

MEMORADUM

To: CRA Board

From: Hema Kailasam

Date: 10/12/2022

RE: Information Technology Services

INTRODUCTION

The CRA posted a Request for Proposal (RFP) to contract for Information Technology (IT) services. The CRA held an open, competitive process for an IT services vendor.

CONTRACT SCOPE

The CRA posted a RFP for a qualified Information technology firm to develop and maintain the computer and communications systems of the CRA, including all software applications, all workstation hardware and peripherals, the file servers (site-based or cloud-based) and network systems, email and all online systems, including internet access and security.

The CRA's IT capacity is an essential element of planning for the future growth of the organization as headcount and project volume increases. The scope of the RFP was threefold and described here:

1. **Assess:** A full review of the existing IT systems, software, and security to ensure that the IT systems align with the business objectives.
2. **Strategize:** Document the existing IT issues and develop a plan to improve, fix gaps, or replace IT infrastructure.
3. **Manage:** Maintain IT assets and provide dedicated support for end users.

RFP PROCESS

On August 10, 2022, CRA staff issued the Information Technology RFP which requested firms to submit proposals for IT services. The RFP was made available to interested firms through the Central Register, the Boston Globe, and the CRA website. An addendum was issued on September 19, 2022 with answers to questions.

The CRA received four proposals from qualified Information Technology service companies by the submission deadline date of September 26, 2022. The four firms were ITR Consulting, The Tatsu Company, eJ America, and HCH Enterprises.

CRA Staff reviewed the proposals thoroughly utilizing the criteria in the RFP:

- Experience and Qualification of Personnel
- Experience of the firm and its alignment with the CRA's needs
- Provision of Required Elements
- Quality of References
- Price

SELECTION RECOMMENDATION

Given the experience with the Tatsu Company the CRA staff feels there is an advantage to continue with this local firm with specific knowledge and experience with the CRA's needs. The proposal from the Tatsu Company was also the lowest of the submissions received. Thus, it is the staff's recommendation that the CRA select the Tatsu Company as its IT provider.

The Information Technology services contract will be in place for a three (3) year term, with a one (1) year extension option at the discretion of the Board.

CRA BOARD MOTION

Draft Motion: Authorizing the Executive Director to enter into a three-year contract, with a single one-year extension option, with The Tatsu Company for comprehensive information technology support.

Attachments:

- A: RFP for Information Technology Services and Addendum
- B: RFP Submission The Tatsu Company

RFP

Managed Information Technology Services

PROJECT OVERVIEW

The Cambridge Redevelopment Authority (CRA) is seeking proposals for comprehensive Information Technology (IT) Management Services for a three-year period from a qualified individual or firm (IT Provider).

The IT Provider will be responsible for developing and maintaining the information technology systems of the CRA, including all software applications, all workstation hardware and peripherals, the file servers (site-based or cloud-based) and network systems, email and all online systems, including Internet access and security.

1. **Assess:** A full review of the existing IT systems, software and security to ensure that the IT systems align with the business objectives.
2. **Strategize:** Document the existing IT issues and develop a plan to improve, fix gaps or replace IT infrastructure.
3. **Manage:** Maintain IT assets and provide dedicated support for end users for technology issues. Experience with macOS, FreeBSD, Windows, Linux is required.

In accordance with the CRA Procurement Policy, the CRA is committed to contracting with Minority and Women Owned Business. The CRA reserves the right to reject any or all proposals, waive any minor informality in the proposal process, and accept the proposal deemed to be in the best interest of the CRA.

The successful Respondent must be an Equal Opportunity Employer.

The Request for Proposals may be downloaded from the CRA website www.CambridgeRedevelopment.org/jobs-contracting starting August 15, 2022. Responses will be accepted until 5PM (EST) September 26, 2022.

The CRA is an independent, public authority bringing a unique set of redevelopment tools to work in close partnership with the City of Cambridge and other organizations.

The RFP is being issued consistent with the CRA's Procurement Policy, and the requirements for services procurements set forth in M.G.L. Chapter 30B. Proposals will be evaluated based on the clarity of responses, and the qualifications of Respondents, including Demonstrated experience providing similar services, and information gathered from three references.

PROPOSAL SUBMISSION GUIDELINES

To submit a proposal, Respondents must provide one electronic response with a subject line marked "[Your Firm Name] CRA Information Technology Services" to Ellen Shore, at Planning@CambridgeRedevelopment.org by September 26, 2022. The response may be emailed or provided via a weblink through Dropbox, Google Drive, or a similar site that CRA staff can access. Respondents will receive an email confirmation of receipt of a submission within one business day. The proposal must be sent from a working email address to Ellen Shore at Planning@CambridgeRedevelopment.org.

The CRA is not liable for any cost incurred by the Respondents in the preparation of Proposals. The CRA may request additional information in support of proposals after proposals are submitted.

DURATION OF AGREEMENT

The Contract will be for 3 years, to begin on or near November 1, 2022, with the possibility of a 1-year extension.

SCOPE

The following provides information about the architecture of the current system and the areas of maintenance and support that are required.

