

DIVISION OF LOCAL GOVERNMENT SERVICES
SHARED SERVICES AGREEMENT
COVER SHEET

PROVIDER: Freehold Twp. COUNTY: Monmouth

RECIPIENT: MANASQUAN River Regional Sewerage Authority COUNTY: Monmouth

BRIEF DESCRIPTION OF SERVICE:

INformation Technology services

EFFECTIVE DATE: 1/1/2016

EXPIRATION DATE: 12/31/2016

Please submit this cover sheet with shared service agreement either via email to EGG@dca.state.nj.us or hard copies may be mailed to the Division of Local Government Services at PO Box 803, Trenton, NJ 08625-0803. Mailed correspondence should be sent to the attention of Shared Services.

**SHARED SERVICES AGREEMENT
BETWEEN FREEHOLD TOWNSHIP &
MANASQUAN RIVER REGIONAL SEWERAGE AUTHORITY
FOR INFORMATION TECHNOLOGY SERVICES**

THIS SHARED SERVICES AGREEMENT is effective the 1st day of January, 2016 between TOWNSHIP OF FREEHOLD, a municipal corporation of the State of New Jersey, 1 Municipal Plaza, Freehold, NJ, hereinafter referred to as "Freehold" and MANASQUAN RIVER REGIONAL SEWERAGE AUTHORITY, P.O. Box 646, Farmingdale, NJ, hereinafter referred to as "MRRSA".

The purpose of this Agreement is for Freehold to provide information technology services to MRRSA according to the following terms:

1. This Agreement shall take effect January 1, 2016 and expire December 31, 2016.
2. Freehold shall provide information technology services to MRRSA according to the terms and conditions set forth below.
3. Freehold shall charge MRRSA for information technology services as follows:
 - a) For Level I and Level II support, as described below, a flat fee rate of \$715.00 per month (\$8,580.00 per annum);
 - b) For Level III and Level IV support services and rates are below.

SCOPE OF SERVICES:

The Township of Freehold will provide Level I Basic and Level II Networking services as described below as part of the normal monthly support. Level III Project and Level IV Emergency support services will be provided on an as needed basis.

Level I Basic Support

Support includes but is not limited to:

- Setup of new PCs to conform to standards and installation of software applications
- Troubleshoot/repair hardware issues relating to workstations
- Installation of hardware and routine maintenance for desktop workstations
- Troubleshoot and routine repair of printers (i.e. – fusers, rollers, network cards)
- Troubleshoot applications
- Installation of approved, licensed software on workstations
- Help desk support for workstations – including MS Windows, Office, and approved applications.
- Anti-virus updating and scanning of workstations
- Relocation of computers and printers as needed for staff moves
- Provide recommendations/quotes for computer replacement program

Level II Networking Support

Support includes but is not limited to:

- Network infrastructure changes, support and maintenance
- Maintain/troubleshoot router to current internet provider
- Maintain/troubleshoot current firewall and update policies on current firewall as needed
- Maintain/configure secure VPN connections for remote users
- Daily data backup procedures and configuration changes
- Maintain/troubleshoot connections to remote locations
- Maintain integrity and security of network
 - firewall monitoring
 - anti-virus monitoring
 - internet gateway monitoring
 - apply security updates
 - wireless access points
 - spam and web blocker filtering
 - VPN support on existing firewall
 - adherence to Computer Use Policy
 - education for users
- Add/Change user login accts and permissions
- Maintain Group Policies
- Maintain and support hosted e-mail server, e-mail accounts and mailboxes or Microsoft Exchange E-mail Server
- Configure network printers
- Assistance with current voice/internet provider
- Assistance with door access system with support as needed from current vendor
- Update phone system auto-attendant
- Diagnose and troubleshoot system problems; Any failures which would require the rebuilding of servers and/or networking equipment would be covered under level IV support.

Level III Project Support

Support includes project planning, design and development for system-wide changes to the network infrastructure. Work will only be performed under this level of service when authorized by the MRRSA (See below current rate schedule.)

- * Planning, design and development for enhancement and/or replacement of network or system infrastructure
- * Installation and implementation of new core technology hardware (i.e. servers, routers, switches, firewall, data backup hardware)
- * Installation and implementation of new or upgraded core technology software (i.e. operating system, data backup software, anti-virus, anti-spam, virtual private network)
- * Documentation of any new infrastructure changes implemented
- * Consultation services

Level IV Emergency Support

Support includes services for emergency response and support situations. Work will only be performed under this level of service when authorized by MRRSA (See below current rate schedule.)


- * Core technology failures to include but are not limited to:
 - o Server operating system
 - o Servers (file/print, e-mail, payroll, terminal services server, etc.)
- * Core network hardware failures to include but are not limited to:
 - o internet router
 - o firewall
 - o network switches
 - o network routers
- * Support related to a virus outbreak or network security breach.
- * Any off-hour call in requests and work completed during off hours.

