

Evolve IDIQ Competition Pools

- **Awardees for Pool 1 - IT Management Services** will provide management, strategy, and planning of the enterprise IT portfolio. This may include requirements ranging from Enterprise Architecture and IT Finance resources to data analytics and governance of portfolio management processes. Requirements for vendors in this pool may also include performance monitoring and reporting of services performed by vendors in Pools 2-5.
- **Awardees for Pool 2 - Network & Telecom Services** will provide voice and data network and supporting services such as load balancing, domain services, virtual private network, and the internet to enable communications within and outside the enterprise.
- **Awardees for Pool 3 - Cloud & Data Center Services** will provide internal and/or external cloud services including IaaS, PaaS, and SaaS. Providers will also offer secure and controlled environments for housing compute, storage, network and other technology equipment.
- **Awardees for Pool 4 - Application Development Services** will provide software application development, testing, release, support, and operations.
- **Awardees for Pool 5 - Customer & End User Services** will provide end user computing devices and support for end users.

To avoid conflicts of interest, promote objectivity, and ensure the best possible performance by vendors in all pools, Pool 1 vendors may not either deliver services in Pools 2-5 or have partnerships or subcontracts with vendors providing services in Pools 2-5.

Furthermore, to mitigate performance risk in Pools 2-5 and encourage the use of best-in-class suppliers, the Government will only allow a vendor to provide services as a prime contractor in a maximum of two pools.

The scope of capabilities that may be procured in each pool is shown in the table below. Please note, this is not an all-inclusive list, but a representation of capabilities and services per pool.

Pool 1: IT Management	
Capability Areas within Pool	Objectives
1.1: PMO Support	Provide input and support for programmatic activities related to contract tasks.
1.2: Strategic Communications and Engagement	Manage the program's strategic communications and engagement activities, including development of supporting artifacts.
1.3: Strategic Planning	Conduct long term visioning and planning for the direction of IRM and DOS IT systems
1.4: Performance Management	Monitor and report on the contractor's performance to meet mutually agreed upon measures and targets.
1.5: Program Management	Manage the IDIQ contract and tasks orders.

1.6: Transition Management	Facilitate and manage contractor transitions to ensure continuity of support and to maintain system availability, reliability, and customer satisfaction performance standards.
1.7: Enterprise Architecture	Develop business, information, application and technical architecture strategies and roadmaps to drive standardization, integration, modernization, security, and efficiency among business technology solutions.
1.8: Cyber Security & Incident Response	Provide policies, procedures, and technologies to recognize existing and emerging threats as well as determine associated risk to ensure the organization has the appropriate defense and responses to each incident.
1.9: Finance and Budget	Provide planning, budgeting, spend management, chargeback, tracking, reporting, and auditing of IT expenditures and the costing of IT products and services. May include chargeback of IT expenditures and the costing of IT products and services.
1.10: Governance, Risk, Audit, and Compliance	Provide strategy, policies, and processes for managing an overall governance, enterprise risk management and compliance with regulations, with regards to IT. Provides structured approach for aligning IT with business goals and objectives, while managing risk and meeting compliance requirements.
1.11: Process Improvement Consulting	Provide process improvement consulting services with a roadmap to improve efficiency, strengthen system driven management controls, improve security, modernize systems, improve processes or develop them where they don't exist, and reduce cost.
1.12: Zero Trust Architecture	Develop technological roadmaps, plans, and strategies to secure the global network and its resources. This includes strategies for least privilege access, micro-segmentations, data usage controls, continuous monitoring, auditing, etc.
1.13: Executive Support Program	Provide executive coordination and processing, planning, communication in an efficient and streamlined manner.
Pool 2: Network and Telecom	
2.1: Systems Design and Management	Manage all activities necessary to support the agile design, development, testing, and release new features and capabilities. Includes the patching and security of network and SOE systems.
2.2: Domain Services	Provide lookup capabilities to convert domain names into the associated IP address to enable communication between hosts. Includes Active Directory services and the associated tools required to administer domains.
2.3: Data and Voice Networks	Design, operate, maintain, and modernize network connections that enable direct data and voice communications across the organization including its data centers, office buildings, remote locations as well as partners and service providers (including public cloud service providers). Includes the data network circuits and associated access facilities and services; includes dedicated and virtual data networks and internet access.
2.4: Radio Network Installation & Maintenance:	Provide research, development, procurement, design, logistics, installation, and maintenance expertise with HF, UHF, VHF, and satellite radio systems, to include land/mobile radios, handhelds, base stations, vehicle-based, remote, repeaters, and associated encryption capabilities for all. Voice and data network connectivity expenses including circuit and usage expenditures; lease expenditures; maintenance and support expenditures.