STAFF LAPTOPS AND WORKSTATIONS

- Desktops & Mobile Devices
- Oversee leases and purchase agreements of computers and devices
- Lifecycle management of computers and devices

INTERNET CONNECTIVITY AND NETWORKING

- Provide internet and network system design, development, setup, maintenance, and support
- Manage Traffic shaping, QoS, VLANs
- Manage Layer 2, 3 network switches
- Manage PoE envelopes and distribution
- Manage Firewall and Router
- Manage Wi-Fi Mesh Networking System
- Manage VPN System
- Automate monitoring of key systems
- Train end users on VPN, server access, and other network activities

FILE SERVER & SERVER ROOM MANAGEMENT

- Provide proper environment for server and IT infrastructure, ensure clean, secure and well organized areas
- Conduct monthly maintenance of server, firewall, Wi-Fi, UPS, and backup systems
- Maintain active IT inventory management
- Work with building management and staff to obtain access to IT closet as needed

BACKUPS

- Conduct server and computer backup procedures and testing recovery plans for servers and individual computers, devices, for both cloud and local destinations
- Manage archiving and storage of data
- Support and maintain peripherals & accessories
- Administer printer and other periphery functions such as monitors and accessories
- Perform data recoveries for end users

VOIP SYSTEM

- Maintain and update cloud-based VoIP system, handsets and softphones
- Train end users on VoIP as needed
- Provide critical analysis of existing telephone system

NETWORK SECURITY

- Secure onsite networking, Wi-Fi, and remote VPN access via computer or mobile devices
- Enforce IT networking protocols
- Monitor and update network traffic rules
- Manage penetration testing

WEBSITE AND ONLINE PRESENCE

- Advise CRA staff on operations and security of public facing internet resources including but not limited to the CRA website and social media accounts
- Review and recommend website architecture, software, security, backup, and hosting

- Redevelop website when necessary, utilizing website template based provider (currently using Square Space)

CYBERSECURITY

- Advise on onsite network cybersecurity, end device cybersecurity, and home network cybersecurity
- Advise on cybersecurity insurance
- Update and maintain malware, adware, and virus blocking software on network and end points
- Train end users on cybersecurity, including password management and detecting cyber frauds
- Ethical hacking of systems and users for training purposes and testing of cybersecurity

EMAIL, CLOUD, DESKTOP, AND APP SOFTWARE

- Maintain Office Suite licensing for all staff
- Set up Microsoft Access Database for digital archive workstation
- Support secure hybrid remote meetings, in particular public Board meetings and community meetings with web conferencing software
- Manage Google Cloud Email, Contact Sharing capacity for CRA staff
- Assist with the establishment of database management, and GIS software
- Assist with accounting software maintenance and upgrades
- Provide training on software as required.

SERVICE REVIEWS

- Advise staff on technology trends as they may apply to work and business platforms
- Make recommendations to Operations Director or designee concerning possibilities for cost reduction and greater efficiencies
- Quarterly meeting with staff to review IT initiatives, security, and policies

IT SUPPORT AND POLICIES

- Troubleshoot technology problems
- Install and configure hardware
- Software installations and or oversee installation
- Design and implement security and protection procedures of the entire infrastructure, including mobile devices, equipment failures, human errors, virus attacks, fire, floods, natural disasters
- Assist in developing a 5-year IT plan and corresponding budget recommendations
- Be pro-active and provide cost efficient IT management and deployment
- Provide timely technical support to CRA staff
- Make recommendations to concerning personal training needs and training needs of end-users
- Help employees be more productive, creative, and effective by researching and recommending 3rd party software and productivity tools responsive to the needs of the organization
- Report user problems to vendor(s), as appropriate, maintaining logs and following through with vendor(s) to ensure resolution
- Develop, implement and document preventive maintenance procedures for all areas of responsibility
- Document network configuration, passwords and other critical IT information
- Maintain inventory of hardware, operating systems, and software applications
- Maintain software licensing, hardware warranties and developing a plan for upgrades

CRA Staff and the selection committee will review all proposals and may select any number of applicants to be interviewed. Proposers should be prepared to travel to Cambridge for this interview, which should include the

team leader and a limited number of additional key personnel who will be working on the project on a day-to-day basis. The CRA will not assume any travel costs related to these interviews. The applicants chosen for interviews will be notified by email and telephone of the date, time, and place for their interviews. Instructions regarding what to prepare for the interviews will be communicated at the time the interview is scheduled. All interviews will be scheduled from October 10-14, 2022. Teams must be prepared to interview on one of those days if asked.

After the interviews, the CRA Staff will forward its recommendation of the most qualified applicant to the CRA Board at the next regularly scheduled monthly CRA Board meeting planned for October 20, 2022, at 5:30 pm. A representative from the recommended finalist may be asked to be present at this CRA Board meeting. The CRA Board may at this time accept or reject the ranking.

TENTATIVE RFP SCHEDULE AND SUBMISSION

RFP Available	August 10, 2022
Deadline for Questions	September 12, 2022
Response to Questions Issued	September 19, 2022
RFP Proposal Submission Deadline	September 26, 2022
Interviews and Negotiations with Finalists	October 10-14, 2022
CRA Board Meeting - Contract Award	October 20, 2022

CRA Staff will evaluate the respondent's overall qualifications, including the following:

- Description of your company and reasons why your company should be selected
- Experience and other qualifications
- Three references
- Alignment with the CRA and City of Cambridge's commitment to MBE and WBE engagement.
- Capacity to perform in a timely manner

Any staff recommendation must be approved by the CRA Board at one of its monthly Board meetings.

RFP SUBMISSION REQUIREMENTS

Respondents are required to submit their proposal and the following information via one email attachment or an email that includes a web link to Ellen Shore at Planning@CambridgeRedevelopment.org.

Complete and provide the Non-Collusion, Non-Discrimination, and Tax/Employment Statements forms provided in Appendix B

GENERAL TERMS AND CONDITIONS

1. The contract for this project will be between the CRA and the IT Provider. Any third-party provider must be disclosed.

2. The CRA will have the option to cancel the contract provided that written notice is given 30 days prior to the effective termination date.
3. MBE/WBE Participation. The CRA has adopted the City of Cambridge's commitments to contracting and sub-contracting to Minority and Women Owned Business, as it may be amended from time to time. We strongly encourage the use of MBE/WBE consultants and subcontractors to the extent they are used.

