



Princeton

400 Witherspoon Street
Princeton, NJ 08540

Office of Information Technology, Robert McQueen, CIO

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TO: Princeton Council
Robert Brushci
Kathryn Monzo

FROM: Robert McQueen, CIO 

DATE: November 7, 2013

SUBJ: Network Support

Our Network support contract with CMIT Solutions of Princeton is expiring on December 31, 2013, and I have taken this opportunity to research our options. The current scope of work is split into 2 main functions, Network Administration and Off-site backup. I am recommending ATON Computing, Inc. (NJ State Contract #77560 through SHI) to provide our Network Administration. I have attached ATON Computing's, proposal through SHI. ATON Computing has vast experience working in the public sector for the last 20 years. Currently ATON Computing, works with the County of Passic, Township of Millburn, Borough of Fair Law and the Borough of Wanaque to name a few.

Currently our Contract with CMIT Solutions of Princeton is for \$106,488.00. ATON Computing has submitted a proposal through SHI for \$64,080.00. This proposal excludes the offsite backup, which is a separate recommendation.

I am recommending that we award the contract to ATON Computing through SHI for Network support starting January 1, 2014.

I will be happy to answer any questions that you may have.

**RESOLUTION AUTHORIZING USE OF NEW JERSEY STATE CONTRACT
BY PRINCETON**

WHEREAS, Princeton wishes to enter into an agreement for Network Support through the New Jersey State Contract (77560) and;

WHEREAS, SHI 290 Davidson Avenue Somerset, New Jersey 08873 has been awarded the State Contract 77560 for Network Support through ATON Computing and;

WHEREAS, the Network Support agreement will cost \$64,080.00 and the appropriate monies are provided in the Information Technology Operating Fund Budget and;

NOW, THEREFORE, BE IT RESOLVED by the Mayor and Council of Princeton, New Jersey authorizing the Administrator to purchase the above Network Support Agreement under New Jersey State Contract from SHI.

I, Linda S. McDermott, Clerk of Princeton, County of Mercer, State of New Jersey, do hereby certify that the foregoing is a true copy of a resolution adopted by the Mayor and Council of Princeton at its meeting held November 12, 2013.

Linda S. McDermott, Clerk



Pricing Proposal
Quotation #: 7227407
Created On: 10/24/2013
Valid Until: 12/31/2013

TOWNSHIP OF PRINCETON

Robert McQueen
400 Witherspoon Street
Princeton, NJ 08540
United States
Phone: (609) 688-2037
Fax:
Email: rmcqueen@princetonnj.gov

Inside Account Manager

John Minnella
290 Davidson Avenue
Somerset, NJ 08873
Phone: 732-564-8130
Fax: 732-564-8131
Email: John_Minnella@shi.com

All Prices are in US Dollar (USD)

Product	Qty	Your Price	Total
1 Proposal for the Provision of LAN/WAN Support to the Town of Princeton - Monthly Bill ATON Computing - Part#: Note: Please see attached word document for additional details.	12	\$5,340.00	\$64,080.00
		Total	\$64,080.00

Additional Comments

NJ State Software Contract # 77560

Thank you for the opportunity to quote. SHI is a leading reseller of software, hardware, and peripherals. SHI is a 100% Asian-Owned Minority Company.

SHI has been working with State and Local Governments for over 15 years. We have a Software Licensing Specialist for every major manufacturer and a hardware and service department to assist with any configuration.

Please keep SHI in mind for you future software and hardware needs.

For Immediate Assistance with quote requests, order inquiries or service, please contact your Inside Sales Team at 1-888-591-3400 or by email: NJGOV@shi.com

The Products offered under this proposal are subject to the SHI Return Policy posted at www.shi.com/returnpolicy, unless there is an existing agreement between SHI and the Customer.



October 22, 2013

Robert McQueen
CIO
Town of Princeton
400 Witherspoon Street
Princeton, NJ 08540

Dear Mr. McQueen:

We at ATON Computing, Inc. thank you for the opportunity to present this proposal for the provision of LAN/WAN support to the Town of Princeton. Based on our experience and public sector experience, I believe we have the ability to provide the level of technical support the Town demands.

