

# Cover Letter

June 10, 2025

Borough of Matawan  
Karen Wynne, RMC  
201 Broad Street  
Matawan, New Jersey 07747  
[karen.wynne@matawanborough.com](mailto:karen.wynne@matawanborough.com)



90 Matawan Road, Suite 105  
Matawan, New Jersey 07747  
732-493-1900

[www.oceancomputer.com](http://www.oceancomputer.com)

Tax ID: 22-2595133

Re. IT Managed Services Proposal

Dear Ms. Wynne,

Ocean Computer Group, Inc. is pleased to present our proposal for IT Managed Services tailored to meet the needs for the Borough and Police Department. With over 40 years of experience working with New Jersey municipalities and agencies, our OceanWATCH Managed IT Services is specifically designed to deliver reliability, security, and exceptional support.

Our fully managed OceanWATCH service offers both remote and onsite support, delivering proactive, value-driven services far beyond conventional hourly support. Every OceanWATCH technician is a dedicated Ocean Computer Group employee based in New Jersey, available to assist 24/7 to address critical IT needs quickly and effectively. Included Advanced Detection and Response (EDR) antivirus and malware protection and Managed Security Operations Center (MSOC) with threat hunting.

Our OceanASSIST Professional multi-layered security solution is also included in this proposal, including full email protection (backup, archiving, phishing protection and forensics), Cloud Server Backup up to 6TB, Monthly Penetration Testing (Internal and External), Entra P1 licenses for enhanced O365 security logging, Cyber JIF / CJIS password compliance and DUO Multifactor authentication for administrative accounts.

## Seamless Transition

We understand that starting with a new service provider can be challenging. Our onboarding process is crafted for a smooth and efficient transition, ensuring minimal disruption. On day one, our team will be onsite to support your users and begin delivering the services you need.

## Strategic IT Guidance

Your dedicated Virtual Chief Information Officer (vCIO) and Technical Account Manager (TAM) will provide ongoing consulting to support your compliance with New Jersey's cyber insurance and Criminal Justice Information Services (CJIS) standards. Our goal is to ensure your organization meets these certifications, while aligning with best practices for risk management, compliance, and cost efficiency.

## Comprehensive Service Coverage

Our all-inclusive service fee includes 24/7 monitoring, vCIO services, regularly scheduled TAM onsite visits, remote and onsite support, proactive patching, and more. We also cover travel, mileage, and tolls to simplify budgeting.

Thank you for considering Ocean Computer Group as your IT partner. We look forward to bringing our extensive experience and commitment to excellence to your organization.

Ken Dominguez  
Ocean Computer Group, Inc.  
Sr. Account Manager | vCIO | Public Accounts  
e: [kdominguez@oceancomputer.com](mailto:kdominguez@oceancomputer.com)  
p: 732-918-4686



## Executive Summary:

Ocean Computer Group is committed to being your trusted IT partner, offering solutions that optimize your IT infrastructure, enhance security, and support operational efficiency. Through our proactive OceanWATCH service, we deliver reliable support tailored to meet your organization's specific needs and goals. We also include our OceanASSIST Professional multi-layered security solution to help proactively protect your most important assets, your data.

## Our Approach:

OceanWATCH Managed IT Services prioritize proactive management over reactive solutions. From day one, our team will assess your IT environment, identifying improvements to develop a customized, strategic IT plan aligned with your organization's objectives. This includes cybersecurity, business continuity, and scalable infrastructure solutions.

## Why Ocean Computer Group?

1. **Immediate Support:** Our support starts on day one, ensuring users experience a smooth transition.
2. **Dedicated Points of Contact:** Your vCIO and TAM provide consistent, expert guidance through onboarding and ongoing IT strategy.
3. **Comprehensive Managed Services:** 24/7 monitoring and management of your network, including helpdesk, cybersecurity, compliance, and backup and disaster recovery.
4. **Cybersecurity Expertise:** Our cybersecurity solutions align with New Jersey's MEL and Cjis requirements and follow the NIST framework.
5. **Strategic IT Consulting:** With 40 years of experience, we assist with IT planning, budgeting, and ongoing strategy.
6. **Customer Satisfaction:** Real-time feedback ensures your satisfaction with every support interaction.