APPENDICES

- A: Non-Collusion, Non-Discrimination, and Tax/Employment Statements
- B: City of Cambridge Living Wage Requirement
- C: Insurance Requirements

APPENDIX A: NON-COLLUSION, NON-DISCRIMINATION, and TAX/EMPLOYMENT STATEMENTS

NON-COLLUSION STATEMENT

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the RFQ response, to prevent any person from responding nor to include anyone to refrain from responding, and that this response is made without reference to any other response and without any agreement, understanding or combination with any other person in reference to such response.

I HEREBY AFFIRM UNDER THE PENALTIES FOR PERJURY THAT THE FACTS AND INFORMATION CONTAINED IN THE FOREGOING RFQ FOR THE CRA ARE TRUE AND CORRECT.

Dated this ____ day of _____, _____

Name of Organization,

Title of Person Signing

Signature

NONDISCRIMINATION STATEMENT

The Consultant agrees:

1. The Consultant shall not, in connection with the services under this Contract, discriminate by segregation or otherwise against any employee or applicant for employment on the basis of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law.
2. The Consultant shall provide information and reports requested by the Cambridge Redevelopment Authority pertaining to its obligations hereunder, and will permit access to its facilities and any books, records, accounts or other sources of information which may be determined by the Cambridge Redevelopment Authority to affect the Consultant's obligations.
3. The Consultant shall comply with all federal and state laws pertaining to civil rights and equal opportunity including executive orders and rules and regulations of appropriate federal and state agencies unless otherwise exempt therein.
4. The Consultant's non-compliance with the provisions hereof shall constitute a material breach of this Contract, for which the Cambridge Redevelopment Authority may, in its discretion, upon failure to cure said breach within thirty (30) days of written notice thereof, terminate this Contract.
5. The Consultant shall indemnify and save harmless the Cambridge Redevelopment Authority from any claims and demands of third persons resulting from the Consultant's non-compliance with any provisions hereof, and shall provide the Cambridge Redevelopment Authority with proof of applicable insurance.

Signed (type name): _____

Title: _____

Date: _____

CERTIFICATE OF TAX, EMPLOYMENT SECURITY, AND CHILD CARE COMPLIANCE

Pursuant to Massachusetts General Laws Chapter 62C, §49A and Chapter 151A, §19A(b) and Chapter 521 of the Massachusetts Acts of 1990, as amended by Chapter 329 of the Massachusetts Acts of 1991,

I _____ (Name) whose principal place of business is located at _____ (Address), do hereby certify that:

- A. The above-named Respondent has made all required filings of state taxes, has paid all state taxes required under law, and has no outstanding obligation to the Commonwealth's Department of Revenue.
- B. The above-named Respondent/Employer has complied with all laws of the Commonwealth relating to unemployment compensation contributions and payments in lieu of contributions.
- C. The undersigned hereby certifies that the Respondent/Employer (please check applicable item):
 - 1. _____ employs fewer than fifty (50) full-time employees; or
 - 2. _____ offers either a dependent care assistance program or a cafeteria plan whose benefits include a dependent care assistance program; or
 - 3. _____ offers child care tuition assistance, or on-site or near-site subsidized child care placements.

Signed under the penalties of perjury this _____ day of _____, 201__.

Federal Identification Number: _____

Signed (type name): _____

Title: _____

Date: _____

ATTACHMENT A

ADDENDUM

CONSOLIDATED ANSWERS TO QUESTIONS RECEIVED REGARDING THE CRA'S RFP FOR MANAGED INFORMATION TECHNOLOGY SERVICES

1. Is there any budget allocated for this contract? **Up to \$20,000**
2. Is the current contract expiring, resulting in an RFP, or are there challenges with the current vendor? **Current contract is expiring. There have been no challenges with current vendor.**
3. To conduct a thorough assessment onsite time will be required. Does the CRA anticipate a budget for consultants to travel? **Cost of travel should be included in the response.**
4. Would CRA be open to this being a time and materials or project-based effort? **A project-based base effort is preferred.**
5. Can the contractor provide a proposal that includes a standalone project to Assess - Strategize prior to onboarding to our Managed Services platform? **The preferred submission would include all services.**
6. What format would you like the pricing in? Scheduled or estimated? Is there a template? **There is no template.**
7. Is subcontracting allowed for this opportunity? If so, are there any specific participation goals to be met? **The contractor would be liable for all subcontractor work. Work performed by subcontractors must be noted. Subcontractors must maintain and provide evidence of the same insurance requirements as the contractor.**
8. Is there an incumbent on the contract? **Yes.** If yes, could you please let us know the incumbent name **The Tatsu Co.** and spending done on contract so far? **\$6K**
9. What is the total number of resources who are currently working on this project? **One to two.** Please let us know their position name and hourly rate? **Owner, \$150-\$170**
10. Does the current vendor maintain any documentation that can be reviewed to assist with our response to the RFP? **No**
11. Is there a specific amount of onsite time requirements? **No**
12. Do we need to account for recurring onsite time or will primary mode of end-user support be remote? Is it entirely onsite work or can it be done remotely to some extent / Does the services need to be delivered onsite or is there a possibility for remote operations and performance. **Most operations and monitoring work can be done offsite, however, some work does require onsite presence. All time must be accounted for regardless of where it is performed.**
13. Considering the current COVID-19 pandemic situation, if the proposed candidates are not available at the time of award, will the agency allow us to provide replacement personnel with similar or more skill sets? **Yes**
14. Is there any limitation on providing resumes of the personnel, i.e., if the requirement is for two candidates; do we need to submit only two resumes or can we propose resumes of more than two candidates for agency's consideration? **Please submit resumes for all possible candidates who might perform any of the tasks.**