2.5: Telecommunications	Engineer, install, configure, provide operational support, and provide turnkey integrated solutions supporting multi-vendor OEM telecommunications platforms.
2.6: Tactical Operations and Field Support	Strategically positioned regional command operations (RIMCs) provide the initial point of contact in support of all overseas communication platforms that fall under the IRM umbrella of control. The availability to quickly leverage additional subject matter experts (personnel) and surge capacity (teams and equipment) for IRM field support is essential for mission success.
2.7: Structured Cabling	Voice and data structured cabling installation, termination, and testing services, to include CAT-X, fiber, coaxial, direct burial, aerial, and associated technologies to support voice and data networks, radio and security systems.
2.8: Operations Center	Centralized IT Operations Center resources including monitoring and intervention e.g., NOC (network operations center), GOC (global operations center).
2.9: LAN/WAN Services	Operate, maintain, and administer physical and wireless local area network connecting equipment within the core data centers and connecting end users in office working areas to the organization's broader networks.
Pool 3: Cloud and Data Centers	
3.1: Enterprise Data Management	Manage a comprehensive data management program that maximizes the availability and accessibility of high-quality data for consumption by a diverse set of stakeholders.
3.2: Data Access and Integration Program Management	Provide a central point of contact to manage offline relationships with external entities seeking to integrate with the program's technical products and data or that the program requires integration with.
3.3: Virtual Compute and Containers	Provide a variety of compute configurations delivered through the virtualization of physical compute resources. May include on-demand provisioning and de-provisioning based on user interaction or the performance of the application itself.
3.4: Technology Lifecycle Management	Ensure that appropriate technologies and their licenses, including new and emerging technologies, can be identified, assessed, acquired, and maintained.
3.5: Cloud Services	Provide and administer cloud solutions such as infrastructure, platform, or software hosted by secure third-party providers and made available to users on demand.
Pool 4: Application Development	
4.1: System Management and Configuration Changes	Manage the technical system, including sub-components and supporting technologies, to ensure overall system reliability, flexibility, and availability with minimal disruptions to service.
4.2: Security and Contingency Planning, Preparation, and Operations	Develop, maintain, and test appropriate security and contingency plans to comply with relevant policies, directives, and industry best practices for securing developed applications.
4.3: User Experience Design	Manage and conduct all activities necessary to identify customer and user requirements and design solutions using a human-centered design approach.

4.4: Development	Manage prioritization of requirements across the system, and continuously manage and perform the necessary development activities using an agile and integrated approach that maximizes proposed productivity measures.
4.5: Testing	Develop, conduct, integrate and manage all testing needed to ensure production-ready development.
4.6: Release Management	Manage the technical release of features throughout the development lifecycle.
4.7: Database, Mainframe, Middleware	Operate and maintain distributed and mainframe databases and middleware systems as well as include DBMS software and tools.
Pool 5: End User and Customer Support	
5.1: Help/Support Desk	Provide 24/7 Tier 0, 1 and 2 customer and technical support using multiple support channels (e.g., chatbots, voice, in app, etc.), maximizing the use of automation.
5.2: Change Management & User Communications	Provide and facilitate multi-channel communications with users about upcoming events, available resources, and changes to the user interface and related business processes, best practices, and process improvement recommendations
5.3: Training	Develop, maintain, and deliver comprehensive multi-modal instructional systems training of DOS systems and applications.
5.4: Technical Security Services	Safeguard, Protect, apply countermeasures to classified Information Communications equipment (ICT) deployed at US embassies and domestically.
5.5: Mobile and Remote Access	Provide mobile and remote access for services such as GO Browser, GO Virtual, mobile device management and support, and other mobile services.

Requirements Across all Pools

Requirements Category	Description
Compliance	IT Compliance resources setting policy, establishing controls and measuring compliance to relevant legal and compliance requirements. Includes but is not limited to: Governance, Risk & Compliance, Business Continuity & Disaster Recovery.
Security	IT Security resources setting policy, establishing process and means, measuring compliance and responding to security breaches. Includes Identity & Access Management, Security Awareness, Cyber Security & Incident Response, Threat & Vulnerability Management, and Data Privacy & Security.
Disaster Recovery	IT Disaster Recovery resources setting DR Policy, establishing process and means, dedicated failover facilities, performing DR testing: NOTE: DR designated equipment is included directly in its own sub-tower (e.g., extra servers for DR are included in Compute tower, etc.).
Client Management	Resources or “account managers” aligned with the lines of business to understand business needs, communicate IT products, services and status of IT projects.
IT Service Management	Resources involved with the incident, problem and change management activities as part of the IT Service management process (excludes the Tier 1 help desk).
Program, Product and Project Management	Resources involved with managing and supporting IT related projects and/or continuous product development (e.g. Agile) across business and IT-driven initiatives.
Innovation, Ideation, and Modernization	The investment, development, and incubation of new technologies to create new or better solutions which meet unarticulated or existing market needs. Includes new technology solutions and new product incubation services. Includes enterprise architecture solutions that enhance and modernize DOS services.