





Your Professional IT Support Provider
Atlantic IT – Managed Support Solution
Managed IT Services Addendum ("Services Addendum") (Page 1 of 6)

COMPANY INFORMATION			SERVICE START DATE	
COMPANY ("Customer") Rockaway Valley Regional Sewerage Authority			PRIMARY CONTACT NAME JoAnn Mondsin	PRIMARY CONTACT TITLE Executive Director
BILLING STREET ADDRESS RD#1, 99 Greenbank Road			PRIMARY CONTACT TELEPHONE 973-263-8319	CELL PHONE
BILLING CITY Boonton	STATE NJ	ZIP CODE 07005	PRIMARY CONTACT EMAIL ADDRESS jmondsini@rvrsa.org	
MAIN TELEPHONE 973-263-1555		MAIN FAX 973-263-9068		
MANAGED SUPPORT				
<div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">INITIALS </div><div><small>I hereby elect the Managed Support Solution described herein (or as noted on a corresponding Ordering Document) and agree to the Service Terms and Conditions and the Service Level Agreement of this Services Addendum. Pricing is based upon both selected solution entitlements and scope and usage assumptions (which may be based in part upon my representations). I agree to notify ATLANTIC within five (5) days of adding additional users and understand that additional monthly charges and setup fees will apply.</small></div></div>			Managed Support Fee: 3746.07 /MONTH	
ONBOARDING AND OTHER FEES				
<div style="display: flex; align-items: flex-start;"><div style="margin-right: 10px;">INITIALS </div><div><small>I hereby agree to the On-boarding Fees and additional services as defined in the remarks</small></div></div>			ONBOARDING FEES 0 /ONE-TIME	
Summary of Services				
Agreement Type Fully Managed				
<div style="display: flex; justify-content: space-between;"><div><input checked="" type="checkbox"/> Managed Detection and Response (MDR)</div><div>Quantity:</div></div>				
<div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Managed Detection and Response Premium (MDR)</div><div>Quantity:</div></div>				
<input checked="" type="checkbox"/> Dark Web Monitoring (Single Domain)				
<input type="checkbox"/> Email Security				
<input checked="" type="checkbox"/> Microsoft OS Security Patch Management on Server(s) & Endpoints				
<input type="checkbox"/> End User Awareness Training				
<div style="display: flex; justify-content: space-between;"><div><input type="checkbox"/> Multi-Factor Authentication:</div><div>Quantity:</div></div>				
<div style="display: flex; justify-content: space-between;"><div>Microsoft <input type="checkbox"/></div><div>Other <input type="checkbox"/></div></div>				
Additional Comments / Information				
<p>Other IT services are billed separately, due to separate agreements or fluctuating costs. They include: 365 subscriptions, Email filter, Email impersonation protection, AV for home users, User Awareness training, MFA, BDR appliance & cloud backup, MDR, SentinelOne EPP/ EDR, Darkweb monitoring, Sonicwall firewall monthly fee and BDR (backup disaster recovery) fees. Per proposal dated November 27, 2024.</p>				
TOTAL SERVICE CHARGES				
Payment Terms (Due Upon Signing):			\$	
INITIALS 			TOTAL MONTHLY REOCCURRING	
1 st Month Service Fee:			\$	/MONTH
100% of the "Onboarding and Other Fees": 0			\$	/ONE-TIME 3746.07

TERM & RENEWAL


INITIALS 	Term of Service ("Initial Term")	12	Months	The "Term" is the Initial Term and any Renewal Terms
	Customer agrees the Initial Term of this Services Addendum is non-cancellable. The Service Start Date is located on page (1) of this Services Addendum. As a condition precedent to service provision, Customer shall pre-pay upon execution of this Agreement the 1st and last scheduled monthly payment plus any one-time setup charges. The billing cycle shall be deemed to start on the first (1 st) day of the first full month of coverage. Payment during any partial month that precedes the first full month of the Term shall be pro-rated and separately paid.			
Renewal Terms (each a "Renewal Term," collectively, "Renewal Terms")				
The term hereof will automatically renew for successive twelve (12) month periods unless cancelled in writing by either party at least thirty (30) days prior to the end of the Initial Term (or preceding Renewal Term). Renewal prices are subject to change.				