## Detailed Managed Services Deliverables

OceanWATCH provides structured IT management through best-in-class tools and support protocols.

Key services include:

- 24/7 Monitoring & Support
- Network & Cybersecurity Management
- Backup & Disaster Recovery
- User Onboarding & IT Training
- Quarterly & Annual Strategic IT Reviews

DESCRIPTION	FREQUENCY	INCLUDED
<b>Help Desk and Remote Management</b>		
Access to ConnectWise Ticketing System	Ongoing	Yes
Assign dedicated account manager	Ongoing	Yes
Create, manage, and update technical documentation	Ongoing	Yes
Remote network management	24x7	Yes
Remote server management	24x7	Yes
24x7x365 network monitoring	24x7	Yes
<b>Business Review</b>		
Provide Service History Reports	Annually	Yes
Provide and review technology consulting & Planning services	As Needed	Yes
Provide Trending Reports	As needed	Yes
Recommend areas of improvement for better user experience	Annually	Yes
<b>Servers &amp; Workstations</b>		
Proactively Monitor & Manage Servers for uptime and availability	Ongoing	Yes
Help Desk Support (8:00am – 5:00pm / Monday – Friday)	As needed	Yes
Support Microsoft Supported operating systems	As needed	Yes
Support Microsoft supported office applications	As needed	Yes
Application 3 <sup>rd</sup> Party Patching	Ongoing	Yes
Lifecycle Management of Devices with ScalePad	As Needed	Yes
Onsite support for issues that cannot be resolved remotely	As needed	Yes
24x7 On-site Emergency Support – Critical Issues	As needed	Yes
Manage Server and Workstation Anti-virus updates	Ongoing	Yes
Manage Active Directory account policies	Ongoing	Yes
Monitor Active Directory replication	Ongoing	Yes
Monitor critical Windows Server Services	Ongoing	Yes
Reboot servers if needed	As needed	Yes
Update Server Hardware Firmware	As needed	Yes
Scheduled off time server maintenance	As needed	Yes
Install supported Operating System Service Packs and Patches – Workstations	Monthly	Yes
Install supported Operating System Service Packs and Patches – Servers	Weekly	Yes
Install Critical Operating System Service Packs and Patches	Ongoing	Yes
Set up/maintain Active Directory groups (accounting, admin, printers, sales, warehouse, etc.)	As needed	Yes
Alert Client to critical conditions, failures, patches	Ongoing	Yes
Monitor Memory Usage to maintain uptime and performance	Ongoing	Yes
Monitor Hard drives for failures that can cause outages	Ongoing	Yes
Monitor and manage Hard drive disk space	Ongoing	Yes
Monitor Server resources for failures or outages	Ongoing	Yes
Mobile Phone Support for email and Microsoft Authenticator	As needed	Yes



