



IMSL

The intelligence people

Open Source Intelligence Services

G-Cloud Service Definition for Intelligence Management Support Services Ltd

Framework reference: RM1557.14

Service Overview:

IMSL- Open Source Intelligence Services

Open Source Intelligence (OSINT), including Social Media Intelligence (SOCMINT), is a fundamental component of all contemporary intelligence and investigation operations. The ability to rapidly collect, analyse and fuse OSINT with proprietary or restricted information and data, using the best cloud tools and software, significantly enriches investigation and research capabilities beyond traditional limitations.

IMSL operates an OSINT based Analysis as a Service (AaaS) team providing a range of bureau based capabilities to customer organisations. The team is highly skilled in OSINT tradecraft and has an experienced insight across both current and emerging OSINT cloud tools and technologies. These include: data, automated collections, filtering, linking, search, visualisation, Ad-Tech, DNS and analysis cloud platforms and software. IMSL provide Analysis as a Service (AaaS) alongside cloud tools and platforms to enhance the use and effectiveness of technology.

The ability to collect, analyse and deliver OSINT information to the user in an immediately exploitable form is key to the service. Additionally, OSINT outputs can be fused with proprietary and Ad-Tech data for context and to provide relevant data sub-groups and high-level visualisations. IMSL will tailor its Analysis as a Service (AaaS) model to provide maximum efficiency for budget holders and can hold cloud software licences as part of the service.

The OSINT Analysis as a Service (AaaS) can take a variety of forms including:

1. Ad-hoc taskings, RFIs, enriched reporting
2. Enduring set frequency task reporting
3. Monitoring and notification of significant events
4. Purchase of specific tools and cloud software technologies

The work can be undertaken at a client site or within the IMSL secure facilities in the UK with the outputs delivered to the client in an agreed format.

Our Approach

The IMSL OSINT Analysis as a Service (AaaS) model is provided through a flexible, resource-based approach tailored to match an individual client's specific needs. At the outset, IMSL will work with the client to establish a rigorous definition of the requirements and the form and frequency of the deliverables. In each case we will develop a formal priced proposal based upon our published SFIA rates.

The OSINT AaaS is staffed and managed by highly experienced intelligence practitioners drawn from a range of backgrounds including military, law enforcement and financial. The team are expert OSINT tradecraft practitioners and frequently serve as the benchmark reference in the subject matter for government customers.

The range of sector experience within the OSINT AaaS enables the team to knowledgeably address a broad scope of challenges and to quickly assimilate a knowledgeable appreciation of the client's requirements and provide suitably contextualised responses to requests for information (RFIs).

Technology plays a significant role in the collection, analysis, fusion and output presentation material of taskings. The team utilises leading software platforms and in-house developed systems to rapidly achieve clear and exploitable results.

Commercial Aspects:

Pricing:

As a flexible resource-based service, IMSL will liaise with the buyer to establish the scope of requirements and the level of resources required to fulfil the task within the target timeframe prior to providing a detailed proposal based upon the SFIA rates published within the framework contract and the purchase of required cloud software platforms and tools.

The service provision is flexible and IMSL will adapt to the requirements of the buyer wherever possible with regards to service levels and duration of tasks under a call-off order.

Ordering Process:

To place an order please send an e-mail to peter.bailey@intelmsl.com in the first instance, explaining the outline context of your requirement. IMSL will engage with you to develop a full definition of the requirement and present a formal proposal that may be accepted as an order by both parties.

Invoicing will be agreed as part of the order but typically monthly in arrears.

Please make reference to the specific G-Cloud Service ID number or title within your e-mail.

Location:

The service may be delivered either within the customer's own premises or at IMSL's premises, where security aspects permit.

Trial Service:

Trial services are not deemed applicable to this service.

Exclusions:

For the avoidance of doubt, the Service does not include the following:

- Delivery of hardware

Termination:

Termination of an order prior to completion of delivery of the service will be managed in line with the Framework Terms and Conditions.

Customer Responsibilities:

IMSL will need to work collaboratively with the customer to achieve the requirements. It is the customer's responsibility to provide dedicated resources to the project in order that IMSL and the customer can work collaboratively to achieve the targeted results of the task.

Security:

The majority of deployable IMSL analysts and the management hold national security clearances of at least SC. Many staff hold developed vetting clearances.

IMSL operates under Cyber Essentials +.

Additional Information:

Backup/Restore and Disaster Recovery:

IMSL has internal plans, processes and systems in place regarding business continuity and resilience. Any specific requirements for backup/restore and disaster recovery, where appropriate, would be discussed and agreed with the customer prior to an order being placed.

Service Management:

IMSL is an experienced service provision manager and operates to ISO9001:2008 standards.

Service Constraints:

IMSL will establish service constraints where appropriate to a customer requirement; these will be detailed in the order.

Service Levels:

Service levels will be agreed with customers case by case. Recompense for failure to meet agreed service levels will also be defined within the proposal and order.

Training:

IMSL is a highly experienced training organisation and where training is required it will be provided using the systems approach to training following a detailed training needs analysis.

Data Restoration/ Service Migration:

Where appropriate to the service, IMSL will discuss with customers any data restoration / service migration requirements and reach agreement on the most suitable approach prior to an order being placed.

IMSL Background Information:

IMSL understands the huge potential that harnessing the power of quality, timely, and actionable intelligence can bring to your organisation. We also understand that devising an effective analysis strategy is a complicated business – that's why we've made it our business.

We're here to help you maximise the effectiveness of your information, enabling you to stay ahead of your game. Whether you require a single intelligence report, investigation support, data analysis, training course, bureau service, embedded expertise, or an enterprise-wide capacity development project, we have the skills, experience and credibility to understand the requirements and deliver a cost effective result.

We work with some of the world's most advanced technology to help you achieve your objectives, but it's our specialist team of experts that really sets us apart. With a team of professionals drawn from diverse intelligence backgrounds including finance, military, and law enforcement, we're able to apply our experience and expertise to a broad range of situations. We work on intelligence requirements, investigations, data analytics, anti-money laundering, terrorist financing, fraud and reputational due diligence projects for public services, military, law enforcement, government and private commerce - we thrive on challenges.

Of course, we appreciate that all of our clients' requirements are unique, and so are the services we provide. Our people are dedicated to working with you to creatively develop and deliver tailor-made solutions, providing clear and effective communication throughout.