SUPPORT SERVICE LEVEL SERVICES ADDENDUM ACKNOWLEDGMENT


INITIALS 	Authorization to install Support & Utilize Remote Access			
	I hereby authorize ATLANTIC to install remote management, security, desktop agent, and/or backup software on all desktops, servers or other devices managed hereunder. I also authorize ATLANTIC to utilize remote access technology to access our equipment for to provide the Services. Except as otherwise noted herein, the equipment and other items covered hereunder as of the Start Date (as indicated on the Covered Products Schedule) are referred to herein as "Covered Products".			
	Acceptance of the Services Addendum and the Support Level Agreement ("SLA") incorporated herein,			
	I understand that ATLANTIC provides SLA coverage to my Covered Products as described herein, subject to the terms set forth herein, which terms are incorporated into the Services Addendum.			
Limitations of On-Site Support				
I understand that, except as otherwise expressly stated, ATLANTIC includes on-site support as a last resort only after all attempts at remote and telephonic support have been exhausted or at the sole discretion of its IT Support Management. Customer agrees to cooperate in good faith with ATLANTIC's efforts to resolve support incidents via remote support and to refrain from, directly or indirectly, impeding, interfering or otherwise frustrating such efforts. Unless expressly included in Customer's Support Plan, On-Site Support is Out of Scope and billable in accordance with the provisions hereof.				

FEES FOR OUT OF SCOPE SERVICES

I understand that certain additional fees may apply for Out of Scope Services (as defined below). The below labor rates apply to any Out of Scope Services.

INITIALS 	Services Addendum Rate	195	PER-HOUR	Hardware/Software At Cost
	Included Users up to	32	USERS	Outside vendor/3rd party Services Billed Directly
	Additional User Rate	125	PER-USER	Additional User Info:
	Additional User Rate	125	PER-USER	

PAYMENT METHOD & BILLING CYCLE

INITIALS 	Billing Cycle:	<input checked="" type="checkbox"/> Monthly Billing	<input type="checkbox"/> Annual Billing
	Payment Method:	PO 25-00062	
	<input type="checkbox"/> Payment by ACH*		
	<input type="checkbox"/> Payment by Credit Card**		
By checking the above payment option, Customer authorizes Atlantic to, as applicable, debit from its account (an ACH pull) or charge its credit card for charges arising under this Services Addendum, along with any other charges arising after signing this Services Addendum and/or any other applicable Ordering Document for each Monthly billing Cycle during the Term. As a condition to receipt of Services, Customer agrees to complete and submit any form required to implement the selected payment method. Any fee changes will be reflected on the monthly invoice, which Atlantic will endeavor to provide Customer prior to automated payment processing. This authorization is valid throughout the Term of this Services Addendum, including any renewals. A \$250.00 service charge applies to all returned checks and/or other insufficient funds notices.			
**Credit Card payments will include a 3% surcharge.			
By signing below, Customer acknowledges and agrees to: (a) pay invoices in accordance with my Billing Cycle and Payment Method selection as required hereunder; and (b) have read, understood, and agreed to the terms of this Services Addendum, including the MSA (as defined below).			
Customer Signature, Printed Name and Title:		Date:	
JoAnn Mondini, Executive Director		1-14-25	
Atlantic Signature, Printed Name and Date:			
Kia Robinson		1/14/2025	
ECF14A1959D24F7...			

SERVICES ADDENDUM TERMS AND CONDITIONS

MANAGED IT SERVICES ADDENDUM (This “Services Addendum”), is incorporated into and made a part of the above Services Addendum between Facsimile Communications Industries, Inc., d/b/a Atlantic Tomorrow’s Office (“Atlantic”) and the entity listed on the Page 1 hereof, (“Customer”). Atlantic and Customer (each a “Party,” collectively the “Parties” or “parties”) agree that the following terms and conditions will apply to services under this Services Addendum (collectively, the “Services”).

