



“Value and impact through informed decisions”

G-Cloud Service Definition

For

Intelligence Management Support Services Ltd

Framework reference: RM1557.15

Intelligence & Investigation Services

A service designed for intelligence and investigative organisations seeking to combine advanced technology with expert intelligence analysis and investigation skills. IMSL offers a secure, scalable service, agnostic to technology, delivering unattributable, UK legally compliant, actionable insights and foresight to enhance speed, quality, and cost-effectiveness of operations and requirements.

IMSL offers intelligence & investigation services either as standalone reporting function or embedded support within customer teams. Backed by decades of combined intelligence experience, IMSL remains proudly technology-agnostic while providing world-class analytical solutions.

The service can take a variety of formats including:

- Ad-hoc taskings, RFIs, enriched reporting
- Enduring set frequency task reporting
- Monitoring and notification of significant events
- 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 in an agreed format.

Our Approach

IMSL delivers this service across all aspects of planning, collecting, processing, analysing, and disseminating.

Our analysts maintain an open minded, adaptive, and flexible approach.

- We have an open-minded attitude to working with a range of data and information sources, whether commercial or publicly available. IMSL is committed to sourcing the best possible data and information judged against the impact and value it achieves for a customer.
- By remaining adaptive in processing the data and information, IMSL can overcome technology integrating issues and interpretation challenges such a breadth of sources requires.
- The demands of analysis require flexibility to traverse the depth of data and information that is required to formulate intelligence. The analysis will seek to identify patterns, trends, and relationships in the context of customer-operating environments.

IMSL's primary focus throughout the analysis is the insight and foresight that customers will gain. This ensures that our analysts continue to ensure impact and value through informed decisions.

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.