

April 28, 2026

I-195 Redevelopment District

ADDENDUM NO. 001

Questions & Answers

IT Services

The I-195 Redevelopment District (District) is soliciting proposals from a firm or firms qualified to provide full-service IT support for desktop, web, networking, backup and recovery, and related services.

Question 1: Is there an organization-wide IT asset inventory?

Answer 1: Yes, those details will be shared with finalists.

Question 2: What pedestrian counter system is deployed, and what integrations/reporting are expected?

Answer 2: The park uses EcoCounter pedestrian counters. The District does not anticipate needing tech support with technology related to the pedestrian counters.

Question 3: What network infrastructure vendor technologies are currently in use?

Answer 3: The network infrastructure is provided by the co-working space where the District's office is located.

Question 4: Is a guest/public Wi-Fi captive portal required? Any sponsorship, analytics, or data-capture requirements?

Answer 4: The District is finalizing the details of public access requirements.

Question 5: Does any MDM currently exist that the organization owns or plans to stay with (i.e. Intune, ABM, Jamf, Kandji, etc.)

Answer 5: The District does not own any MDM and is currently using JumpCloud managed by the incumbent. There is no requirement to stay with this MDM.

Question 6: What current M365 licensing is being used across the organization?

Answer 6: Microsoft 365 Business Premium

Question 7: Does the organization possess any server(s) on-premises or in cloud (Microsoft Azure, Amazon Web Services, Google Cloud Platform, etc.) and if so, please provide the qty of physical and virtual machines along with the current operating system version(s).

Answer 7: The District does not possess any servers on-premises, and uses Microsoft Azure managed by the incumbent. Information on physical and virtual machines can be found in the RFP.

Question 8: What type of data is being backed up in the Barracuda Echo platform currently (Cloud, Server, or Endpoint i.e. laptop/desktop, or all of the above?)

Answer 8: Cloud and Endpoint backups.

Question 9: How many Gigabytes / Terabytes does the organization currently consume?

Answer 9: This information is not available.

Question 10: What is the expected RPO/RTO (Recovery Time Objective/Recovery Point Objective) for District data and systems?

Answer 10: The District will work with the selected vendor to establish RPO/RTO.

Question 11: What current door access control and video surveillance vendor technologies are currently in use?

Answer 11: The park pavilion uses Avigilon Atla technology for the door and camera systems.

Question 12: How many security cameras are in place or planned, and what VMS/NVR (video monitoring service/network video recorder) platform is being used (e.g., Verkada, Axis, Avigilon, Milestone)?

Answer 12: The District does not manage cameras in its office. There are seven cameras located at the park pavilion and the District is in the process of adding an additional camera located near the Dorrance Street entrance of the park. See Answer 11 for technologies in use.

Question 13: Is on-site event IT support expected at the park, and if so, how often?

Answer 13: The District does not anticipate the need for on-site IT support for events.

Question 14: Are there any compliance frameworks the district must adhere to (PCI for pavilion food & beverage, CJIS, state data-handling rules, RI public records retention)?

Answer 14: The District is a quasi-state agency and must adhere to all applicable state laws.

Question 15: Are security awareness training and phishing simulations expected as part of the base service?

Answer 15: Yes.

Question 16: Name of Awarded Vendor

Answer 16: The incumbent is Vertikal6, the previous contract was awarded to Brave River Solutions.

Question 17: Spending on the contract till date

Answer 17: For more information on the budget for 195 District, please visit <https://www.195district.com/about/transparency/>.

Question 18: Contract copy.

Answer 18: Please see Attachment A.

Question 19: Could you please provide detailed information about your infrastructure, including the number of routers, switches, access points, firewalls, servers, etc.?

Answer 19: The District offices are located within a coworking space, Cambridge Innovation Center, which includes an IT infrastructure system. Additional information on hardware and software can be shared with finalists.

Question 20: Do you require onsite support or open for Hybrid model?

Answer 20: The majority of work will be completed remotely; however onsite support may be required in some cases.

Question 21: How many employees do you currently have?

Answer 21: Please refer to the Scope of Work outlined in the RFP.

Question 22: Do you have a budget allocated for this engagement? If so, could you please share the details with us?

Answer 22: This RFP is for an on-call contract for as-needed services; therefore, the budget will be determined by need for services and special projects. Please visit <https://www.195district.com/about/transparency/> for budget specific questions.