1. Managed Services

- 1.1. Atlantic will perform the specific scheduled support, monitoring and administration identified below. An overview of the devices that will be monitored under this Services Addendum may be provided above. In general (not specific to Customer), “covered products” may include, as applicable, Customer-owned and network connected: servers, switches, firewalls, vpn appliances, routers, network storage, wireless access points, controllers, uninterrupted power supplies (UPSs) and power distribution units (PDUs), workstations and email systems; “covered products” do not include phones, phone systems, printers or any other third party products or services not included on the preceding list. Customer’s Covered Products (“Covered Devices,” collectively with any other covered products, “Covered Products”) are limited to those products from the preceding list in Customer’s technology infrastructure as of the commencement of this Agreement and any products added to such technology infrastructure directly by (or approved, in its sole discretion, to be added by) Atlantic during the Term. Customer’s elected service plan (e.g. Co-Managed Infrastructure-Only, Fully-Managed) is indicated above, and will establish the parameters/entitlements of the Services and the Covered Products. Following execution of this Services Addendum, as part of its onboarding process, Atlantic will use reasonable efforts to document the details of Customer’s Covered Products and other relevant aspects of Customer’s technology infrastructure.
 - 1.1.1. Atlantic will monitor Covered Products 24 hours a day, 7 days a week via remote management tools over an Internet connection. Customer hereby consents to remote access by Atlantic to Customer’s network and such other actions as Atlantic deems reasonably necessary to perform the Services.
 - 1.1.2. All network-connected Covered Products under this Services Addendum will be monitored for up/down status. For example, should a server or firewall remain off-line, Atlantic will reasonably promptly notify the Customer (except Co-Managed, User-Only support contracts in which Covered Products are limited to workstations).
 - 1.1.3. Atlantic will connect to Covered Products via an internet connection to perform routine and preventative maintenance such as, as applicable, reboots, security updates, desktop defrags, backup event review (if backup is included in Services (pursuant to a separate Ordering Document)), and, to the extent Customer receives Atlantic’s end-point protection solution (“EPS”) as part of the Services, updating anti-virus definitions. If Customer declines use of Atlantic’s EPS, Atlantic is relieved of all responsibility/liability arising directly or indirectly from or in connection with Customer’s selected end-point protection product.
 - 1.1.4. Customer is responsible to ensure Covered Devices remain continuously connected to the internet. Customer understands, acknowledges and agrees that Atlantic’s ability to perform the above services is subject to Customer’s Covered Products remaining continuously connected to the internet.

2. Support Services

- 2.1. Atlantic will, directly or indirectly, provide Technical Support Services for Covered Products, consisting of assistance to Customer in the resolution of, as applicable based on the coverage plan, network and/or network-related problems via telephone, remote management software (via Internet) or on-site visits, as determined by Atlantic, in its sole discretion.
- 2.2. Atlantic will, directly or indirectly, monitor, maintain and, as applicable, support Covered Products 24/7/365, as follows:

When	Manner of Support
Monday-Friday, 7am - 7pm (Excluding Atlantic Holidays)(“Normal Business Hours”)	Live phone support
After-Hours/Weekends/Holidays	voice-messages/emails relayed to dedicated personnel who provide remote support, including escalations, where warranted.

