



“Value and impact through informed decisions”

G-Cloud Service Definition

For

Intelligence Management Support Services Ltd

Framework reference: RM1557.15

Operational Software Engineering Services

IMSL's Software Engineering Service designs and builds bespoke, secure software solutions tailored to government, law enforcement and intelligence environments. Delivered within cloud-based, defence-in-depth architectures aligned with UK NCSC principles, it reduces technical debt, streamlines operational systems and enables classified requirements to be implemented within compliant sensitive environments.

IMSL offers software engineering as either a standalone capability or embedded within customer teams. Drawing on decades of experience supporting national security, intelligence and law enforcement missions, IMSL develops maintainable, operationally aligned software that integrates seamlessly with client architectures while remaining technology agnostic.

The service can take a variety of formats including:

- Bespoke system design and development
- Enhancement or replacement of legacy systems
- Secure API development and service integration
- Cloud native solution delivery or controlled classified environment integration

Work may be undertaken at a client site or within secure IMSL facilities, with outputs delivered in an agreed format.

Our Approach

IMSL delivers its Software Engineering Service through a secure, disciplined and operationally informed engineering methodology designed specifically for government requirements. Our approach combines modern software engineering practices with deep mission understanding to ensure solutions are not only technically robust, but directly aligned with operational realities, governance expectations and security constraints.

- We work closely with operational users, policy owners and technical stakeholders to ensure every solution reflects real-world workflows, security conditions and organisational priorities.
- Using a “develop low, deploy high” delivery model, IMSL builds solutions and deploy them into sensitive or classified environments using controlled integration patterns.
- All development follows a secure software development lifecycle aligned to UK government guidance, UK NCSC Cloud Security Principles and defence-in-depth architectural standards.
- IMSL avoids vendor lock-in by designing with open standards, open-source frameworks and cloud-native tooling, ensuring long-term sustainability and maintainability.
- Our engineers translate classified operational requirements into functional, secure and assurance requirements, enabling safe, compliant implementation of capabilities.
- We adopt iterative delivery, continuous testing and clear communication, enabling clients to track progress, manage risk and ensure alignment throughout development.
- Operational resilience and longevity: All solutions are engineered to reduce technical debt, improve long-term maintainability and support future capability evolution.

IMSL's approach ensures each software solution is secure, scalable, maintainable and operationally effective, delivering lasting value by enabling better performance, improved compliance and reduced organisational

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 frameworks@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 refer to the specific G-Cloud Service ID number or title within your e-mail.

Location

The service may be delivered within the UK at either 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 IMSL employees hold national security clearances of at least SC. Many staff hold developed vetting clearances.

All information systems meet the Cyber Essentials Plus (CE+) standard, and industry best practise is followed in alignment with ISO27001.

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.

About IMSL

IMSL solves our public and private sector customer's most complex intelligence and investigation requirements. With our conviction that informed data-driven decisions and insights deliver greater impact and value to an organisation. IMSL securely delivers professional services and training that combines our deep understanding and expertise in innovative technology and tradecraft.