Question 23: Do you have an incumbent? If yes, could you please let us know their name?

Answer 23: See Answer 16.

Question 24: Could you please let us know the average number of monthly support tickets?

Answer 24: The District does not have this data.

Question 25: Could you please confirm if experience exclusively with government agencies is acceptable, or is experience with quasi-government agencies also a mandatory requirement for eligibility?

Answer 25: There is no requirement to have experience with government agencies to be eligible.

***End of Addendum ***

ATTACHMENT A



elevate™
PROPOSAL

**Customized IT Solutions
with elevate™**

Tailored to Propel Your
Business Forward

Prepared For
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Prepared By
Tricia King

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Welcome to



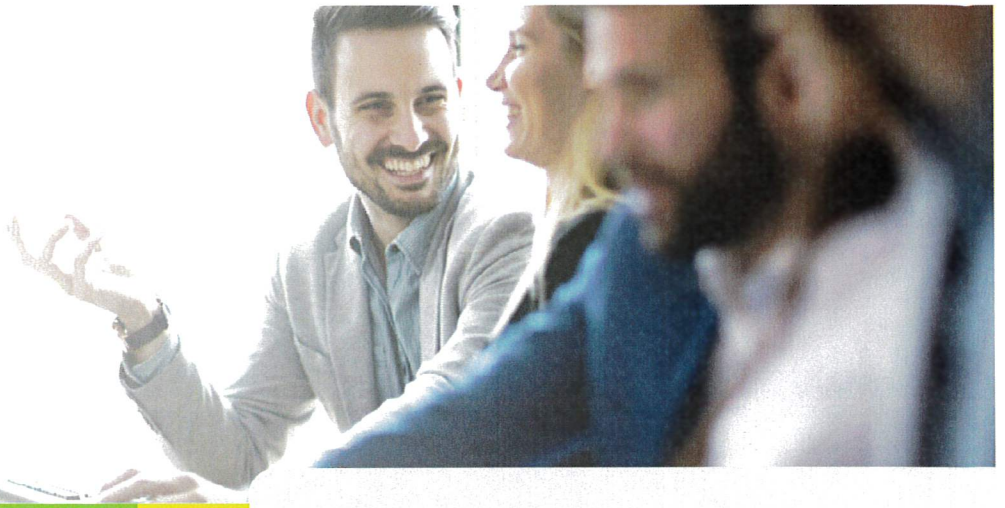
Hi Caroline,

Thank you for the opportunity to submit this proposal. Speaking on behalf of Vertikal6 and all those associated with this proposal, we look forward to a mutually beneficial relationship.

Sincerely,

Tricia King,
Vertikal6

Executive Summary



Yes, we understand!

We understand your unique challenges in managing your technology while protecting from cyber threats, adhering to complex regulations, and maintaining the highest level of productivity. We are pleased to offer our industry-leading **elevate™ Managed Services** platform designed to elevate your user experience.

Through our discovery process with your team, we've gained valuable insights into your business, goals, objectives, and challenges. Unlike managed service providers who primarily focus on supporting technology, we see this as just the beginning. We prioritize empowering your users and driving them to new levels of productivity and efficiency.



“MATURITY IMPROVES PRODUCTIVITY”

Increasing your IT operational maturity reduces risk, downtime and frustration.

elevate™ Managed Services go beyond basic support. We focus on enhancing your user experience and ensuring your team achieves superior results. We believe in your team's potential, and our services are designed to inspire and motivate them.

Our secret is our team of seasoned professionals with experience working with organizations like yours. Our team:

- Delivers the Ultimate Client Experience,
- Increases the Operational Maturity of your IT operations, and
- Provides a tailored managed service that aligns with your business objectives and bolsters your mission while freeing you to concentrate on your core business while we handle your technology needs.

This statement of work is a testament to our commitment to understanding your unique needs and tailoring our services to meet them. We understand that every organization is unique, and our solutions are not one-size-fits-all. We look forward to the opportunity to work with you and help your organization achieve its goals while maintaining the highest standards.

Overview

elevate™ provides a stable, secure framework to meet and exceed your business objectives.

Our five operational maturity principles:



Stability: We minimize downtime and maximize productivity.



Supportability: We assess your environment and help you develop a technology roadmap and budget.