- 2.3. Atlantic will, subject to limitations outlined in Section 2.4 below, provide reasonable remote liaison services – endeavoring to work with Customer’s 3rd party technology vendors (of operation-critical technology products) (“IT Vendor(s)/Manufacturer(s)”) to facilitate the resolution of issues arising from such 3rd party technology vendor’s operation-critical products. Atlantic’s responsibility to perform liaison services is limited to using reasonable efforts to either assist the IT Vendor/Manufacturer to diagnose or (to the extent requiring Atlantic to take action affecting Covered Products) resolve an issue emanating from Covered Products but involving an IT Vendor/Manufacturer (i.e. 3rd party technology vendor). In the event services are required from the IT vendor/manufacturer, Customer is responsible to pay the IT Vendors/Manufacturers for such services. Additionally, Atlantic’s performance of such manufacturer’s obligations (e.g. installation of a provided “fix”) are Out of Scope Services.
 - 2.3.1. Vendor Specific Line of Business Applications. All applications that are proprietary, industry-specific or otherwise non-standard (in Atlantic’s reasonable discretion) will be clearly outlined with Software Application name, platform, version, vendor contact and licensing information on a Covered Products and Technology Infrastructure Schedule.

- 2.4. Atlantic's support and coverage hereunder (including, without limitation, liaison services) is limited to equipment, applications software and/or other products within relevant Original Equipment Manufacturer or licensor support lifecycles ("OEM Lifecycles"). Any Equipment, Software or other applications outside of such support lifecycles will be considered End of Life ("EOL" or "EOL Products"). Atlantic uses reasonable efforts to maintain a current list of products with corresponding OEM lifecycles. However, since accuracy and correctness is subject to cooperation from and notification by relevant vendors, Atlantic cannot and does not guarantee that its list is current.
- 2.5. Atlantic's responsibilities hereunder are subject to, *inter alia*, Customer's continued coverage under and compliance with applicable manufacturer/licensor maintenance/support contracts.
3. **Support Level Services Addendums ("SLA")**
- 3.1. Atlantic shall, in its sole discretion, classify each support incident by its level of priority, as follows:
- 3.1.1. Critical – Customer's entire office, business operations or more than 50% of employees are affected and unable to perform work duties due to the reported issue.
- 3.1.2. Standard – At least one of Customer's employees is affected and unable to perform his/her work duties due to the reported issues.
- 3.2. Response Times
- 3.2.1. Atlantic employs commercially reasonable efforts to respond to support requests within one (1) hour during Normal Business Hours and otherwise endeavors to meet the following response times:
- 3.2.1.1. Critical – Within one (1) Business Hour
- 3.2.1.2. Standard – Within four (4) Business Hours
- 3.3. ATLANTIC endeavors to resolve issues/non-conformities during the initial response time; however, extenuating circumstances such as dependency on Customer's third-party hardware/software vendors, or other circumstances outside of ATLANTIC'S reasonable control, including, without limitation, Customer's failure to perform its obligations hereunder and/or non-responsiveness, may impede ATLANTIC'S ability to identify and/or provide a resolution within the time period specified. Under such circumstances, communications with third parties and/or other unforeseeable investigatory methods or actions may be necessary, and such activity may prolong or impede resolution. Such instances will be considered on a "Hold" status until the matter or impediment is, in ATLANTIC'S sole discretion, resolved or removed, as applicable. Customer acknowledges that issues and support incidents that are Excluded or Out of Scope are billable hereunder.
4. **Customer Responsibilities/ Out Of Scope Services/Additional Work**
- 4.1. **Customer Responsibilities.**
- 4.1.1. Customer shall timely provide any permissions, access and/or other actions necessary to facilitate Atlantic's implementation (e.g. loading), establishment and utilization of Services-delivery tools ("Atlantic Tools") on Covered Products, which Atlantic Tools include:
- 4.1.1.1. Remote Management Tool: which enables Atlantic remote monitoring and access to Covered Products (including, Customer's network/infrastructure/workstations, as applicable); and
- 4.1.1.2. Patch Management Tool: through which Atlantic manages, as applicable, all workstation and server operating system security updates and patching.
- 4.1.1.3. Other Discovery and/or Management Tools used by Atlantic to deliver Services.
- Customer acknowledges and agrees that Atlantic Tools are critical to Atlantic's ability to deliver Services. Atlantic Tools require consistent internet connectivity within Customer's infrastructure and specifically to Covered Products. Customer hereby approves Atlantic making any required network changes to the extent reasonably necessary for Atlantic Tools implementation and/or utilization.
- 4.1.2. Customer shall properly and lawfully license any software within Customer's technology infrastructure and remain continuously compliant with applicable licenses/license agreements.
- 4.1.3. Customer acknowledges that OEM or applicable 3rd Party vendor support is required to properly troubleshoot and remedy failures in Covered Products. Accordingly, Customer is responsible for obtaining, maintaining and otherwise supporting, at its own expense, all data processing and communications products, as well as any third party hardware software and/or services, and for complying with any contractual obligations arising in connection therewith. The foregoing includes, without limitation, responsibility for procuring/providing, maintaining and remaining compliant with maintenance agreements on/for all Covered Products and Customer's technology infrastructure, where applicable. The foregoing obligation also includes ensuring hardware/software does not reach EOL. Accordingly, Customer hereby authorizes Atlantic to, on Customer's behalf, renew license and support agreements with manufacturers and licensors of Covered Products, and agrees to promptly pay Atlantic in full for such renewals. Customer acknowledges that failure to do so will materially impede Atlantic's ability to provide Services, may result in extended downtime and may require Customer to purchase additional products or services before a ticket/issue can be resolved. For avoidance of doubt, support services and other performance will be deemed Out of Scope absent a valid and effective OEM support/maintenance contract on all Covered Products and Customer technology infrastructure.

