

**DIVISION OF LOCAL GOVERNMENT SERVICES**  
**SHARED SERVICES AGREEMENT**  
**COVER SHEET**

PROVIDER: FREEHOLD TOWNSHIP COUNTY: MONMOUTH

RECIPIENT: Paty HEAD COUNTY: MONMOUTH ~~CLERK~~

**BRIEF DESCRIPTION OF SERVICE:**

Information Technology  
Services

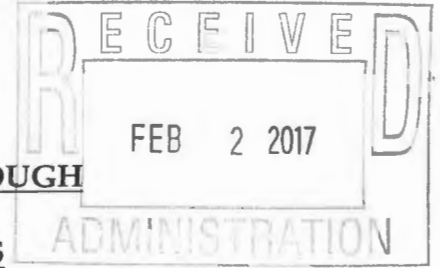
EFFECTIVE DATE: 1/1/2017

EXPIRATION DATE: 12/31/2017

ESTIMATED COST SAVINGS  
TO BE ACHIEVED OVER THE TERM OF THE AGREEMENT \_\_\_\_\_

Please submit this cover sheet with shared service agreement either via email to [EGG@dca.state.nj.us](mailto: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 AND BAY HEAD BOROUGH  
FOR  
INFORMATION TECHNOLOGY SERVICES



THIS SHARED SERVICES AGREEMENT is effective the 1<sup>st</sup> day of January, 2017 between TOWNSHIP OF FREEHOLD, a municipal corporation of the State of New Jersey, 1 Municipal Plaza, Freehold, NJ, hereinafter referred to as "Township" and BOROUGH OF BAY HEAD, a municipal corporation of the State of New Jersey, P.O. Box 248, Bay Head Borough, NJ, hereinafter referred to as "Borough".

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

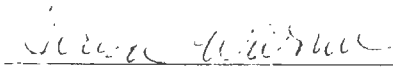
1. This Agreement shall take effect January 1, 2017 and expire December 31, 2017.
2. Township shall provide information technology services to Borough, including its Police Department, according to the terms and conditions set forth below.
3. Township shall charge Borough for information technology services as follows:
  - a) For Level I and Level II support, as described in Appendix A, a flat fee rate of **\$1,350 per month (\$16,200 per annum)**;
  - b) For Level III and Level IV support, as described in Appendix C, will be on an as needed basis, when authorized by Borough, at the rates described in Appendix A for those services;
  - c) Should the Borough decide to engage the Township to perform website work for site maintenance, the hourly rate for this work in accordance with the attached loaded costs would apply. These costs would be billed on an incurred basis.
  - d) When, at the request of Borough, Township purchases equipment from a distributor or manufacturer for the sole use by and to be installed in Borough, Township shall add a charge of 15% over the actual cost of such equipment. No such charge will be applied for parts which are supplied by Borough.
4. Township shall provide Borough with itemized monthly billings of all Level III and Level IV costs. Payment shall be due from Borough within thirty (30) days of the date of billing.

cc: T. Warner - orig.  
H. Manis - copy  
C. Campbell - copy

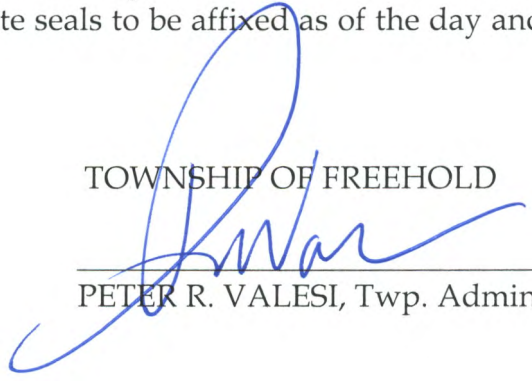
5. On an annual basis, the hourly rates in Appendix C shall be adjusted to account for the actual loaded costs per assigned employee, in the manner detailed in Appendix A, and shall be presented for subsequent renewals of this Shared Services Agreement. Costs shall be adjusted for fluctuating costs of benefits, pension, salary, etc. Should after-hours emergency calls be required, a rate of time and one-half will be applied for onsite hours worked.
6. No equipment or system repair in excess of \$1,500.00 shall be made by Township unless specifically authorized by the designated Borough Official.
7. Borough shall designate one (1) person and one (1) backup person to schedule and be responsible for authorization on all Level III and Level IV assistance.
8. Borough agrees not to hire any Township employee, subcontractor or agent who provides information technology services to Borough in accordance with this Agreement during the term of the Agreement and for one year past the expiration date of the Agreement.