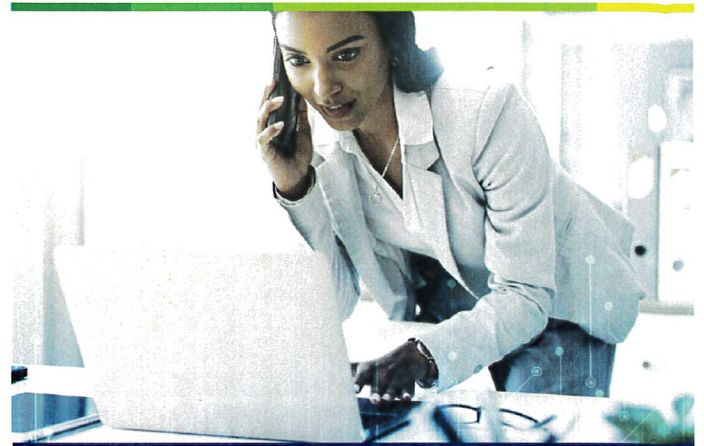
Security: We understand the importance of data security and compliance and help you build a robust, layered security approach.



Scalability: We optimize your IT operation, whether adding new users, moving to the cloud, opening new offices, or entering new ventures.



Strategy: We take time to understand your business and ensure that your Information Technology aligns with your business goals.



Maturity Matters

Enhanced Efficiency

Mature IT operations streamline tasks and automate processes, increasing productivity.

Improved Risk Management

Robust security protocols and proactive threat detection in mature IT systems minimize vulnerabilities and ensure compliance, safeguarding data and reputation.

Cost Optimization

Operational maturity identifies cost-saving opportunities, optimizes resource use, and improves budget forecasting, reducing wastage and enabling precise planning.

Enhanced User Experience

High reliability enhances user interactions, boosting customer satisfaction and loyalty through seamless service delivery.

Strategic Alignment

High maturity aligns IT with business strategies, transforming IT from a support function to a strategic business driver.



Your Custom Solution

We understand that every organization has unique requirements and challenges. That's why we offer a support strategy tailored to your needs. During our discovery process, we conducted a comprehensive business, operational, and technical discovery to gain a deep understanding of your goals, workflows, and IT infrastructure.

Based on the insights gathered during this process, we designed a support strategy that aligns with your business objectives. Based on our conversations, you must pursue and achieve:

- Improved consistent, predictable support
- Improved “user” experience
- Improved “day one” new employee
- Increased employee productivity and engagement
- Increased operational efficiency
- Maximized Information Technology investments
- Improved Bottom-line financial strength
- Strengthened security posture
- Focused strategic and competitive advantage
- Increased “Peace of Mind”

We are pleased to give you a high-level overview of our custom-designed solution. Our approach ensures seamless implementation of the necessary changes while minimizing disruption to your day-to-day operations. This tailored approach ensures you receive a solution perfectly aligned with your specific needs, driving your business forward with minimal disruption. Our support strategy includes the following:

elevate™ Managed Services

Our proven **"User First"** approach is designed to deliver the ultimate client experience. By prioritizing the needs and productivity of your end users, we ensure that our support services are reactive and proactive in identifying and resolving issues before they impact your team. This user-centric focus means faster response times, personalized support interactions, and continuous improvements based on user feedback. Our dedicated Service Desk team is trained to provide a seamless experience, making IT support straightforward and efficient, ultimately enhancing user satisfaction and operational efficiency across your organization.

This service includes the following entitlements:

| elevate™ Managed Services Entitlements | |
|---|---|
| HIPAA Trained Support Personnel | ✓ |
| PCI Trained Personnel | ✓ |
| Remote End User Support (07:00 to 19:00) | ✓ |
| Remote End User Peripheral Support (07:00 to 19:00) | ✓ |
| Critical On-Call End User Support (19:00 to 7:00) | ✓ |
| Online Learning Microsoft Business Productivity (LMS) | ✓ |
| Proactive Infrastructure Monitoring (7x24) | ✓ |
| Server and Device Monitoring and Management (7X24) | ✓ |
| IT Infrastructure Technical Support (7X24) | ✓ |
| Windows Patch Management | ✓ |
| Backup Monitoring and Management (7x24) | ✓ |
| Network Infrastructure Configuration Backups | ✓ |
| Active Directory Policy Management | ✓ |
| Active Directory Account Administration | ✓ |
| Endpoint Device Provisioning and Deployment | ✓ |
| Third-party Vendor Management | ✓ |
| Carrier Management | ✓ |

LaunchPad Provisioning

Ensuring your team members have the necessary tools from day one should be effortless and straightforward. With LaunchPad Provisioning, we eliminate the typical delays and complexities associated with deploying new hardware, allowing your employees to hit the ground running with no downtime.