15. Are hourly rate ranges acceptable for proposed personnel including key? **Yes**
16. Is there any specific format for submitting the response? **No.**
17. What is the quantity, make, model, and maintenance support status of all IT devices:
- How many sites and users per site? **1 site, currently 6 users but could go up to 12**
 - How many users are working in office vs from home? **All workers can be remote**
 - Workstations **9 MacBook Pros (4 leased, 5 owned), 1 I Mac. AppleCare on all machines that were purchased within 3 years.**
 - Server **1 physical server is an Mac Mini. No virtual server, Uncertain about the OS and hypervisor type/version**
 - What percentage of the environment is macOS vs FreeBSD vs Windows vs Linux? **All macOS**
 - What is the total number of end-user desktops/laptops in the environment? **12**
 - Network infrastructure
 - Firewall **enterprise level quad core Intel i5 running pfSense open source software**
 - WiFi **UniFi**
 - VPN **OpenVPN Server running on pfSense.**
 - LAN **There is a separate IP on the officemate's LINK's Comcast internet connection. It is a 1 Gigabit download and 35 Megabit download connection**
 - Routers, switches **Routing is mostly Layer 2 and not VLAN'ed.**
 - UPS **Not certain**
 - Mobile devices **The CRA has a "Bring Your Own Phone" arrangement. Most users have I-phones, at least one user has an Android**
 - SAN? **No**
 - Are personal desktops/laptops used for work **Yes. Are they included in the scope of support? Only VPN connectivity needs to be supported.**
 - Data circuit info – speeds, type of connectivity, etc. **Unknown**
 - Storage model, quantity including number of appliances, number of redundant storage clusters, numbers of non-redundant storage clusters, number of storage nodes, total TB used and free - **Unknown**
18. What is the quantity, make, model, version, and maintenance support status of all Operating Systems? **Various versions of Big Sur, Mojave, Catalina, Monterey**
19. Is thin client technology in use (Citrix, VDI, etc.)? **Uncertain**
20. Is there a current procurement and deployment process for desktops/laptops or will we define that? **The CRA has a leasing program with Apple-Government**
21. What is the make, model, and version of applications?
- VOIP **Nextiva online, with a 3-year contract ending in 2024, Routing support needed, 8 devices, one of which is wireless**
 - Backup systems **Backblaze – online storage for the server only.**
 - Data archive and storage systems **Backblaze – online storage** How much data is being backed up and what is the total backup size? **774,001 MB**
 - Database management system **No database management system, Archival system uses Access**
 - Web conferencing software **Zoom, Google Meets**
 - GIS software **ARCGIS is installed on 3 machines**
 - Accounting software **QB online, 3 users**
 - Website **Squarespace, Google domain**
 - Adobe **4 Adobe Acrobat Pro (InDesign), 2 Adobe Creative Cloud All Apps**
 - Microsoft 365 **7 Microsoft 365 users under a group contract with contractor**

- k. What level Google licensing do you currently have? **Google Suite Basic and Workspace Business Starter**
 - l. What VPN system currently in place? **Tunnelblick** How many VPN users are there? **Currently 6, could be up to 12**
 - m. Printer **Kyocera 3060i, Wireless connectivity to printer**
22. What is the current monthly end-user ticket volume if known? **Infrequent, except when onboarding or resignations**
23. IT Services can be deployed using our technology for anti-virus, help desk ticketing platform, backup solutions, etc. Is the expectation that we will manage what is currently in place or should we expect to deploy our tools? **Either way is fine**
24. Does CRA maintain a printer/copier support agreement for issues with the printers (ie toner replacement, hardware replacement, etc)? **Yes**
25. Is multi-factor authentication in use today? **Yes** How and what tool? **Authy.com**
26. What is the scope of training required for end-users with issues? **This has not been established.**
27. Will the MSP be required to provide application-layer support for specific software? **Yes, upgrades and permissions will need to be supported.**
28. Are security awareness and phishing tests used today? **No.**
29. Current security tools or outsourced providers used today. **Uncertain**
30. Current Endpoint security, EDR solutions in place **Uncertain.**
31. What is the frequency of website changes or updates? **Weekly**
32. What penetration testing program is in place? **Port scan on UDP and TCP, NMap, Metasploit, Kali Linux, Others** What is the frequency and scope of tests? **About twice a year**
33. Will we be expected to perform the penetration tests? **Yes**
34. What extent of Ethical Hacking is required? **Identifying and putting proactive security measures in place to guard against malicious hackers from stealing data.**
35. How does this relate to penetration testing? **Penetration testing focuses on system and network flaws**
36. What is meant by "preventative maintenance procedures"? **Maintenance that is regularly and routinely performed on physical assets to reduce the chances of equipment failure and unplanned machine downtime.**
37. What form of documentation is required for the "City of Cambridge Living Wage Requirement" is needed? **A written commitment by the Contractor that it is paying all employees not less than the Living Wage or Standard Wage if applicable**
38. Is CRA committed to remaining with Google or are they open to transitioning to a Microsoft platform for email to match their current use of Microsoft Office desktop applications? **We are a Mac-based system but we are open to suggestions**

39. Should backup services for the server and workstations be included in the RFP price? Or is the IT provider managing an existing backup solution? **Backup services should be included in the RFP price.**
40. Is penetration testing expected to be included in the RFP price, or is penetration testing done through an existing company? **Penetration testing should be included in the RFP price.**
41. What hours of support are required under this RFP? Business hours or 24/7 support? **24-7 support**
42. Insurance Requirements

Insurance and Indemnification

Throughout the term of the Agreement, the Consultant shall maintain the Consultant's sole expense effective insurance covering the Consultant's Work. Said insurance shall be secured from a company(s) licensed to offer such coverage and shall indemnify and save harmless the CRA, its officers, agents and employees from claims, suits, actions, damages and cost of every name and description to the extent caused by the errors and omissions in the work performed by the Consultant, its employees, subcontractors and agents after the starting date of and under the terms of this Agreement. The Consultant shall submit to the CRA a certificate showing that it is carrying the required insurance. The CRA shall not be obligated to make any payment to the Consultant for services performed under the provisions of this Agreement before receipt of such evidence of insurance coverage.

