



“Value and impact through informed decisions”

G-Cloud Service Definition

For

Intelligence Management Support Services Ltd

Framework reference: RM1557.15

Operational Data Engineering Services

IMSL's Operational Data Engineering Service transforms and normalises complex, multi-source data streams into a consistent, high-quality format. Delivered within secure cloud environments aligned to UK NCSC principles, the service reduces integration effort, improves analytical readiness, and enables effective investigation, data-science and machine-learning operations across diverse datasets.

IMSL provides operational data engineering as a standalone capability or integrated within customer teams. Backed by extensive experience supporting intelligence, investigative and operational missions, IMSL ensures data pipelines are secure, maintainable and optimised for real-world decision-making environments.

The service can take a variety of formats including:

- In-flight transformation and normalisation of multi-source data
- Real-time or near-real-time pipeline deployment
- Development of extensible common data models
- Integration of structured, semi-structured and unstructured data sources

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

Our Approach

IMSL ensures complex, multi-source data can be reliably transformed, normalised and exploited at scale to support high-value operational, analytical and investigative outcomes.

- We work closely with investigative, intelligence and analytical users to understand operational context, data dependencies, sensitivities and decision-driving requirements, ensuring pipelines deliver information that is immediately useful and mission-aligned.
- IMSL engineers process and harmonise diverse data streams—including structured, semi-structured and unstructured formats—in flight, ensuring high-quality, consistent data is available with minimal latency.
- All pipelines are deployed within secure cloud environments aligned to UK NCSC Cloud Security Principles, using layered technical and procedural controls to ensure confidentiality, integrity, provenance and controlled access.
- IMSL avoids vendor lock-in by designing interoperable, extensible data models and interfaces that support existing client tools, legacy environments and emerging analytical technologies.
- Our pipelines automatically capture metadata, lineage and provenance to support compliance, governance, auditing, evidential standards and operational assurance.
- We engineer for operational tempo, supporting investigations, targeting, triage, intelligence fusion and threat detection with timely, consistent data flows.
- IMSL employs iterative deployment, continuous validation and clear communication, ensuring clients remain fully informed as new data sources, rules or requirements are integrated.

This approach ensures organisations receive high-quality, consistent and secure datasets that reduce integration effort, improve analytical readiness and enable impactful intelligence, investigation and data-driven operations.

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.