Whether you procure devices through us or provide us with your user's endpoint device, our experts configure them with a security-hardened image that includes all essential applications, updates, and patches. Each device is rigorously tested to ensure reliability before being shipped directly to the user's location and ready for immediate use.

Key Benefits of LaunchPad Provisioning:

- **Instant Operational Readiness:** Devices arrive fully set up with the necessary configurations, ensuring employees can start working immediately without setup delays.
- **Depot Services:** Vertikal6 maintains an inventory of workstations, laptops, and tablets ready to go in case of device failure or an unexpected new hire.
- **Remote Worker Ease:** Simple, thorough instructions significantly reduce remote employees' device setup anxiety.
- **Scalable Solutions:** Our provisioning service is designed to scale seamlessly, supporting your business growth by efficiently accommodating new hires or system upgrades.
- **Boosted Productivity:** Reducing deployment time means your team can focus on their core responsibilities sooner, enhancing overall productivity.
- **Upheld Security Standards:** From the first power-on, each device adheres to stringent security protocols, maintaining your organization's integrity.

LaunchPad Provisioning enhances your team's out-of-box experience and reduces the operational burden on your IT department. By providing devices that are ready to perform, we help streamline your operations and secure your infrastructure.

| LaunchPad Entitlements | |
|---|---|
| Establishment of Endpoint Standardization | ✓ |
| Definition of Provisioning Checklist | ✓ |
| Depot Storage of Endpoint Devices (up to 10% of user count) | ✓ |
| Active Directory User Configuration | ✓ |
| Endpoint Configuration and Testing | ✓ |

Contracted Onsite Support

While we excel at resolving most issues remotely with security and efficiency, certain situations demand a direct, onsite approach. For these instances, we will determine the need for and schedule a specialist to be dispatched directly to your location, ensuring that complex troubleshooting and task completion are handled promptly and effectively. Our Onsite Support Package offers:

Standard Support Hours: Onsite support is available for general user and endpoint issues during normal business hours, Monday through Friday, from 7:00 AM to 5:30 PM.

Extended Support for Emergencies: We recognize the critical nature of infrastructure emergencies and provide enhanced support options. Onsite resources can be dispatched 24/7 to address urgent needs, ensuring your operations continue smoothly with minimal downtime.

Each onsite visit is planned carefully, considering resource availability and location to optimize response times and effectiveness. This service reflects our commitment to providing the Ultimate Client Experience, combining remote efficiency with onsite expertise.

Labor Rates

Labor Rates

The table below represents labor rates for services provided outside of the scope of this contract. These rates are subject to change at Vertikal6's sole discretion.

| Work Type | Hourly Rate |
|---------------------------------|-------------|
| Engineer | \$200 |
| Technician | \$150 |
| Project Management | \$175 |
| After Hours (4 hour minimum) | \$300 |
| Consulting (managed client) | \$250 |
| Consulting (non-managed client) | \$275 |

Multi-factor Authentication

A security process that requires users to provide two or more verification factors to access a resource, such as an application, online account, or remote access. We strongly recommend implementing a robust Multi-Factor Authentication (MFA) solution to enhance the security of your organization's data and systems. MFA significantly bolsters your security by requiring multiple verification forms before granting access, thus making it much harder for attackers to compromise your systems.

While we advocate for adopting our stronger, third-party MFA solution, we understand this can be a significant step for your organization. Therefore, we will initially implement MFA using the Microsoft Authenticator solution bundled with your Office 365 licenses to facilitate a smoother transition. We will implement Microsoft Authenticator to secure and protect your accounts across Microsoft Cloud and Microsoft Productivity solutions.

Microsoft Authenticator offers a reliable and secure way to protect your accounts. It uses your smartphone to verify your identity in addition to your password. This approach immediately enhances your security posture while allowing time to evaluate and transition to our more comprehensive third-party MFA solution if desired.

By starting with Microsoft Authenticator, you can quickly improve your organization's security with minimal disruption, leveraging the tools already available within your existing Office 365 ecosystem.

