

**SHARED SERVICES AGREEMENT**  
**BETWEEN**  
**TOWNSHIP OF FREEHOLD & BOROUGH OF RED BANK**  
**FOR**  
**INFORMATION TECHNOLOGY SERVICES**

THIS SHARED SERVICES AGREEMENT is effective the 1<sup>st</sup> day of November, 2020 between the 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 RED BANK, a municipal corporation of the State of New Jersey, 90 Monmouth Street, Red Bank, NJ, hereafter 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 November 1, 2020 and expire October 31, 2022.
2. This Agreement may be terminated by either party upon written notice being provided to the Municipal Clerk of the other party of said intended termination. The written notice shall provide the effective termination date, which future date shall be at least ninety (90) days following the date of the written termination notice.
3. Township shall provide information technology services to Borough, including its Police Department, according to the terms and conditions set for the 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

- Antivirus 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 firewall update policies on current firewall as needed
- Maintain/configure secure VPN (if needed) 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
  - wireless access points
  - spam and web blocker filtering
  - VPN support on existing firewall
  - adherence to Computer Use Policy (if available)
  - 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.  
(**admin account and password must be provided** )
- Configure network printers
- Assistance with current voice/internet provider
- Assistance with door access system with support as needed from current vendor
- 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 Borough of Red Bank. Typically, a proposal for this type of work would be prepared and submitted for budgeting and approval. (See current rate schedule page.)

- \* 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 Borough of Red Bank (see current rate schedule page.)

- \* Core technology failures to include but are not limited to:
  - o ESX or Hyper-V Hosts
  - 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 I & LEVEL II SUPPORT:**

<b>Year 1 Support</b>	\$3,300 per month (\$39,600 per year)
<b>Year 2 Support</b>	\$2,950 per month (\$35,400 per year)

Year 1 assumes that a newer client will require more onsite visits and technical support. Therefore Year 2 support price will be reduced. After Year 2, modest increases consistent with wage growth will be negotiated between both parties.

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

Assigned Staff	Director of Information Technology	Assistant Director of Information Technology	Network Technician	Network Technician
Normal Rate	\$115/hr	\$90/hr	\$49/hr	\$49/hr
Emergency	\$135/hr	\$115/hr	\$65/hr	\$65/hr

After Hour Rate				
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3. Township shall charge Borough for information technology services as follows:

a. For Level I and Level II Support:

Year 1 Support - 11/1/20 - 10/31/21 - \$3,300/mo. (\$39,600/yr.)

Year 2 Support - 11/1/21 - 10/31/22 - \$2,950/mo. (\$35,400/yr.)

b. For Level III and Level IV support, as described in herein, will be on an as needed basis, when authorized by Borough, at the rates described in herein CURRENT RATE SCHEDULE;C For Level III and Level IV support, as described in herein, will be on an as needed basis, when authorized by Borough, at the rates described in herein CURRENT RATE SCHEDULE;

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 the Borough,

Township shall add a charge of 15% over the actual cost of such equipment if

purchased through Freehold Township **finance**. No such charge will be applied

for parts which are supplied or ordered by the 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.

5. On an annual basis, the hourly rates shall be adjusted to account for the actual loaded costs per assigned employee 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 Borough Administrator.
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)

TOWNSHIP OF FREEHOLD

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SANABEL ABOUZEINA, Twp. Clerk

PETER R. VALES, Twp. Administrator

ATTEST: (Affix Seal)

BOROUGH OF RED BANK

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PAMELA BORGHI, Borough Clerk

PASQUALE MENNA, Mayor