## Detailed Deliverables (con't)

DESCRIPTION	FREQUENCY	INCLUDED
<b>Backup &amp; Disaster Recovery</b>		
Monitoring success of daily backup	Ongoing	Yes
Check and validate status of backups procedures	Ongoing	Yes
Manage, optimize and maintain replication	Ongoing	Yes
Targeted test restores of backup data	Annually	Yes
<b>Security</b>		
Performance monitoring/capacity planning	As needed	Yes
Monitor Internet availability	Ongoing	Yes
Check and Manage firewall logs for errors, critical issues, or threats	If applicable	Yes
Remote Firewall Management and updates	Ongoing	Yes
Create new directories, shares and security groups, new accounts, disable/delete old accounts, manage account policies	As needed	Yes
Manage Server Permissions and file system management	Ongoing	Yes
Set up new users, including login restrictions, passwords, security, applications	As needed	Yes
Assist with on-boarding and off-boarding users	As needed	Yes
Datto Endpoint Detection and Response (EDR)	Ongoing	Yes
Manage, maintain, and remediate SSO and MFA	Ongoing	Yes
<b>DarkWeb Monitoring</b>	Ongoing	Yes
<b>End User Email Security and Awareness Training</b>	Ongoing	Yes
Set up and change security for users	As needed	Yes
Remediation of Viruses and Malware Encryption	As needed	No
<b>Core Network</b>		
WAN / LAN Network Monitoring (Auvik) The software provides instant visual insight into the infrastructure networks and automates complex and time-consuming network management tasks.	Ongoing	Yes
Manage network connectivity to firewalls, wireless and related services	Ongoing	Yes
Maintain network connectivity, manage vlans, QoS and manage VPNs.	Ongoing	Yes
<b>Next Generation Antivirus and EDR</b>		
Continuous Behavioral Management	Ongoing	Yes
Protects against ransomware, known and unknown malware, memory exploits, and more	Ongoing	Yes
Visibility into Application Vulnerabilities	Ongoing	Yes
Synergy with SonicWALL Firewall	Ongoing	Yes
DPI/SSL Certificate Management	Ongoing	Yes
Restore any data affected by an attack with unique Windows one-click rollback capabilities	Ongoing	Yes
Capture Advanced Threat Protection (ATP) Cloud Sandbox for Malware Analysis	Ongoing	Yes
<b>Managed Security Operations Center (SOC)</b>		
Detect Anomalies and Events	Ongoing	Yes
Continuous Monitoring - End Point , Network and Cloud	Ongoing	Yes
Mitigation and Device Isolation	Ongoing	Yes
MITRE   ATT&CK Mappings	Ongoing	Yes
Event and Log Correlation	Ongoing	Yes
O365 Log Monitor and Analyzer	Ongoing	Yes
SEV1 Escalation	Ongoing	Yes
12 Month Event Log Retention	Ongoing	Yes
<b>vCIO Services</b>		



Conduct a full audit of the client's environment	Ongoing	Yes
Understand business goals and align with IT services	Ongoing	Yes
Identify the challenges they are facing in their key drivers	Ongoing	Yes
Develop a dynamic technology roadmap	Ongoing	Yes
Conduct annual technology and security reviews	Ongoing	Yes
<b>TAM Services</b>		
Conduct ongoing Consultation	Ongoing	Yes
Perform scheduled onsite visits and check-in's	Ongoing	Yes
Monitor OceanWATCH trends and utilization and provide guidance	Ongoing	Yes
Track incidents, service request, and assist with trouble shooting	Ongoing	Yes
Keep MSP and management team well informed of account change	Ongoing	Yes
Assist in acquiring additional resources, if needed	Ongoing	Yes



# OceanASSIST Professional Deliverables

OceanASSIST Professional is a comprehensive cybersecurity solution designed to safeguard your organization's digital assets and fortify your defenses against evolving cyber threats. This enterprise-grade offering combines cutting-edge technology with industry-leading expertise, providing you with a robust, multi-layered security infrastructure tailored to your unique requirements.

## INCLUDED COMPONENTS:

- **Barracuda Premium Email Protection, Backup, Archiving, Forensics and Phishing Protection**
- **Datto Cloud Server Backup - up to 3TB per Department**
- **Monthly Penetration Testing (External and Internal)**
- **1 x Entra P2 License per Department**
- **NIST 800-63B Password Enforcement (Prohibit - Previously Breached, Context Specific, Common)**
- **DUO - Multifactor Authentication for Local Administrative accounts**

### **Barracuda Email Protection Premium Plus**

Barracuda Email Protection Premium Plus is a comprehensive security solution designed to safeguard organizations against a wide range of email-borne threats. It combines advanced AI-driven protection with robust data security and compliance features, making it particularly suitable for businesses utilizing Microsoft 365. Key features include: Advanced threat protection, data protection and compliance, security awareness training and zero trust access. Premium Plus includes advanced email Spam and Malware protection, Backup (Email, OneDrive and SharePoint), Email Archiving, Forensics & Incident Response, Data Inspector and Impersonation Protection.