4.1.4. Customer shall promptly satisfy, and otherwise remain current on, all financial obligations to **Atlantic**.

4.1.5. Customer shall procure such new (e.g. replacement) or additional hardware, software and/or other products

Atlantic deems necessary to mitigate security risks or otherwise facilitate **Atlantic’s** efficient performance of its obligations hereunder. Any new hardware, software and/or other products must be procured from or otherwise pre-approved by Atlantic (and Customer must provide Atlantic at least sixty (60) days prior notice. For avoidance of doubt, Customer shall provide Atlantic the right of first refusal to provide any hardware, software or other IT products or services (including cybersecurity products and services). To the extent Customer procures hardware, software or other products from a party other than **Atlantic**, any installation, implementation or support services arising directly or indirectly from or related in any way to any such product Customer are Out of Scope.

4.1.6. Customer shall promptly and properly report issues/support requests through Atlantic’s prescribed ticketing system. Customer shall cooperate with Atlantic’s troubleshooting efforts and timely respond to **Atlantic** staff.

4.1.7. Customer shall regularly (not less than once every twenty-four (24) hours) backup all data.

4.1.8. Customer shall comply with all applicable federal, state and local laws, rules, ordinances and/or regulations, and with **Atlantic’s** reasonable instructions.

4.1.9. Neither Customer (nor its staff) shall abuse or otherwise excessively utilize **Atlantic’s** Services.

4.1.10. Customer acknowledges that changes to Customer’s technology infrastructure (including Covered Products, providers and network) may adversely affect the performance of **Atlantic’s** services hereunder. Accordingly, Customer agrees to obtain **Atlantic’s** prior written consent prior to making material additions, moves and/or other changes (collectively, “Changes”) to Covered Products and/or Customer’s technology infrastructure, including, without limitation, software, networks, ISPs or service providers whose services directly or indirectly impact Covered Products. Customer shall notify **Atlantic** in writing not less than ninety (90) days prior to such proposed Changes. **Atlantic** will not unreasonably withhold such consent. For avoidance of doubt, Customer assumes all risks associated with any such Changes, and any services or other performance by Atlantic arising directly or indirectly therefrom will be Out of Scope.

4.2. Out of Scope Services.

4.2.1. Services that are not included within the scope hereof are “Out of Scope” or “Excluded” Services, and such Excluded Services are billable at **Atlantic’s** Agreement Rate (unless otherwise provided). Either party may initiate a request for Excluded Services.

