

DIVISION OF LOCAL GOVERNMENT SERVICES
SHARED SERVICES AGREEMENT
COVER SHEET

PROVIDER: FREEHOLD TOWNSHIP COUNTY: MONMOUTH

RECIPIENT: MANALAPAN TWP. COUNTY: MONMOUTH

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 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 MANALAPAN TOWNSHIP
FOR
INFORMATION TECHNOLOGY SERVICES

THIS SHARED SERVICES AGREEMENT is effective the 1st 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 "Freehold" and TOWNSHIP OF MANALAPAN, a municipal corporation of the State of New Jersey, 120 Route 522 Manalapan NJ 07726, Manalapan, NJ, hereinafter referred to as "Manalapan".


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

1. This Agreement shall take effect January 1, 2017 and expire December 31, 2017.
2. Freehold shall provide information technology services to Manalapan, including its Police Department, according to the terms and conditions set forth below.
3. Freehold shall charge Manalapan for information technology services as follows:
 - a) For Level I and Level II support, as described in Appendix A, a flat fee rate of \$7,849.27 per month (\$94,191.24 per annum);
 - b) For Level III and Level IV support, as described in Appendix B, will be on an as needed basis, when authorized by Manalapan, at the rates described in Appendix C for those services;
 - c) In addition to Information Technology Consulting Services, Freehold shall perform Website Management Services for Manalapan, these services shall be provided for updates and configuration of the Manalapan Township Website on a day to day basis, but shall exclude major changes or page/section additions that will be covered as set forth in Level III and Level IV support, described in Appendix B. The included services will be billed at a flat fee rate of \$925.41 per month (\$11,104.92 per annum); and,
 - d) When, at the request of Manalapan, Freehold purchases equipment from a distributor or manufacturer for the sole use by and to be installed in Manalapan Township, Freehold 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 Manalapan.

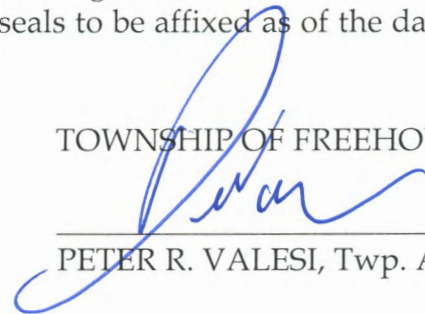
4. Freehold shall provide Manalapan with itemized monthly billings of all Level III and Level IV costs. Payment shall be due from Manalapan within thirty (30) days of the date of billing.
5. On an annual basis, the hourly rates in Appendix C shall be adjusted to account for the actual loaded costs per assigned employee, in the manner detailed in Appendix C, 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 Freehold unless specifically authorized by the designated Manalapan Official.
7. Manalapan 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. Manalapan agrees not to hire any Freehold employee, subcontractor or agent who provides information technology services to Manalapan 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. VALESI, Twp. Administrator

ATTEST: (Affix Seal)


REGINA PRETEROTI, Township Clerk

TOWNSHIP OF MANALAPAN


TARA L. LOVRICH, Twp. Administrator

Appendix A

Level I Support

- Setup of new PC's 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.
- Antivirus updating and scanning of workstations
- Inventory of new hardware and equipment moves
- Relocation of computers and printers as needed for staff moves
- Inventory of new software

Level II Support

- Network infrastructure changes, support and maintenance
- Maintain/troubleshoot router and NetAccess or current internet provider (T1 internet connection)
- Maintain/troubleshoot current firewalls and update policies on current firewalls 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
 - antivirus monitoring
 - internet gateway monitoring
 - apply security updates
 - adherence to Computer Use Policy
 - education for users
- Add/Change user login accts and permissions
- Maintain Group Policies
- Maintain and configure Microsoft Exchange e-mail server, e-mail accounts and mailboxes
- Configure network printers
- 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.
- Assistance with current voice/internet provider
- Assistance with door access system with support as needed from current vendor
- Assistance with current Police applications with support as needed from current vendors and Monmouth County Sheriff's Office

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, email, payroll, terminal services server)
- 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

	Holly Manis	Tom Muh	Phil Marziale	Zach Hughes
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
Total	172,785	131,295	111,799	57,339
Divided by 1820 = hourly rate (35 hr/wk)	94.94	72.14	61.43	31.51
plus 10% interlocal fee	104.43	79.35	67.57	34.66
Rounded Rate \$	\$ 104.00	\$ 80.00	\$ 68.00	\$ 35.00
Overtime rate (for after hours call in wrk) \$	\$ 123.00	\$ 90.00	\$ 76.00	\$ 45.00