CURRENT RATE SCHEDULE: (For Level III and Level IV services only)


Director of Information Technology	Assistant Director of Information Technology	Senior Network Technician	Network Technician
\$110/hr	\$85/hr	\$70/hr	\$50/hr

IN WITNESS WHEREOF, parties of this Agreement have caused it to be signed by their proper officers and their corporate seals to be affixed as of the day and year set forth above.

ATTEST: (Affix Seal)


TERESA WARNER, Township Clerk

TOWNSHIP OF FREEHOLD


THOMAS L. COOK, Mayor

ATTEST: (Affix Seal)


Debra M. Kuc

MRRSA


BRIAN BRACH, Director

TOWNSHIP OF FREEHOLD



MAYOR
Thomas L. Cook
TOWNSHIP COMMITTEE
Anthony J. Ammiano, Deputy Mayor
Barbara J. McMorrow
Lester A. Preston, Jr.
David M. Salkin

"Preserving and Enhancing the Quality of Life"

November 25, 2015

Manasquan River Regional Sewerage Authority
Brian J. Brach, P.E.
P.O. Box 646
Farmingdale, NJ 07727

RE: R-15-288

Dear Mr. Brach:

The Township Committee of the Township of Freehold adopted the above-referenced resolution at its November 24, 2015 meeting.

In accordance with the provisions of the resolution, enclosed please find a certified copy.

Also enclosed are 2 copies of the agreement, executed by the Township. Please return one agreement for our files once executed by your office.

If you have any questions, please do not hesitate to call my office.

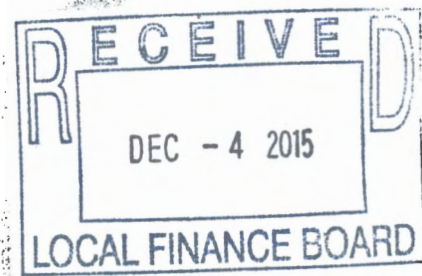
Very truly yours,

Terry Warner
Township Clerk

TAW/lof

Encl.

Cc: P. Valesi, Freehold Twp. Administrator
Division of Local Government Services
C. Campbell, CFO
H. Manis, Director of Information Technology





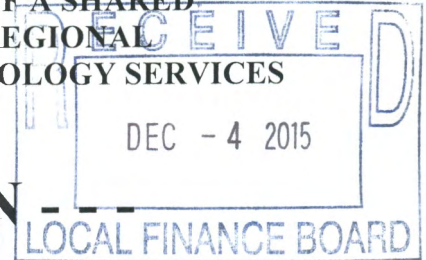
Resolution of the Township of Freehold

Monmouth County, New Jersey

No: R-15-288

Date of Adoption: November 24, 2015

TITLE: RESOLUTION AUTHORIZING EXECUTION OF A SHARED SERVICES AGREEMENT WITH MANASQUAN RIVER REGIONAL SEWERAGE AUTHORITY FOR INFORMATION TECHNOLOGY SERVICES



--- RESOLUTION ---

WHEREAS, the Township of Freehold and Manasquan River Regional Sewerage Authority are interested in Freehold Township providing Information Technology services to Manasquan River Regional Sewerage Authority; and,

WHEREAS, this cooperative Agreement would be beneficial to both entities; and,

WHEREAS, an Agreement entitled "Shared Services Agreement between Freehold Township and Manasquan River Regional Sewerage Authority for Information Technology Services" has been proposed and found acceptable;

NOW, THEREFORE, BE IT RESOLVED by the Township Committee of the Township of Freehold that the Mayor and Township Clerk are hereby authorized to execute the aforementioned Agreement;

BE IT FURTHER RESOLVED that a copy of the Agreement shall be maintained in the Township Clerk's Office upon passage of this Resolution and available for public inspection;

BE IT FURTHER RESOLVED that, pursuant to NJSA 40A:65-1, a certified copy of the within Resolution shall be forwarded to New Jersey Department of Community Affairs, Division of Local Government Services;

BE IT FURTHER RESOLVED that a certified copy of the within Resolution and copy of the Agreement be forwarded to the Manasquan River Regional Sewerage Authority Director, the Freehold Township Administrator, the Freehold Township Director of Information Technology and the Freehold Township Director of Finance.

No. R-15-288

VOTE OF THE TOWNSHIP COMMITTEE							
COMMITTEEMAN	I	S	Y	N	NV	AB	
Mr. Ammiano			X				
Mrs. McMorrow	X		X				
Mr. Preston		X	X				
Mr. Salkin			X				
Mayor Cook			X				

I-Introduced By S-Seconded By X- Indicates Vote NV- Not Voting AB- Absent

R-15-288

I do hereby certify that the foregoing is a true copy of a resolution adopted at a meeting of the Township Committee held November 24, 2015.

Signed: *Jessie A. Warner* Date: November 25, 2015
Township Clerk