Success Architecture: Elevating Client Success Management

We understand that the backbone of effective service delivery is not just about managing IT systems but enabling your organization's success through strategic partnership. Our **Success Architecture (SA) framework** ensures you achieve your desired outcomes using our elevate™ solutions. Here's how we make this happen:

Personalized Success Planning: Your organization is paired with a seasoned professional - a trusted advisor and your single point of contact. These professionals are not just technology experts; they deeply understand the interplay between tech solutions and business objectives. This ensures a strategic alignment of our services with your goals, offering continuous oversight, strategic advice, and proactive support to drive technical and business outcomes. Notably, they are not working in isolation; the entire Vertikal6 team is equipped and committed to supporting your needs, ensuring a holistic approach to your success.

Key Components of our Success Architecture framework:

Client Advocacy:

- Our client success professional professionals are the primary bridge between your team and Vertikal6. They champion your needs, ensuring our solutions and services foster trust and build enduring relationships.

Account Management:

- Our team meticulously ensures that our services deliver on their promises and adhere to all contractual obligations, thus securing your expected outcomes.

Feedback Loop:

- Continuous improvement is at the heart of our engagements. Our seasoned professionals actively collect and analyze feedback on our offerings, ensuring that your evolving needs are met and identifying opportunities for service enhancement.

Technology Road mapping:

- Develop a detailed, actionable plan that schedules technological implementations over the next three years to support your business's evolving needs best.

Budgeting and Planning:

- Assistance in creating a strategic technology budget that prioritizes initiatives and balances tactical needs and strategic growth opportunities.

Regular Assessments and Strategic Reviews:

- Conduct regular check-ins and quarterly strategic reviews to ensure that IT strategies remain aligned with business goals and adapt to changes in the business landscape.

Activating Your Agreement

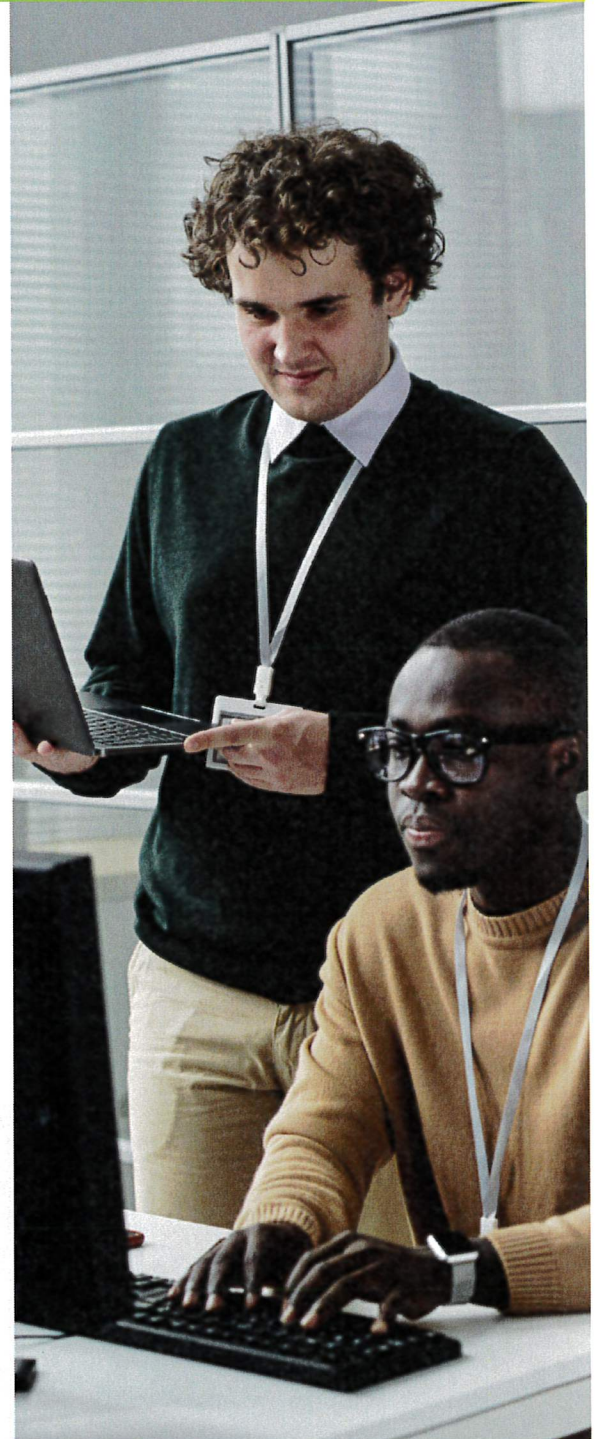


We provide a comprehensive onboarding process designed to thoroughly analyze your environment, gather inventory, create detailed documentation, deploy the necessary tools, and develop contact and escalation procedures. This transition process ensures a seamless integration of our services into your organization, allowing us to fully understand your current IT landscape and address any specific needs or challenges.