1. Workers Compensation Insurance

The Consultant shall maintain during the life of the Agreement, and until one year after completion of this Agreement, valid Massachusetts Workers' Compensation Insurance with Employers' Liability Insurance limits of not less than \$1,000,000/\$1,000,000/\$1,000,000 and provide proof of current insurance acceptable to the CRA. The policy shall include a waiver of subrogation in favor of the CRA.

If the Consultant is a sole proprietor, partnership, LLC or LLP, the Consultant may elect coverage for individuals as allowed under Massachusetts law. However, the Consultant must still maintain valid Massachusetts Workers' Compensation Insurance that will respond in the event:

- said vendor hires an employee during the performance of their work for the CRA, or
- there is a dispute as to 'employment' status between the vendor and any of their independent contractors during the performance of their work for the CRA.

Policies written on an 'if any' payroll basis will be accepted in compliance with this requirement.

2. General Liability Insurance

The Consultant shall maintain during the life of the Agreement, and until one year after completion of this Agreement, Commercial General Liability Insurance, including Products and Completed Operations for all claims that might occur in carrying out the Agreement. Minimum coverage shall be \$2,000,000 general aggregate, \$2,000,000 products/completed operations aggregate, \$1,000,000 personal and advertising injury limit, \$1,000,000 combined single limit bodily injury and property damage per occurrence, \$100,000 fire legal limit, and \$10,000 medical payment. Such coverage shall be of the "occurrence" type form. Such General Liability coverage shall include employees of the Consultant's insured.

3. Auto Liability Insurance:

Consultant shall maintain during the life of the Agreement, Commercial Automobile Liability Insurance for all owned, non-owned and hired vehicles that are used in carrying

out the Agreement. Minimum coverage shall be \$1,000,000 per occurrence combined single limit for bodily injury and property damage. The insurance should be clear that all machinery used for snow or ice removal purposes is covered by the insurance.

4. Umbrella/Access Liability Insurance

Consultant shall maintain during the life of the Agreement, and until one year after the completion of this Agreement, Umbrella/ Access Liability Insurance. Minimum coverage shall be \$3,000,000 per occurrence.

5. Scope of Insurance and Special Hazards

The insurance shall provide adequate protection for the Consultant against damage claims that may arise from operations under this Agreement, whether such operation be by the insured and also against any of the special hazards that may be encountered in the performance of this Agreement.

Each of the policies described above shall include the CRA as an Additional Insured on a primary non-contributory basis as respects the activities carried out under this Consultant.

No cancellation of such insurance, whether by the insurers or by the insured, shall be valid unless written notice thereof is given by the party proposing cancellation to the other party and to the CRA at least thirty (30) days prior to the intended effective date thereof, which date shall be expressed in said notice. Notice of cancellation sent by the party proposing cancellation by certified mail, postage prepaid, with a return receipt of addressee requested, shall be sufficient notice. An affidavit from any officer, agent or employee, duly authorized by insured, shall be prima-facie evidence that the notice was sent.

ATTACHMENT B

Ellen Shore

planning@cambridgeredevelopment.org

The Tatsu Co.

49 Todd Pond Rd.

Lincoln, MA 01773

tatsu@tikeda.com

Proposal: RFP, CRA Comprehensive Managed Information Technology Services

The Tatsu Co. (Tatsu Co.) is proud to respond to CRA's RFP and servicing IT needs. Tatsu Co. has served non-profits, government agencies, and private businesses since 1991 in the areas including but not limited to Intel/AMD, ARM System on Chip, RISC, CISC, macOS, iOS, iPadOS, watchOS, UNIX, FreeBSD, Linux, Windows, Android, Raspberry Pi, networking, Wi-Fi, servers and backup, website and app/application development, search engine optimization, search engine and social media marketing, sys admin scripting, various cloud and in-house computing platforms including algorithmic and AI based frameworks, and cybersecurity of all kinds. Tatsu Co. is astute in general business consulting for many industries and types ranging from law, medicine, architecture, to advertising, design, photography, and more. More than zeros and ones, Tatsu Co. practices IT consultancy with a personalized, responsive, and immediate touch. Tatsu Co. values clients' satisfaction and success with their business technology more than the technology itself. Every approach is customized to accommodate each unique workflow, improving productivity and business processes. Every solution is technically perfected to be as efficient, cost-effective, accurate, and elegant as possible. Every request is responded within hours or less. Tatsu Ikeda, owner, is a graduate of Carnegie Mellon University, home of the nation's top ranked computer science college, creator the emoji specifically :) ☺, the first Internet of Things device – a 1980's internet connected Coke machine, birthplace of Mach kernel, predecessor of Mac OS X, and original founding member of ARPANET, predecessor of the internet, and 21 Nobel Prizes. He studied Industrial Management and Finance, but was actually fascinated in self-studying and formally learning computing and internet technologies. Tatsu Co. has over 30 years of professional IT experience in the past, is innumerable iteratively improved and progressive in the present, and is forever forward looking on the horizon of new technologies, processes, and solutions. The Tatsu Co. is MBE/WBE based – a first generation owned business, a proud son of proud immigrants, and contracts with other MBE/WBE businesses.

The Tatsu Co. proposal to the CRA RFP is as follows. Instead of a bullet point rebuttal of every item, Tatsu has decided on a written narrative that wholistically addresses all concerns. Bullet points provided upon request.