4.2.2. Excluded/Out of Scope Services.

4.2.2.1. Onsite Services provided outside of Normal Business Hours and/or where otherwise not expressly included in Services (e.g. where Atlantic deems onsite Services unwarranted, but Customer insists).

4.2.2.2. Excessive use of Services, as determined by Atlantic, in its sole discretion.

4.2.2.3. Labor, products and/or other services or expenses necessary to resolve problems caused by or involving, *inter alia*, any of the following:

4.2.2.3.1. External causes, such as Customer software, other Customer products, high voltage and low voltage cabling/lines, and/or systems not provided by or through Atlantic;

4.2.2.3.2. EOL Products and other pre-existing IT environment, infrastructure or application issues ; **4.2.2.3.3.** Computers or networks outside of Customer’s corporate network (including, without limitation, Customers’ employees’ personal devices and/or home networks);

4.2.2.3.4. Failure by Customer to fulfill its “Customer Responsibilities” under this Services Addendum;

4.2.2.3.5. Products, software or hardware not included in Covered Products;

4.2.2.3.6. Changes in the Covered Products and/or managed infrastructure not approved in writing by **Atlantic**;

4.2.2.3.7. Any negligent or willful act or omission, or unauthorized action (e.g. repair, relocation, combination), of Customer or any third party (other than **Atlantic**) engaged by Customer;

4.2.2.3.8. Any virus attacks or security breaches (except to the extent introduced directly by **Atlantic**);

4.2.2.3.9. A condition or issue arising prior to commencement of the Term;

4.2.2.3.10. Recovery and/or restoration of lost, damaged or corrupted data;

4.2.2.3.11. Fire, flood, other act of god, accident, misuse and/or unauthorized attempts by Customer or any third party to repair, relocate, combine or otherwise modify aspects of such environment;

4.2.2.3.12. Customization or development of new interfaces or other consulting services beyond the scope of this Services Addendum; and/or

4.2.2.3.13. Moves, adds, changes and/or labor that requires a 3rd party or subcontractors.

4.2.3. **Atlantic** may recommend improvements (Additional Work) to Customer’s infrastructure, network and/or network related hardware and software based on **Atlantic** experience and industry accepted best practices in the use and deployment of technology systems. The Charge for Additional Work under this Services Addendum shall be at Out of Scope Agreement rate set forth in this Services Addendum. Should Customer elect to proceed with Additional Work, Customer agrees to pay the total of all Additional Work charges per the terms set forth under this Services Addendum.



Your Professional IT Support Provider
Atlantic IT – Managed Support Solution
Managed IT Services Addendum ("Services Addendum") (Page 6 of 6)

5. General

- 5.1. MSA Incorporation and Entire Agreement.** This Services Addendum incorporates by reference Atlantic's ATO Managed IT Master Service Agreement 20230101 Version (the "MSA"), a copy of which is accessible via <https://tomorrowsoffice.com/mit-terms/> password At!@nT1c. This Services Addendum, as supplemented by the MSA, is the exclusive statement of the agreement of the parties with respect to its subject matter and supersedes all prior agreements, negotiations, representations, proposals, and awards, written or oral, relating to its subject matter. Except as otherwise expressly provided in this Services Addendum, any conflict between the terms hereof and those of the MSA will be resolved in favor of the MSA.
- 5.2. Governing Law/Venue.** This Services Addendum is executed under the laws of the State of New York and governed by the laws thereof. The federal and state courts located in New York County, New York have exclusive jurisdiction for any controversy arising in connection herewith.
- 5.3. Acceptance.** This Services Addendum shall not be effective until it has been approved and accepted by Atlantic.

