

January 21<sup>st</sup>, 2020  
P.O. Kirby Vargas Jr.  
Asbury Park Police Department  
*(Technical Services Unit)*  
One Municipal Plaza  
Asbury Park, NJ 07712

*Re: Millennium Managed Services - Yearly Block Hour Contract*

Dear: Mr. Vargas

We present Asbury Park Police Department with a Millennium Managed Service Block Hour Contract. The below services will be done under the NJ State Contract #88740

## PRICING

Support Options	Contract Price
48 hours (yearly)*	\$8,160 per year**
96 hours (yearly)*	\$16,320 per year**

## FEATURES

- Access to client portal to keep track of ticket and time used
- Ability to open trouble tickets via Email, Phone, or Client Portal
- To be used for Moves, Adds, and Changes(MACs) and Break/Fix

### Service Level Agreement (SLA)

1. 4 Hour Remote Response during normal business hours; Minimum 1 hour at time of service
2. NBD On-site Response during normal business hours; Minimum 4 hours at time of service
3. Emergency / After Hour support will be deducted from block hour at 1.5x rate; Minimum 4 hours at time of service
4. Normal business hours: Monday - Friday, 8am - 5pm

### Minimum service period of twelve (12) months from acceptance.

\* Unused time will not be carried forward into the following year. The overage billing rate is \$170.00 per hour.

\*\* To be invoiced up front at the acceptance of the service.

The following list of equipment / application is incorporated into your Millennium Managed Services agreement:

Cisco Security LAN  
Genetec Physical Security  
Surveillance Cameras & Secure City Enclosures

Notes

- *This Contract does not include union labor. If needed, prevailing wage, second shift, and holiday rates will apply.*
- *It is STRONGLY recommended that the Customer have proper extended support contract from manufacturer in case of product malfunction, and we have to escalate the issue.*

If you have any questions or require any further information please do not hesitate to contact me. I can be reached directly at (973)-929-2532 or via e-mail at [kburkhard@millenniuminc.com](mailto:kburkhard@millenniuminc.com). I look forward to a long-standing relationship with you and your organization.

Sincerely,

*Keith P. Burkhard*

Manager, Security & Surveillance  
Standard Terms & Conditions

All work to be performed during normal working hours. Access without delay is the responsibility of others. Delays attributable to customer, other trades, etc. may have an impact on project schedule and pricing. All material is guaranteed to be as specified. All work to be completed in a workmanlike manner and in accordance with industry practices. Any alteration or deviation from above specifications involving extra costs will be executed only upon written orders, and will become an extra charge over and above the estimate. All agreements are contingent upon strikes, accident or delays beyond our control.

This estimate is valid for 30 days. Payment terms are net 30 days from invoice date; materials will be invoiced at start of project, and progress payments for labor will be invoiced commensurate to work accomplished at the end of each month. Owner to carry fire and other necessary insurance. Our workers are fully covered by Worker's Compensation Insurance.

Unless otherwise agreed to in writing, Buyer shall pay for the services rendered within thirty (30) days of the date of invoice. In the event

Buyer fails to pay the total purchase price within said 30-day period; Seller shall be entitled to collect an interest charge of the lesser of 1.5 % per month or the maximum amount allowed by applicable laws applied to the unpaid purchase price. Seller shall also be entitled, in addition to all other remedies available at law or in equity, to recover reasonable attorneys' fees and/or other expenses in collecting the purchase price or otherwise enforcing or successfully defending itself in respect of this sales contract. Customer signature and Purchase Order are required before work will commence.

Customer Acceptance

The above pricing, specifications, and conditions are satisfactory and are hereby accepted. You are authorized to perform the work as specified. Payment will be made as outlined above.

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Signature

Print Name

Title

Date

Please fax to (973) 503- 0111.