STAFF LAPTOPS AND WORKSTATIONS

Tatsu Co. always maintains excellent health of existing computers, laptops, servers, and devices and plans their eventual obsolesces. Tatsu Co. covers services such as adding printers,

upgrading operating systems, repairing laptops and servers, and replacing an entire fleet. The traditional historical trend of 6-7 years of ownership of computers may not be feasible due to current market trends. Leasing equipment may make more business sense as computer manufacturers are designing equipment with less serviceability and more proprietary technology increasing the risk of lost productivity and even data loss. To respond appropriately to this development, Tatsu Co. recommends 36 month FMV leasing when possible. Industry trends and financial leasing rates may change, however. Tatsu Co. is always happy to provide end user training and IT education and even provides tutorials to fellow IT colleagues. Tatsu Co. has years of experience in Mobile Device Management systems to fully automate deployment of laptops and mobile devices. Tatsu Co. is very keen on “total cost of investment” on any IT equipment purchase.

INTERNET CONNECTIVITY AND NETWORKING

Tatsu Co. maintains in rigorous manner, updates, upgrades, and replacement of in-house routing, switching, VLANs, traffic shaping, QoS, Layer 2 and 3 networking, and PoE. This includes but is not confined to Wi-Fi Mesh Networking, Wi-Fi Controllers, Firewall and Router functionality, VPN, door access and security camera controls. Tatsu Co. uses open source software solutions as much as possible, for instance, free as in free beer, yet enterprise level VPN solutions with no annual tech support costs or subscription fees. Tatsu Co. excels in user training of networking services. Additionally, Tatsu Co. works with many internet providers over various physical layers, such as fiber optic, coax cable, ethernet broadband, private circuits, and even cell phone modem provided connectivity. Every internet connection is competitively bid to the best suited provider at the best cost, be it onsite at the office or remote at home. All factors are considered: speeds, latency, customer support, price, oversubscription and overall network robustness, for example.

FILE SERVER & SERVER ROOM MANAGEMENT

Tatsu Co. believes in secures tidy organized server areas that are visually understandable to even laypersons not versed in IT. Every piece of equipment matters, down to the final Velcro tie wrap on the last cable. All critical services such as backup, UPS, servers and firewall security are automated and monitored as much as possible. These services are both machine and humanly monitored. Equipment, servers, and services are rebooted, updated, and upgraded at least monthly.

BACKUPS

Tatsu Co. is well versed in server, end user, and cloud backups. Additionally Tatsu Co. is expert in onsite and cloud data recovery, archiving, and snapshotting on every computing platform on the market. Tatsu Co. reviews new backup solutions constantly, tests current backup systems, and replaces them if not functioning to specification or if out of timeliness. Tatsu Co. assists immediately whenever lost data is requested and fulfills retrievals on demand.

VOIP SYSTEM

Tatsu Co. works with many providers in the VoIP telephony space, and reviews new providers and offerings on the market. Pricing, functionality, and versatility and fit to organizational requirements are always considered in changing or updating telephony services. Tatsu Co. also works with cellular phone service providers for government, non-profit, business and individual to acquire the best service and plans should they require company-provided mobile devices to employees.

NETWORK SECURITY

Tatsu Co. protects networks with industry leading open source software and systems that is peer reviewed. Internal and external employee access is tightly controlled via access control lists, password management, secure cryptographic protocols and open source VPN, OpenVPN and Wireguard. Tools such as Darkstat, ntop, Wireshark, Metasploit, Kali Linux, Nmap, New Relic, Zabbix, automated and scripted network rules, and others are employed to test edge security. General monitoring and log reviews of traffic rules is performed on a routine basis. Wi-Fi is constantly monitored for unauthorized access and updated as well as performance tested.

WEBSITE AND ONLINE PRESENCE

Tatsu Co. also develops websites and apps, very unusual for an IT service provider. He has developed or assisted with teams on websites ranging from simple informational sites to full stack web apps. Websites are viewed as systems by Tatsu Co., and require their own backup, archiving, data restore, security, audits, performance testing, updating and migrations just like in-house or other cloud computers and servers. Additionally, websites require some compliance, such as access for people with disabilities, privacy policies, cookies policy, GDPR-like compliance, error messages, copyrights, FOIA statement, Massachusetts WISP requirements and so on. Websites need to be mobile compliant and development or redevelopment should occur under version control. Tatsu Co. is expert in choosing platforms, hosting, and other considerations for websites and web apps. Tatsu Co. is also savvy with search engine optimization, search engine marketing, web directory listings, and social media for the best possible presence and outreach.

CYBERSECURITY

Tatsu Co. has contemplated and provided cybersecurity for a very long time, before cybersecurity existed, as far back in the 1980's when all academic and government internet resources were completely open and not secured. Having explored and lived the complete evolution of the internet from its inherent no security model beginnings to today's advanced zero-day exploits and social engineering hacks, Tatsu has authored papers and publicly spoken on the subject. With both a high level CxO managerial and ground troops hands on approach, an unusual dual combination, cyber guidance, remediation, and implementation are taken care of all-in-one. For instance, firewalls by Tatsu Co. protect all devices inside the network with

state of the art AdBlocking and Malware protections, over 400,000 bad known sites are blocked. Risk versus convenience is always the struggle to balance and Tatsu Co. works patiently with every encounter to define and reach goals in cybersecurity. Having proactive policies, methods, and in place training programs for end users is important here, because IT service providers cannot account for “human error”. Regardless, Tatsu Co. tests and protects offices, homes, individuals, and organizations with the best protections and policies available. Having lived through an era where employees were once summarily fired for accidentally bring in viruses, to waging war against today’s cyberpirates, Tatsu Co. demonstrates formidable defense. Tatsu Co. also advises on CyberInsurance and can refer labor attorneys who specialize in the area.

