IMSL

The intelligence people

Intelligence Analysis Software Training, Mentoring and Support Services

G-Cloud 8 Service Definition
for
Intelligence Management Support Services Ltd

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Intelligence Management Support Services Limited – Company Number 07314773 - Registered in the UK
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Service Overview:

IMSL- Intelligence Analysis Software Training, Mentoring and Support Services

Intelligence analysis related software has developed significantly in recent years and can represent the opportunity for a paradigm shift in an organisation's ability to optimise all aspects of the intelligence cycle. Through advanced methods of collection, analysis, fusion, visualisation and dissemination, previously unattainable exploitable intelligence can now be derived at great speed.

However, as with all new platforms, the processes of organisational transformation, system induction and operational deployment require planning, management and expert resources.

IMSL provides a broad ranging resource based service to support organisations in the implementation of intelligence specific software and tools, from initial definition of the capability requirement to operational training and enduring mentor support.

This service also provides data integration support to ensure an organisation fully capitalises on its proprietary data sources.

Our Approach

As a flexible, resource-based service, IMSL provides experienced, security cleared intelligence analysts who are expert in the deployment and training of market leading analysis software platforms.

As experienced intelligence practitioners, our service is always fully contextualised to the real world needs of the end user and entirely aligned with an organisation's work flows.

The overall service may include the following components:

- Intelligence Analysis Software Platform Operational Training
- Analyst Practitioner Training
- Analyst Mentoring Support Services
- Data Integration Support Services
- Intelligence Cycle Management Training
- Capability Requirements Definition Support

We are aware that each customer's requirement will be unique and IMSL's support will be tailored to suit on a case by case basis. Empowered by their combined technology and intelligence expertise, the IMSL team will rapidly define, develop and deliver a highly efficient and effective implementation support service.

Each customer requirement will be subject to a developed formal proposal priced in line with the published IMSL SFIA rates.

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.

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.

Prior to formal proposition, IMSL will work with the buyer to establish what IT infrastructure is either already in place or will be additionally required and also whether IMSL is to provide access to its own infrastructure or software. Should access to IMSL's infrastructure or licenced software be required this will affect the cost of the service outside of the published SFIA rates.

Ordering Process:
To place an order, please send an e-mail to martin.medcalf@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 made 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 software licenses
- 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 in a team with inputs and outputs on both sides related to the specificities of individual tasks. It is the customer's responsibility to provide:

- Tangible senior leadership
- Dedicated resources to the project in order that IMSL and the customer can work collaboratively to achieve the targeted results of the task
- Appropriately equipped workstations where embedded IMSL resources are provided

- Access to appropriate systems and information within timeframes agreed within the order

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 to ISO27001 standards and will achieve certification during 2015.

We are registered under the Data Protection Act.

Additional Information:

Information Assurance:

- This G-Cloud service is not accredited to date. As a Lot 4 service no infrastructure, platform or software is provided by IMSL.
- No target Impact Level (IL) is proposed as a generalisation.
- IMSL operates to ISO27001 standards and will achieve certification during 2015.

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.