In the following paragraphs, I will outline our proposed support plan, explain the roles of each party, and state the level of the Town's investment in this project. I have also provided a brief overview of ATON.

ATON and the Princeton CIO will work together to develop a cost-effective, robust backup solution for Princeton. ATON will implement the solution once it has been identified.

The Support Plan

It is our understanding that the Town currently utilizes an outside consulting company to provide network monitoring and high-end technical support. It is also our understanding that the Town is researching options through which they can replace their existing vendor. ATON would like to be the new Network Support consultant.

ATON will provide the Town of Princeton with comprehensive IT support including on-going network monitoring, server support, network infrastructure configuration/maintenance and other IT support services as requested by the CIO. We will provide this support via remote access or on-site, whichever is more efficient and effective. We will have a network support technician on demand, as necessary. We can also schedule to have a technician on-site periodically, should this be required.

The goal of our support program is to minimize network downtime and increase network efficiency, based on existing and future system configuration(s). The plan covers the three components of good IT technical support: Service, Hardware and Software. Specific tasks covered include:

Software:

- Complete Network Audit – Weekly
- Complete Network Diagram – Weekly
- Site Documentation – Weekly
- Monthly Status Report
- Unlimited help Desk Telephone and Remote Support including all technology peripheral devices such as, but not limited to, desktops, laptops, fax machines, printers, copy machines, etc. (If unable to resolve after 30 minutes, must get escalated to an on-site visit within 2 hours – included in overall quote.)
- On-site technical must be available at the discretion of the CIO, evening and weekend hours may be required as needed to meet demands on the technology department for filming, meeting coverage, upgrades, maintenance, etc.
- Server Administration (create, disable and maintain user accounts in Active Director, manage security rights and security group membership, manage directory shares)
- Unlimited technology consulting with CIO and his/her designee
- Disaster Recovery planning for critical data and implementation
- Bandwidth throttling
- HTTPS proxy support
- Private encryption key generation
- Support of on-site network attached storage device
- Server virtualization
- Bare metal restore
- Annual network penetration testing
- Provide support for all locations connecting to network

Hardware:

- 24/7 server monitoring and management (CIO to be notified of alerts, 1 hour or less response to server down situation)
- Programming and monitoring of managed network switches
- Programming and monitoring of firewalls, including those installed at remote locations
- Server and workstation preventative maintenance

Software:

- Network device monitoring
- Anti-virus software for all workstations, laptops and servers
- Spyware detection and removal support
- Remote access and support (must include a login for CIO and his/her designee)
- Provide complete backup solution of all data, including off-site backup. (Backup files stored at multiple, redundant data centers, support for open and locked files, encryption for data transport).

The Troubleshooting process

ATON will work with the Town's Information Technology Department which will function as ATON's primary technical contact regarding the network. This person will act as a liaison between ATON technical staff and Town employees. When the IT Department identifies a problem it needs help with, they will contact ATON. NOTE: Princeton will receive the cell phone number of three ATON employees: Walter Hansen, President; the primary technical resource and a secondary resource.

ATON will first attempt to resolve the issue via telephone. The ATON tech will work with the Town contact, giving guidance and getting information about the situation. As the Town contact becomes more familiar with the network, and basic troubleshooting techniques, this process will become more efficient.

If the problem cannot be resolved over the telephone, the ATON tech will remotely connect to the Town LAN and attempt to resolve the issue. If the Town does not currently have remote access capability, ATON will provide the LogMeIn remote access application.

If the issue cannot be resolved by phone or remote connection, an ATON technician will be dispatched to Town Hall to resolve the issue onsite. Once onsite, the technician may need to call upon Town employees to assist in the troubleshooting process. In most cases, this assistance should be provided by the Town technical contact. However, there are times when input from the user who identified the problem may be required.

ATON will respond as quickly as possible to all support requests made by the Town. ATON will return telephone calls within two hours. Server failures are considered mission-critical issues and will be escalated to top priority automatically.