EMAIL, CLOUD, DESKTOP, AND APP SOFTWARE

Tatsu Co. partners with software vendors to achieve the lowest cost licensing for business, non-profit, and government. Tatsu Co. is proficient in thousands of software packages and can manage and train on Microsoft Office, Access, Google Workspace, Microsoft Azure, Adobe Creative Suite, various databases, CAD, GIS, Zoom, Slack, QuickBooks, and even self-hosted email and groupware for the privacy minded. Tatsu Co. not only maintains license agreements but advises on which software and solution is best. Currently Tatsu Co. tries to minimize email usage with other workflows, but recognizes this is difficult for many. Open source is used liberally and sometimes in place of paid commercial software.

SERVICE REVIEWS

Tatsu Co. recognizes that IT service is not just 9 to 5, day to day, but it’s 24/7 year to year. The details matter very much, yet long term view and policy is something Tatsu Co. is always enthusiastic to engage upon. Proactive advisement is always included, often for free. Every engagement is dealt with as a whole, and quarterly meetings are recommended. Tatsu Co. takes the time to process and fully understand internal business processes from staff levels to managerial levels. Business and IT recommendations are made from this informed approach. Every service engagement, small or large, is met with the fundamental question. “Is this the best way to do this?” Tatsu Co. always self-questions and explores in a both scientific and intuitive manner of how to improve day in, day out, year to year, 24/7. Tatsu Co. never stops improving for the benefit of all engagements.

IT SUPPORT AND POLICIES

Tatsu Co. provides top notch troubleshooting, installation, and configuration. It is always done to a high service level. To date, there has never been a “problem” Tatsu Co. has not solved. Tatsu Co. prides itself in extremely fast turnaround and clear communication. There is not a formal proposal for turnaround, but it historical consistently fast enough not to need one, an hour or few is normal, not a day or days. There are levels in IT service, to simple technical support, to advanced engineering, to creating policy management and enforcement that Tatsu Co. does all in-house. The SLA, Service Level Agreement, with Tatsu Co. is simply, “Better and

faster than expected.” SLA’s are nice, but it’s not a question of nice. It’s a question of whether the service is good or not. Tatsu Co. shares technical knowledge and productivity know-how freely with all who encounter, so all can improve their workflows and productivity, and hopefully, to enjoy life more outside of work! Always vigilant, Tatsu Co. is ready for natural and human disasters, equipment failure and service outages so that everyone can sleep well at night. Any and every piece of IT information is fully disclosed, documented and furnished 24/7, including inventory, credentials, and licensing. No information or IT process is ever withheld or undisclosed. Tatsu Co. always provides best in class resolution of third party vendor issues, often stepping in to assist along Tier 2 and 3 level support technicians. 2 to 5 year IT plans are established from the outset and updated when they due for changes. All levels of engagement from troubleshooting to designing IT business processes are welcome!

Tatsu Co. references can be found at <https://linkedin.com/in/tatsu>

Tatsu Co. proposes rates and fees in the range of CRA’s oversighted budget constraints. Traditionally Tatsu Co. charges hourly fees plus travel, but it open to fixing costs on a monthly basis for exclusive clients.

Sincerely,



Tatsu Ikeda
The Tatsu Co.

APPENDIX (ad hoc):

“MBE/WBE Participation. The CRA has adopted the City of Cambridge’s commitments to contracting and sub-contracting to Minority and Women Owned Business, as it may be amended from time to time. We strongly encourage the use of MBE/WBE consultants and subcontractors to the extent they are used.”

The Tatsu Co. fully welcomes and participates in City of Cambridge’s commitments and is a MBE/WBE. Furthermore, Tatsu Ikeda is native to Cambridge, MA. His first home as an newborn was an apartment at 10 St. Paul Street, Central Square, one block from the current Prospect Street Whole Foods Market. His father immigrated to Cambridge from Tokyo, Japan to attain his PhD in Chemistry at MIT despite hardly learning English yet. Tatsu’s mother, from Kobe, Japan, raised him and 3 sisters eventually and was a former 6th grade English teacher. Tatsu volunteers time and resources to other minority and women owned businesses, frequently women owned and simultaneously minority owned restauranters. (His grandfather was a restaurant manager, and Tatsu greatly enjoys the world of gastronomy.) He has also mentored for free disadvantaged students, many of minority descent, in several capacities and fields, including youth ministry, anti-gang violence, lessons in professional photography, IT and programming tutelage, and tennis lessons.

APPENDIX A: NON-COLLUSION, NON-DISCRIMINATION, and TAX/EMPLOYMENT STATEMENTS
NON-COLLUSION STATEMENT

The undersigned bidder or agent, being duly sworn on oath, says that he/she has not, nor has any other member, representative, or agent of the firm, company, corporation or partnership represented by him/her, entered into any combination, collusion or agreement with any person relative to the RFQ response, to prevent any person from responding nor to include anyone to refrain from responding, and that this response is made without reference to any other response and without any agreement, understanding or combination with any other person in reference to such response.

I HEREBY AFFIRM UNDER THE PENALTIES FOR PERJURY THAT THE FACTS AND INFORMATION CONTAINED IN THE FOREGOING RFQ FOR THE CRA ARE TRUE AND CORRECT.

Dated this 25th day of September, 2022

The Tatsu Co.

