

Service Definition Document

Bespoke Public Sector Application Development

Supplier	Francioni Limited
Service ID	FRAN-BPA-020
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

Rapid development of bespoke cloud-native business applications tailored to public sector needs. We specialise in building operational tools that government teams use daily: booking and scheduling systems, timesheet and time recording applications, case management solutions, visitor management, leave tracking, and digital forms. Our applications are built to GDS standards, fully accessible, and deployable on secure government cloud infrastructure.

2. Service Categories

- Set Up and Migration
- Data/information structure design
- Project management and governance

3. Application Types We Build

Booking & Scheduling Systems

- Room and resource booking for offices, meeting spaces, and facilities
- Appointment scheduling for citizen services and internal processes
- Equipment and asset reservation systems
- Calendar integration with Microsoft 365 and Google Workspace

Time Recording & Workforce Management

- Timesheet entry and approval workflows
- Project time allocation and tracking
- Leave and absence management
- Contractor and agency staff time capture
- Reporting and analytics dashboards

Case & Workflow Management

- Enquiry and request tracking systems
- Citizen service case management
- Internal process workflow automation
- Approval routing and escalation

Digital Forms & Data Collection

- Online form builders with conditional logic
- Data validation and submission workflows
- Integration with back-office systems
- Accessible forms meeting WCAG 2.1 AA

Operational Tools

- Visitor management and sign-in systems
- Asset tracking and inventory management
- Staff directories and organisation charts
- Notification and alerting systems

4. Service Benefits

- 4-8 week typical delivery for core applications
- 50-70% cost reduction compared to off-the-shelf enterprise software licensing
- Applications tailored exactly to your workflows and terminology
- Full ownership of code and data - no vendor lock-in
- WCAG 2.1 AA accessibility built in from the start
- Integration with existing government systems (SSO, HR, finance)
- Deployable on AWS, Azure, or government cloud platforms

5. Technologies

React, Next.js, TypeScript, Node.js, Python, PostgreSQL, DynamoDB, AWS Lambda, AWS Amplify, GOV.UK Design System, GOV.UK Frontend

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).

- Discovery workshop to understand requirements (1-2 days)
- Agile delivery with fortnightly demos
- User testing with your team throughout development
- Full documentation and handover training included
- Knowledge transfer to enable in-house maintenance

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: 10 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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