ATON Computing Overview

ATON Computing is a New Jersey Category 2 Small Business Entity that has been providing Information Technology and computer consulting services to the public and private sectors for 20 years. Incorporated in 1992, ATON started as a 2-person partnership and has grown into a company with nine full-time and three part-time employees. Our company is built upon a foundation of technical expertise and the provision of cost-effective, quality service to our clients.

Over seventy percent of ATON's gross revenues come from work done with our public sector clients. Our government client list includes municipalities, Authorities and a County.

We have experience supporting a wide range of industry-standard hardware and software within the public sector. We have worked with Edmunds, United, Munidex and other New Jersey-approved government finance packages. We support several Mod-IV systems like Micro Systems and Vital. For planning and permitting, we have clients utilizing RoadRunner, Spatial Data Logic and Mitchell Humphreys. In Passaic County, we support a 2000-person ADP payroll function.

ATON Computing is a Microsoft Certified Partner, specializing Core Network Infrastructure and Server Solutions as well as Silver Certified in the Desktop Competency. We have been

supporting Microsoft server, desktop and office productivity software suites since the early 1990s and have technicians certified in the most prevalent Microsoft offerings.

ATON supports a wide range of security solutions including firewalls, web filters, switches, anti-virus and anti-malware applications. We have two Cisco Certified Network Associates (CCNAs) on staff as well as a SANS-certified Intrusion Protection specialist and a certified computer forensics person. Our CCNAs support all of our clients' networking devices, even those we are not certified on. We have worked with other networking devices including Barracuda, SonicWall, Juniper, Foundry and 3COM.

ATON provides technical support to a number of municipal police departments as well as the Passaic County Sheriff's Department. Our responsibilities range from simple LAN support to the installation and maintenance of mobile cameras and data terminals. We are familiar with several law enforcement vertical-market software applications including InfoCop and Enforsys. We are aware of the restrictions placed upon civilian consultants in a law enforcement environment and work within those constraints. If necessary, ATON staff will undergo the State Police Security Background Check.

The services we provide range from simple needs analyses through wide-area-network design/implementation up to, and including, on-going system support. We keep our clients informed as to what the latest technology is and which solutions are applicable to their specific IT goals. We work with them to minimize system downtime and maximize the return on their IT investment.

ATON has the technical skills and the public sector experience to provide the IT support services the Town of Princeton requires. We understand the public sector and its technology requirements. Our skilled technicians are capable of discussing technology at the highest level of detail, especially important when we act as the Town's surrogate with third-party vendors.

Walter C. Hansen is the President of ATON Computing and the key contact person for this project. He is a Certified Government Chief Information Officer and is one of ATON's founders. Walt is ultimately responsible for the satisfactory provision of IT services by ATON to the Town of Princeton.

Client References

County of Passaic
401 Grand Street

Hector Herrera
Deputy County Administrator

Paterson, New Jersey 07505

973-881-4405

Township of Millburn
375 Millburn Avenue
Millburn, New Jersey 07041

Timothy Gordon
Business Administrator
973-564-7075

Borough of Fair Lawn
8-01 Fair Lawn Avenue
Fair Lawn, NJ 07410

James Van Kruininge, Jr.
Deputy OEM Coordinator
201-794-5314

Borough of Wanaque
579 Ringwood Avenue
Wanaque, NJ 07465

Thomas F. Carrol
Borough Administrator
(973) 839-3000 ext 7113

The Town Investment

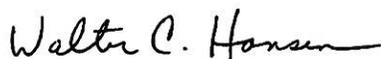
Our monthly fee for providing the services outlined above is **\$5,340, totaling \$64,080** for the twelve months following contract signing. This fee does not include the provision of any hardware or software for use by the Town.

Conclusion

This proposal is valid for 90 days after issuance and covers a contract period of twelve contiguous months. If the definition of the plan and the terms set forth in this proposal are acceptable, issue a purchase order to ATON in the appropriate amount.

ATON Computing:

Walter C. Hansen, President



October 22, 2013