

Service Definition Document

Full Stack Software Development

Supplier	Francioni Limited
Service ID	FRAN-FS-001
Framework	G-Cloud 15
Lot	Lot 3: Cloud Support
Version	1.0
Date	January 2026

1. Service Summary

End-to-end software development services for cloud-native applications, from initial requirements through deployment and ongoing support. Our developers build responsive, accessible applications that integrate with existing government systems and meet GDS Service Standards.

2. Service Categories

- Cloud Support Services
- Set Up and Migration

3. Service Features

- Cloud-native application development using serverless and container architectures
- Full technology stack: TypeScript, React, Node.js, Python, Java, .NET
- GDS-compliant design meeting Government Digital Service standards
- WCAG 2.1 AA accessibility built into every application
- Agile delivery with regular demos and continuous feedback cycles
- Automated CI/CD pipelines for reliable, rapid deployments
- Comprehensive technical and user documentation

4. Service Benefits

- 40% faster time-to-market through agile practices and automation
- Reduced project risk through proven patterns and experienced developers
- Guaranteed accessibility compliance meeting legal requirements
- Lower long-term maintenance costs through clean architecture
- Knowledge transfer to your team throughout engagement
- Seamless integration with existing government systems

5. Technologies

TypeScript, JavaScript, Python, Java, .NET, React, Next.js, Node.js, PostgreSQL, DynamoDB, AWS Lambda, ECS

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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