

**Proposal for Shared Information Technology Services for
The Township of North Brunswick**



**Date:
June 4, 2025**

**Prepared by:
Information Technology
Township of Freehold**

The Township of North Brunswick has requested a proposal from Freehold Township to provide Information Technology Services effective July 1, 2025 through December 31, 2026.

STAFFING & EXPERIENCE:

The Township of Freehold's Information Technology team is comprised of 6 staff members who collectively have over 70+ years of experience in supporting and maintaining both Municipal and Police technology infrastructures. In addition to the Township of Freehold, the staff presently supports Information Technology services for Municipal operations and Police Departments for Manalapan Township, Freehold Borough, Keyport, Bay Head, Atlantic Highlands, Mantoloking, Englishtown, Highland Park, Spring Lake Borough, Sea Girt Boro, Union Beach, Fair Haven and Freehold Township Fire Districts 1 and 2.

Initial Assessment – Immediate Attention

The following have been identified to be of a critical nature and it is highly recommended to address these items upon the start of IT services to ensure a stable and secure technology infrastructure.

- Daily backups are being stored on premises. It is recommended to store a copy of your daily backups off-line or in the cloud to protect the Township in the event of catastrophic event (fire, flood, etc) or natural disaster.

Recommendation: Utilize cloud storage to incorporate an offline backup strategy for your Daily Backups.

- The Township utilizes Fortinet Firewalls throughout the network.

Recommendation: Inventory all firewall services and rules. Perform a best practices audit on firewalls. Ensure all firewalls are up to date and still supported by manufacturer. Ensure firewall firmware is up to date.

- Inventory all servers and perform an audit.

Recommendation: Perform vulnerability assessment of all servers to ensure unsupported or unpatched servers are addressed. Running unsupported Server Operating Systems or unpatched servers is a security risk and will negate any Cybersecurity Insurance should there ever be a cyber incident.

- Identify all workstation and networking hardware that may be past their life-cycle.

Recommendation: Perform an audit of all workstations and network hardware. Ensure that no workstation is running an unsupported Operating System. Identify any Windows 10 workstations and develop an upgrade strategy due to Windows 10 going end of support by year's end. Inventory all networking hardware and determine if firmware upgrade is needed.



SCOPE OF SERVICES:

The Township of Freehold will provide Non-Police Level I Base, Support, Non-Police Level II Networking Support and Police Level II Networking Support 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.

North Brunswick reserves the right, after November 1, 2025, to add to the Scope of Services of this proposal the addition of the Police Department in a manner consistent with the proposed non-police Scope of Services, with the cost to be negotiated between parties at that time.

Level I Basic Support – Non-Police

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 – Non-Police

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/Manage servers (physical or virtual)
- Maintain integrity and security of network/infrastructure
 - firewall monitoring
 - antivirus monitoring
 - internet gateway monitoring
 - apply security updates
 - wireless access points
 - spam and web blocker filtering
 - VPN support on existing firewall



- Add/Change user login accts and permissions
- Maintain Group Policies
- Maintain and support hosted e-mail server, e-mail accounts and mailboxes for Microsoft Exchange E-mail Server and/or Microsoft O365 Exchange solution (**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 II Networking Support – Police

Support includes:

- Network infrastructure changes(VLANs,port moves,etc), 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/Manage servers (physical or virtual)
- Maintain integrity and security of network/infrastructure
 - firewall monitoring
 - antivirus monitoring
 - internet gateway monitoring
 - apply security updates
 - wireless access points
 - spam and web blocker filtering
 - VPN support on existing firewall
- Add/Change user login accts and permissions
- Maintain Group Policies
- Maintain and support hosted e-mail server, e-mail accounts and mailboxes for Microsoft Exchange E-mail Server and/or Microsoft O365 Exchange solution (**admin account and password must be provided**)
- 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.
- **No police workstation, MDT, Radio, Zetron, Dispatch Equipment or 911 System support is included in this proposal.**



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 Township of North Brunswick. Typically, a proposal for this type of work would be prepared and submitted for budgeting and approval (see 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 the Township of North Brunswick (see 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 (Minimum 2 hours)



Required Documentation and Information

In order to begin the transition of IT consultant services, we would need to work closely with Administration and/or previous IT consultants for any and all documentation/passwords of the Township's current Information Technology infrastructure. Here is a list of the items needed, but not limited to:

- Administrator Passwords and Accounts
- Vendor website logins (Firewalls, Vmware, Microsoft, MFA,etc)
- Virtual Infrastructure accounts and passwords (Esxi root,vCenter,SAN,etc)
- Any network documentation
- Firewall accounts and passwords
- Network device accounts and passwords
- M365 or hosted email administrator accounts and passwords
- Any Township application account and password for day-to-day operations, if needed

Although we will conduct our own initial discovery upon a successful shared service agreement, any documentation/information given up front will ensure a quick and easy transition. Upon completion of the extensive discovery, there may be further recommendations to address.

Cost of Recommendations

We will furnish quotes for any hardware/software recommendations once we have server and network credentials/documentation. Once provided, we can conduct an accurate assessment of all Township hardware and software. Providing quotes upon the start of a shared service agreement will result in more accurate pricing and availability.

FOR LEVEL I & LEVEL II SUPPORT:

Annual Support \$15,380 per month (\$184,560 per year)**

**Amount of annual support will increase annually, consistent with increases in wages, which will be discussed and negotiated on successor agreement terms. In addition to annual increases, an annual adjustment consistent with the cost of State Pension Benefit payments will be made annually. These costs will be furnished to the Township of North Brunswick prior to any adjustment.



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

Assigned Staff	Director of Info Technology	Assistant Director of Info Technology	Principal Technician	Senior Technician	Network Technician	Network Technician
Normal Rate	\$155/hr	\$113/hr	\$79/hr	\$60/hr	\$53/hr	\$49/hr
Emergency After Hour Rate	\$161/hr	\$120/hr	\$95/hr	\$72/hr	\$64/hr	\$59/hr