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.

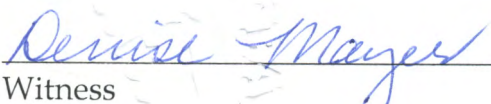
ATTEST: (Affix Seal)

  
\_\_\_\_\_  
TERESA WARNER, Township Clerk

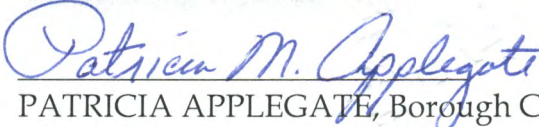
TOWNSHIP OF FREEHOLD

  
\_\_\_\_\_  
PETER R. VALES, Twp. Admin.

ATTEST: (Affix Seal)

  
\_\_\_\_\_  
Witness

  
BOROUGH OF BAY HEAD

  
\_\_\_\_\_  
PATRICIA APPLGATE, Borough Clerk

## Appendix A

### Level I Support

- 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
- Inventory of new hardware and equipment moves
- Relocation of computers and printers as needed for staff moves
- Provide recommendations/quotes for computer replacement program

### Level II Support

- Network infrastructure changes, support and maintenance
- Maintain/troubleshoot router to current internet provider
- Maintain/troubleshoot Firebox XTM2 Series 25 Firewall or current firewall and update to policies on Firebox XTM2 Series 25 firewall or 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
  - fire-wall 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
- Configure network printers
- Assistance with Comcast Voice/Internet or 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.

## Appendix B

### Level III Support

Level III support includes project planning, design and development for system-wide changes to the network infrastructure.

- 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 Support

Level IV support includes services for emergency response and support situations.

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

**APPENDIX C**

|  | <b>Holly Manis</b> | <b>Tom Muh</b>  | <b>Phil Marziale</b> | <b>Zach Hughes</b> |
|--|--------------------|-----------------|----------------------|--------------------|
| Salary   | 138,676            | 89,353          | 72,111               | 38,110             |
| FICA   | 7,347              | 5,540           | 4,471                | 2,363              |
| Medicare   | 2,011              | 1,296           | 1,046                | 553                |
| Unemployment - Twp average                             | 22                 | 22              | 22                   | 22                 |
| Workers Compensation Insurance                         | 251                | 162             | 130                  | 69                 |
| Medical Insurance (employer share)                     | 8,814              | 24,695          | 25,682               | 11,616             |
| Dental Insurance                                       | 376                | 376             | 376                  | 376                |
| Life Insurance   | 76                 | 50              | 50                   | 50                 |
| PERS - (from State EPBAM) 10.97%                       | 15,213             | 9,802           | 7,911                | 4,181              |
| <b>Total</b>   | <b>172,785</b>     | <b>131,295</b>  | <b>111,799</b>       | <b>57,339</b>      |
| Divided by 1820 = hourly rate (35 hr/wk)               | 94.94              | 72.14           | 61.43                | 31.51              |
| <b>plus 10% interlocal fee</b>                         | <b>104.43</b>      | <b>79.35</b>    | <b>67.57</b>         | <b>34.66</b>       |
| <b>Rounded Rate \$</b>                                 | <b>\$ 104.00</b>   | <b>\$ 80.00</b> | <b>\$ 68.00</b>      | <b>\$ 35.00</b>    |
| <b>Overtime rate (for after hours call in work) \$</b> | <b>\$ 123.00</b>   | <b>\$ 90.00</b> | <b>\$ 76.00</b>      | <b>\$ 45.00</b>    |