[2025 Managed IT Services Proposal]

December 3, 2024

Rockaway Valley Regional Sewerage Authority

Attn: JoAnn Mondsini
99 Greenbank Road
Boonton, NJ 07005

Dear JoAnn,

Thank you for the opportunity to provide your organization with Managed IT services, technology solutions and IT management in the upcoming New Year. For 2025, I have proposed to continue your Managed IT Services solution as it has been a great success. The Managed IT proactive approach is keeping your IT infrastructure secure, up-to-date, applications and systems patched and ultimately your employees more productive. The costs for 2025 Managed IT Services will remain at current rate - please note we are always improving and have provided some additional upgrades and features to our MIT offering. Due to the ever-increasing threat landscape, we propose a continued increase and improvement to your overall IT security strategy for 2025. This will include implementing some new software and security policies that will increase overall security alongside improving and automating your employee's security awareness and education. The specific security recommendations that I listed below or any additional IT projects or setups outside of the Managed Services Agreement bundle would still bill at a reduced rate or quoted as a project. I have provided some estimates and budgetary numbers.

Current Services:

- A. Managed Services & Remote Monitoring and Management/ hardware inventory: (~\$3746/m plus budget for ATO's standard 6% yearly increase)**
Managed services and support, which is a proactive, inclusive, fixed cost solution that has been working successfully. This fixed Managed services fee includes below items for which you are currently billed for:
- All on-site and off-site support services- for current workstations and tablets combined.
 - Updates and patches are monitored and managed keeping you secure
 - OpenDNS / Cisco Umbrella protection service which mitigates risk by adding additional security and web protection
 - RMM (Remote Monitoring and Management) for your servers and workstations
 - WIFI Centralized Monitoring and Management
 - Technical Business Reviews, including Strategy planning, Budget Analysis, IT reports, Project management and education on current and emerging technologies.
 - 24/7/365 Server & Workstation Monitoring of servers and workstations.
 - Remote access support ability
 - Managed and monitored EDR – Endpoint Detection Security (upgraded from Webroot AntiVirus)
 - Remote Support Console - Employees do not have to assist for remote access and we can fix problem in the background without interruption to the employee
 - Client Ticket Portal - Status / interaction with tickets can be performed by your employee
 - Auto Ticket Generation for Critical Alerts



- Support Email Auto Ticket Generator
 - 24/7/365 Emergency Support for *Total site outages*
 - 24/7/365 Network monitoring
 - Top Priority SLA
 - Remote Patch Management & Virus Scans & Cleanup
 - All Remote Maintenance Support Covered
 - All Onsite Support Covered
 - Fixed monthly expense
- B. 365 Subscriptions – 365 Email hosting and Email Security Service licenses (TrustiFi), (~ \$725/m currently 51 365 subscriptions, and 56 Email security users- difference may be due to email aliases)**
- C. Firewall – SonicWall SeCAAS – (\$146/month) TZ500 w/ AGSS security services for firewall and 25 SSL VPN user license (*security services on firewall expire in April of 2026*)**
- D. User Awareness Training – (\$63/m)**
- E. Dark Web Monitoring – (\$150/m) – rvrsa.org domain**
- F. MFA – Multifactor Authentication (Cisco DUO) – (\$128/m) – 32 users at \$4/m. Provide single sign on and MFA for 365, VPN and any supported LOB (line of business) applications.**
- G. Microsoft Premium P2 Azure Active directory subscription – (\$9/m) – Used to provide additional security conditional access parameters and reporting. Works with MFA.**
- H. Managed EPP / EDR (SentinelOne) –\$270/m) – End-point protection and End-point Detection and Response.**
- I. Advanced EPP - Upgrade to SentinelOne Complete - (~\$114/m) This will be upgraded to next level plan called Complete, which will cost an additional \$3 per device per month. (38 devices currently but subject to change depending on number of devices with EPP)**
- J. Datto BDR - Backup Appliance & Cloud S5-6- (\$733/month) On-site appliance and off-site infinite cloud data backup and BDR solution –**
- Datto backup appliance management with unlimited cloud backup storage from appliance

Project & Budgetary Recommendations for 2025:

Proposed Security Enhancements and additional project work with estimated costs:

- **Managed XDR & CRI – (~\$760/m plus one-time setup and hardware cost of \$4k)**
Vulnerability Management, log and scanning solution- XDR-SIEM-CRI Security Bundle
Vulnerability scanning solution, SIEM (log management) and CRI (Cyber risk intelligence).
- **HP Switch hardware warranty Renewals and Support Coverage - ~\$600 for 2025 year only**
This is for 3 HP switches that are eligible for coverage. Serials and specifics are in the proposal.



