RESOLUTION R: 323 – 10

RESOLUTION AUTHORIZING EXECUTION OF PROPOSAL BETWEEN THE BOROUGH OF GLASSBORO ON BEHALF OF THE GLASSBORO POLICE DEPARTMENT AND UNITED COMPUTER FOR INFORMATION TECHNOLOGY SUPPORT FOR POLICE COMPUTER NETWORK

WHEREAS, it has been determined that the Borough of Glassboro Police Department is in need of comprehensive computer network support; and

WHEREAS, the Borough of Glassboro has obtained a proposal from United Computer of Cherry Hill, New Jersey to provide said services to the Borough of Glassboro Police Department, including but not limited to remote monitoring services performed 24/7 on all servers, call center support and patch management services as outlined on the attached proposal dated August 26, 2010 in the award of $1,000.00 per month; and
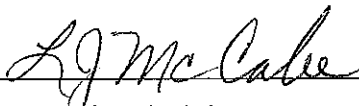
WHEREAS, the governing body is in agreement that said services are appropriate and necessary for the efficient operation of the Borough of Glassboro Police Department computer system.

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of the Borough of Glassboro, County of Gloucester, and State of New Jersey as follows:

1. That the governing body does hereby approve and authorize the execution of attached proposal dated August 26, 2010 submitted by United Computer to the Borough of Glassboro on behalf of the Glassboro Police Department.

2. That the Mayor, Borough Administrator or Chief of Police be and is hereby authorized to execute said proposal on behalf of the Borough of Glassboro.

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ADOPTED at a meeting of the Mayor and Council of the Borough of Glassboro in the County of Gloucester and State of New Jersey on Tuesday, September 28, 2010.

BOROUGH OF GLASSBORO

LEO J. McCABE , Mayor

Attest:

Patricia A. Frontino

PATRICIA A. FRONTINO, Municipal Clerk

CERTIFICATION

I, Patricia A. Frontino, Municipal Clerk, of the Borough of Glassboro, in the County of Gloucester, do hereby certify that the foregoing Resolution was presented and duly adopted by the Borough Council at a meeting of the Borough of Glassboro held on Tuesday, September 28, 2010.

Patricia A. Frontino

PATRICIA A. FRONTINO
Municipal Clerk

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United Computer

Borough of Glassboro Police
UnitedCare Proposal

August 26, 2010

Services Included:

Remote Monitoring Service performed 24/7 on all file servers
Network alerts will be investigated and addressed between the hours of 8:00 a.m. and 5:00 p.m. weekly (Monday through Friday), excluding public holidays. Services to be monitored include but are not limited to:
- o   Overall up time of each device
- o   CPU - Utilization Averaged over five (5) minute increments
- o   Disk - Percentage of storage utilization
- o   Event Log - failed log-on attempts and other security events
- o   Memory/Swap File Utilization – Percentage of memory and virtual memory in use averaged over five (5) minute increments
- o   Monitoring of key server services including but not limited to virus scanning services, file backup services, SQL services, and exchange services.
- o   Occasionally downtime to the N-central server is required for normal upgrades and maintenance. Downtime events will be scheduled whenever possible.

Call Center Support
Our Call Center provides a resource for your users when they encounter an IT-related issue or question. Staff is available during normal business hours to log issues and support your personnel. We commit to responding to your question promptly (responses are prioritized based on severity and service levels).

The Call Center tracks incoming incidents. An incident is defined as any single issue resolvable by the Call Center within 30 minutes. An incident may require several contacts with the Call Center for resolution. If needed, United Computer will dispatch a technician to the client site for problem resolution. Incidents are reviewed annually.

- o   Call Center Support will utilize remote workstation access software that will use 128-bit encryption and secure connectivity.
- o   Remote access and support is provided via high-speed internet connection. Client will provide high speed internet connectivity to their network.

- **Standard Call Center Support**
  Standard Call Center Support is available Monday – Friday, 8:00 a.m. – 5:00 p.m.

Patch Management
The patch management program provides your organization with the comfort of knowing that critical patches are tested and applied in a timely fashion. Periodic security patch updates will be performed no less than every three (3) months. In the event that a deployed patch causes an unforeseen issue within the client infrastructure, the patch will be rolled back in a timely manner upon discovery. UCSS will install and manage patches related the following products:
- Supported Microsoft Software including:
  - o   OS
  - o   Office
  - o   Exchange
  - o   .NET
  - o   Internet Explorer
  - o   Adobe Reader

United Computer

Obligation of the Client

The Client agrees to maintain certain contracts and subscriptions during the term of the Agreement. Failure to maintain these contracts/subscriptions may result in immediate termination of the contract. Required contracts and subscriptions are as follows:

- o Cisco SmartNet contracts on all client owned Cisco routers and switches
- o Desktop and server based virus detection software
- o Desktop and server spyware protection
- o Secure high-speed internet connection
- o All operating systems must meet the minimum version supported by the appropriate vendor and all equipment must remain under valid manufacturer warrantee
- o All required desktop, operating system, and application software licensing

Exclusions

Project work outside the scope of what is contained in this proposal will be addressed separately utilizing a Statement of Work, project plan, and documented deliverables. Examples of project work include, but are not limited to, new hardware installations and rollouts; new software version releases, the physical movement of equipment and /or the network, and changes to Internet Service Providers (ISP's).

To implement Call Center support properly, further requirements may be necessary to bring the network to operational standards. Additionally, once this support plan is in place, further recommendations may be made by our engineers to enhance the network. It will be the responsibility of the customer to pay for any new products, upgrades, and associated labor needed to implement the requirements for basic service or recommendations for enhancement.

Hardware maintenance is not included in this support program. Hardware maintenance may be purchased from United Computer under a separate Hardware Maintenance Agreement. In lieu of a hardware contract, United Computer highly recommends the purchase of extended warranties from the manufacturer. Parts and labor cost associated with hardware not covered under the manufacturers extended warranty are not covered under this agreement and will be billed to the client. Hardware failure of the following equipment, without warranty extension, are considered outside of the scope of this contract:

All client owned file servers
All Client owned desktop workstations
All Client owned printers
All Client owned routers and switches

United Computer

UnitedCare Contract Terms: Borough of Glassboro Police August 26, 2010

Service Offered	Contract Selections/Price
One Time Charges:	
Onsite Assessment / Initial Setup	$1,080.00/Waived

UnitedCare Service:
    based on 2 Servers, 25 Workstations,
    1 Laptop
	$ 1,000.00 / month

Remote Monitoring	✓
Call Center *includes on-site coverage, as needed*	✓
Patch Management	✓

[signature]

Borough of Glassboro Police

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Date

Purchase Order #