Our approach begins with meticulously analyzing your IT environment to identify all assets and configurations. We then gather a complete inventory of your hardware, software, and network components. Following this, we create detailed documentation to capture the current state of your IT infrastructure, which serves as a foundation for ongoing management and future enhancements.

Next, we deploy the required tools and technologies to support your IT operations, ensuring they are integrated smoothly with minimal disruption. Additionally, we establish clear contact and escalation procedures to ensure efficient communication and rapid resolution of any issues that may arise.

This structured process facilitates a smooth transition and lays the groundwork for effective, long-term IT management and support that aligns with your business goals and operational requirements.



Why Vertikal6

We are more than just a managed services organization.

We empower organizations like yours to maximize their technology investments to transform their technology, operational maturity, security posture, and business. Here are four essential reasons clients select Vertikal6 as their IT-managed service provider of choice:

1

Bespoke Solution

Today, there are no one-size-fits-all technology solutions. So, don't settle for a one-size-fits-all managed service provider. Our comprehensive managed services are tailored to meet your needs, and we work with you to identify areas for Strategic Direction Whether optimizing your business-specific applications, empowering your employees, enhancing your cybersecurity posture, or developing a digital transformation strategy, we are committed to helping you achieve your business goals. In short, our strategic, customized approach creates results today and establishes the foundation for success tomorrow.

2

Improve Maturity

But we don't stop there. We also focus on helping your organization improve its operational maturity - the ability to manage IT systems in a proactive, strategic manner. Enhancing operational maturity can reduce downtime, increase efficiency, and ultimately strengthen bottom-line performance. Simply said, we make your job and life a little easier.

3

Security Focus

Most importantly, we recognize the growing threat of cyberattacks and the importance of a robust security program. Our team of experts can help you identify vulnerabilities and implement solutions to keep your organization, employees, and clients' data safe. So, you can confidently focus on your core business, knowing that we have your back.

4

Business Growth

And finally, we understand that technology can also drive business growth. That's why we work with your organization to develop innovative solutions to help you differentiate yourself from the competition and grow your business.



Conclusion

We are not just a technology provider but your strategic “partner-in-crime,” transforming your business to achieve elevated outcomes.

Our solution is meticulously designed to meet your organization's needs, enabling you to focus on your core competencies. At the same time, we ensure your IT infrastructure is robust, reliable, and ready for the future. Through our comprehensive suite of services, we enhance your operational maturity, streamline your technology investments, and bolster your security posture, all while supporting your business's growth and improving user experience.

Our commitment to improving IT operational maturity means less downtime, increased efficiency, and a more robust bottom-line performance for your business. By focusing on strategic, proactive management of IT resources, we help you navigate the complexities of technology with ease and confidence. With us by your side, you gain more than just IT expertise; you gain a steadfast ally dedicated to your success, ensuring your technology drives business growth and differentiation in a competitive marketplace.

Together, let's elevate your business and propel your organization towards its goals, secure in the knowledge that your IT infrastructure is in expert hands. With Vertikal6, you have a partner committed to your success today and poised to support your future aspirations.

Your Investment

Design Assumptions

Our pricing is based on our current understanding of your environment and the assumptions outlined below. (All locations, devices, and users must be included in this agreement.) If any of these assumptions prove invalid during this engagement, both parties will agree to execute a change order and revisit the scope of this support agreement.

During the onboarding process, our engineers will discover your current assets to be covered, assess your environment, and outline any required upgrades to be addressed before steady-state operations can begin.

We will also provide optional recommendations for improving and stabilizing your environment. During service transitioning, we will help create a strategic transition plan to elevate your environment to our industry-specific, best-practice-supportable level of service.