Tatsu Ikeda

Owner



Signature

APPENDIX B: NONDISCRIMINATION STATEMENT

The Consultant agrees:

1. The Consultant shall not, in connection with the services under this Contract, discriminate by segregation or otherwise against any employee or applicant for employment on the basis of race, color, national or ethnic origin, age, religion, disability, sex, sexual orientation, gender identity and expression, veteran status or any other characteristic protected under applicable federal or state law.
2. The Consultant shall provide information and reports requested by the Cambridge Redevelopment Authority pertaining to its obligations hereunder, and will permit access to its facilities and any books, records, accounts or other sources of information which may be determined by the Cambridge Redevelopment Authority to affect the Consultant's obligations.
3. The Consultant shall comply with all federal and state laws pertaining to civil rights and equal opportunity including executive orders and rules and regulations of appropriate federal and state agencies unless otherwise exempt therein.
4. The Consultant's non-compliance with the provisions hereof shall constitute a material breach of this Contract, for which the Cambridge Redevelopment Authority may, in its discretion, upon failure to cure said breach within thirty (30) days of written notice thereof, terminate this Contract.
5. The Consultant shall indemnify and save harmless the Cambridge Redevelopment Authority from any claims and demands of third persons resulting from the Consultant's

non-compliance with any provisions hereof, and shall provide the Cambridge
Redevelopment Authority with proof of applicable insurance.

Signed (type name):

Tatsu Ikeda

Title: Owner

Dated this 25th day of September, 2022

APPENDIX C: CERTIFICATE OF TAX, EMPLOYMENT SECURITY, AND CHILD CARE COMPLIANCE

Pursuant to Massachusetts General Laws Chapter 62C, §49A and Chapter 151A, §19A(b) and Chapter 521 of the Massachusetts Acts of 1990, as amended by Chapter 329 of the Massachusetts Acts of 1991,

I, Tatsu Ikeda, whose principal place of business is located at 49 Todd Pond Rd, Lincoln MA, do hereby certify that:

A. The above-named Respondent has made all required filings of state taxes, has paid all state taxes required under law, and has no outstanding obligation to the Commonwealth's Department of Revenue.

B. The above-named Respondent/Employer has complied with all laws of the Commonwealth relating to unemployment compensation contributions and payments in lieu of contributions.

C. The undersigned hereby certifies that the Respondent/Employer (please check applicable item):

1. employs fewer than fifty (50) full-time employees; or
2. offers either a dependent care assistance program or a cafeteria plan whose benefits include a dependent care assistance program; or
3. offers child care tuition assistance, or on-site or near-site subsidized child care placements.

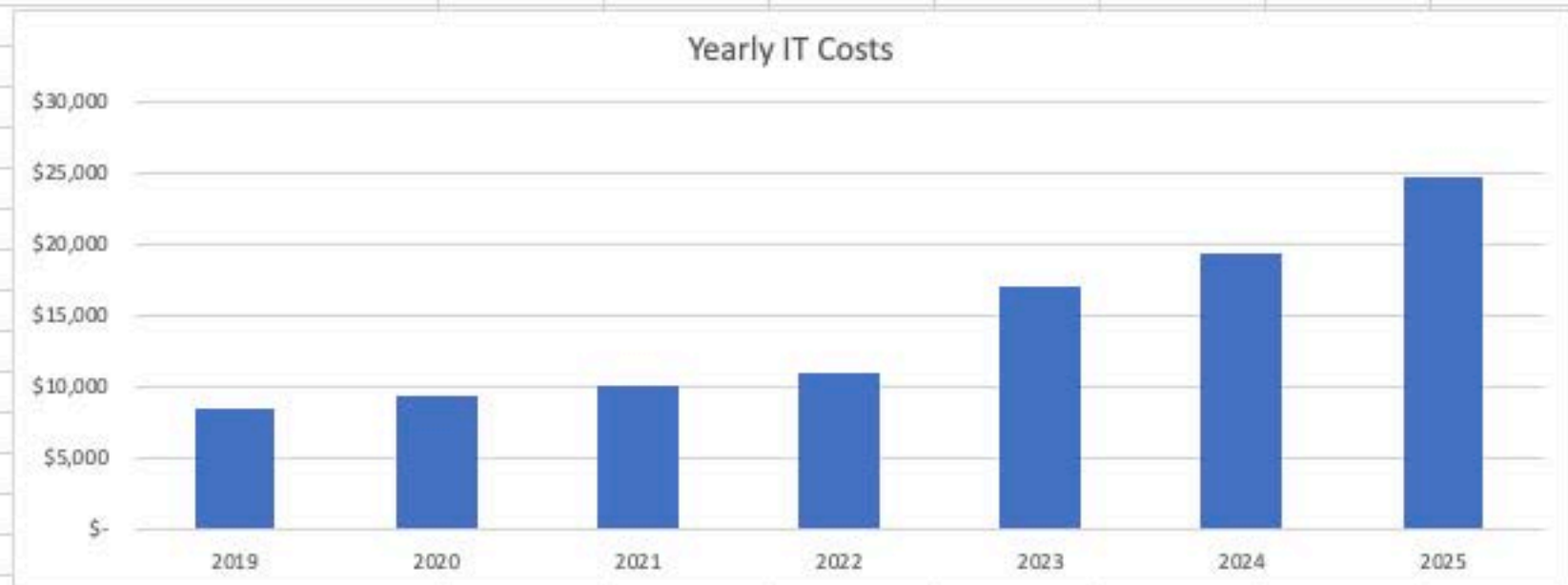
Signed under the penalties of perjury this 25th day of September, 2022. Federal Identification Number: 81 0676416

Signed (type name): Tatsu Ikeda

Title: Owner

Date: September 25, 2022

Year	2019	2020	2021	2022	2023	2024	2025
Rate	170	170	170	170	200	205	215
Hours(projected)	50	55	60	65	85	95	115
Yearly Cost	\$ 8,500	\$ 9,350	\$ 10,200	\$ 11,050	\$ 17,000	\$ 19,475	\$ 24,725



Projected Cost for Years 2023 -2025: \$ 61,200