk Assessment Frameworks

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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