Here are our design assumptions:

| Description | Assumptions |
|---------------------|----------------------|
| Contract Term | Through May 31, 2026 |
| Billing Frequency | Monthly |
| Payment Method | ACH |
| Billing Method | Summary |
| Users | 7 |
| Devices | 7 |
| Number of Locations | 1 |

Included Services

Our bespoke elevate™ managed services include the following features that have been selected and those that have not. Any features not currently selected can be seamlessly integrated into your managed services package at any time during the contract period.

| Description | Included |
|--|----------------------|
| elevate™ Managed Services - Foundations | Feature Selected |
| LaunchPad | Feature Selected |
| Onsite – Contracted Onsite Support | Feature Selected |
| Protect – Security Package | Feature In Place |
| Verify - Multi-Factor Authentication Package | Feature Not Selected |
| Aware – Security Awareness Package | Feature Not Selected |
| Recover 365 - Microsoft Workspace Backup Package | Feature Not Selected |
| Recover – Enterprise Backup Package | Feature Not Selected |
| Success Management | Feature Selected |
| Virtual Strategic Technology Advisor | Feature Not Selected |

Monthly Investment

| Service Description | Price | Qty | Subtotal |
|---|-------------|-----|--------------|
| elevate™ Managed Services Monthly Investment | \$137/month | 7 | \$959/month |
| TOTAL PER MONTH | | | \$959 |

The client will be billed at a rate of \$137 per user per month until the Park Pavilion project is completed. The client agrees that upon completion of the Park Pavilion project, the per-user rate will increase to \$197 per month. This adjustment will be documented and signed off by the client before the price is increased.

** Invoiced monthly for the duration of this agreement. Pricing is based on autopay ACH. Paying by check with terms will add the 5%.*

One-Time Investment

| Service Description | Subtotal |
|--|--------------------------|
| elevate™ Managed Services one-time Investment | \$959 |
| Customer Loyalty Discount | \$0 Discount (%) -100 |
| TOTAL ONE-TIME INVESTMENT | \$0 |
| Total Savings | \$959 |

* Due at contract signing

Current Web Support and Hosting pricing is provided for reference only and are billed separately outside of this agreement.

- Web Support: \$125/hour
- Website Hosting: \$60/month/website

195 District Park site – www.195districtpark.com Agreement with Brave River Solutions dated 05-13-2020

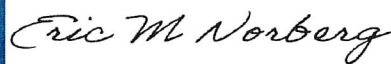
I-195 site upgrade– <https://www.195district.com/> Agreement with Brave River Solutions dated 04-12-21 and the Support Agreement dated 07-29-21 for Prepaid support (1 hr/month)

Vertikal6 Shall provide to the District, and at all times during the term of this agreement maintain in effect, a certificate of insurance.

Subscriptions will be paid by Vertikal6 to be reimbursed by client by invoice per payment terms

Next Steps

- This Statement of Work reference by Agreement number is entered into between Vertikal6 and I195 Redevelopment District ("Client"), which is expressly made a part hereof and incorporated herein.
- By signing below, Vertikal6 and Client agree to the terms outlined in the Master Services Agreement ("MSA") here: <https://vertikal6.com/msa>.
- Vertikal6 and Client agree to the service definitions outlined in the Statement of Services ("SOS") at <https://vertikal6.com/sos>.
- The first billing date of this agreement is **January 1, 2026**, and monthly invoicing will continue until the expiration of this agreement.
- This Agreement is effective upon the billing start date and shall remain in force for the contract period selected under the Investment section of this agreement.
- This agreement shall renew automatically for successive terms of equal length in time and cost unless the client provides notice of non-renewal, in writing, no less than sixty (60) days before the end of the then-existing term.
- Until the initial contract term renews on June 1, 2026, either party may terminate this Statement of Work without cause by providing thirty (30) days prior written notice. Upon renewal, this Statement of Work shall be subject to the terms and conditions of the Master Services Agreement. Any rate increases or changes to the Statement of Services under this Statement of Work shall require ninety (90) days prior written notice. Items outside of the Statement of Services will be addressed under a separate Statement of Work and accompanied by a corresponding quote. Any term not otherwise defined herein shall have the meaning specified in the Master Services Agreement. In the event of any conflict or inconsistency between the terms of this Statement of Work and the terms of the Master Services Agreement, the terms of the Master Services Agreement shall govern and prevail. Any edits or revisions to this agreement will be addressed in subsequent addendums.



Eric M. Norberg
CEO
Vertikal6



2025-12-26 07:45:52 (HST)

Caroline Skuncik
Executive Director
I195 Redevelopment District