- **Application Control and protection** – control who can install what applications, protects against malicious software being installed. *Estimate of \$6/u/m plus ~\$500 one-time setup.*

Allowlisting – permission for firm approved applications

Ringfencing – limitation on how an application interacts to help prevent exploitations

Elevation Control – Allow updates to be performed by end users without providing administrative rights

Additional work to consider and discuss in 2025:

The below bullets may need some elaboration, and I would be happy to discuss each in further detail during a business discussion or our Technical Business Review, which we will be scheduling for 2025.

- Maintain all industry specific software contracts. (Edmunds, Timetrak, security Camera platform)

As you know, we strive to provide the best IT services and solutions that will allow you and your team to harness the power of your technology. This includes improving security, increasing productivity and ultimately providing overall peace of mind with your IT. We believe continuing the Managed IT Services proactive approach, along with the proposed 2025 enhancements is the best direction for your IT. Let me know if you would like to sit down and discuss this proposal, as well as I can provide some additional information about some of the proposed solutions to ensure you are making an informed decision.

Sincerely,

Bill Mavracic

Atlantic Tomorrows Office • 212-741-6400 x7231

Resolution 24-123

RESOLUTION AUTHORIZING THE EXECUTION OF A CONTRACT
WITH ATLANTIC TOMORROWS OFFICE, FOR THE PROCUREMENT
OF 2025 COMPUTER IT SERVICES

WHEREAS, the Rockaway Valley Regional Sewerage Authority ("RVRSA") requires computer IT services and the provision of support and maintenance of the same; and

WHEREAS, the retention of such software and services exceeds \$17,500.00, and which services may be procured based on a fair and open process and under the provisions of the Local Public Contracts Law, N.J.S.A. 40A:11-1 et seq.; and

WHEREAS, Atlantic Tomorrows Office, having a business address of 310 Commerce Drive, Moorestown, NJ, has provided the attached proposal, dated November 21, 2024, for the provision or performance of goods or services for the support or maintenance of proprietary computer hardware and software;

WHEREAS, under the Local Public Contracts Law, N.J.S.A. 40A:11-5(1)(dd), a contract may be awarded without public advertising for bids and bidding for the provision or performance of goods or services for the support or maintenance of proprietary computer hardware and software, provided that this exemption shall not be utilized to acquire or upgrade non-proprietary hardware or to acquire or update non-proprietary software; and

WHEREAS, funds are available therefore in line 01-501-025 & 01-851-001.

NOW, THEREFORE, BE IT RESOLVED by the Rockaway Valley Regional Sewerage Authority, as follows:

1. The Executive Director is authorized and directed to enter into a contract with Atlantic Tomorrows Office, having a business address of 310 Commerce Drive, Moorestown, NJ, in the form attached hereto for the provision of such services, and at the rates set forth therein, in an amount not to exceed **\$92,000.00**.

2. A copy of this Resolution shall be published in accordance with N.J.S.A. 40A:11-5(a)(i).
3. This Resolution shall take effect as provided by law.

I hereby certify that this Resolution was adopted at a meeting of the Rockaway Valley Regional Sewerage Authority on the 12th of December 2024.

On motion of: Commissioner Schorno
Second by: Commissioner Howarth

and a Roll Call Vote as Follows:

Yeas (6) Andes, Corbett, Farrell, Howarth, Isselin, and Schorno.

Nays: (0) None

Abstain: (0) None

Absent: (4) Cegelka, Lavery, Vacant Commissioner of Randolph, and Zuppa.

A handwritten signature in dark ink, appearing to read "Donald Farrell", is written over a horizontal line.

Donald Farrell, Board Secretary