### **Datto Server Backup**

Datto Cloud Server Backup is a comprehensive business continuity and disaster recovery (BCDR) solution. It offers image-based, appliance-free backups that protect Windows servers, virtual machines, and cloud instances by storing data directly in the secure, immutable Datto Cloud. Key Features: Imaged-Based backups, instant virtualization, frequent backups, cloud deletion defense, screenshot verification and ransomware protection.

### **Monthly Penetration Testing**

Vonahi's vPenTest is an automated network penetration testing platform that conducts monthly or on-demand security assessments, identifying vulnerabilities and helping to strengthen the overall organization security posture, with detailed reports and actionable insights.

### **NIST 800-63B Password Enforcement**

NIST 800-63B is a set of digital identity guidelines from the National Institute of Standards and Technology, focused on security password practices. Prevent the use of known breached, context specific and common passwords. Database of known breached passwords is 4 billion and growing. The goal is to improve usability while maintaining strong password policies.

### **DUO Multi-Factor Authentication**

DUO is a multi-factor authentication (MFA) service developed by Cisco that adds an extra layer of security to logins. It helps verify a users' identity by requiring two or more verification actors – like a password and a confirmation via a mobile app, phone call or hardware token.



# Onboarding Process

Our onboarding process involves a comprehensive assessment of your current IT landscape, comparing it with best practices across six critical areas: cybersecurity, infrastructure, business continuity, software, hardware, and overall IT strategy. This process builds a baseline for proactive management and strategic planning.

## Support Tiers & Response Time

Our three-tiered support structure ensures timely resolution, with escalating expertise for complex issues. Standard response times are tailored to issue severity, with 24/7 availability for critical incidents.

The following table addresses the response and resolution times for each priority level:

Trouble	Priority	Response time (in hours)	Resolution time (in hours)	Escalation threshold (in hours)
Services Not Available (all users and functions unavailable)	As needed	Within 2 hours	ASAP – Best Effort	2 hours
Significant degradation of service (Large number of users or business critical functions affected)	As needed	Within 4 hours	ASAP – Best Effort	8 hours
Limited degradation of service (limited number of users or functions affected, business process can continue)	Ongoing	Within 24 hours	ASAP – Best Effort	48 hours
Small service degradation (business process can continue, one user affected)	Ongoing	Within 48 hours	ASAP – Best Effort	96 hours
Service not available (all users and functions unavailable) – After Hours	As needed	Within 4 hours	ASAP – Best Effort	8 hours

The response, resolution and escalation times are provided to demonstrate a framework to bring different severity problems to resolution within the least amount of time. It is not intended to show the amount of time before a problem is addressed or escalated.

### OceanWATCH Support Tiers - The following details and describes our Support Tier levels:

<b>Tier 1 Support</b>	All support incidents begin in Tier 1, where the initial trouble ticket is created, the issue is identified, and clearly documented, and basic hardware/software troubleshooting is initiated.
<b>Tier 2 Support</b>	All support incidents that cannot be resolved with Tier 1 Support are escalated to Tier 2, where more complex support on hardware/software issues can be provided by more experienced Engineers.
<b>Tier 3 Support</b>	Support Incidents that cannot be resolved by Tier 2 Support are escalated to Tier 3, where support is provided by the most qualified and experienced Engineers who can collaborate with 3rd Party (Vendor) Support Engineers to resolve the most complex issues.

### OceanWATCH Support Flow Process

<b>INITIAL PROCESS</b>	<ol style="list-style-type: none"><li>1. Support Request is received</li><li>2. Trouble Ticket is created</li><li>3. Issue is identified and documented in Help Desk system</li><li>4. Issue is qualified to determine if it can be resolved through Tier 1 Support</li></ol>
<b>Support Level</b>	<b>Description</b>
<b>Tier 1 Level:</b> issue being resolved through Tier 1 Support	<ol style="list-style-type: none"><li>1. Level 1 Resolution - issue is worked to successful resolution</li><li>2. Quality Control –Issue is verified to be resolved</li><li>3. Trouble Ticket is closed, after complete problem resolution details updated in Help Desk system</li><li>4. If issue cannot be resolved through Tier 1 Support, escalated to Tier 2</li></ol>
<b>Tier 2 Support:</b> issue being resolved through Tier 2 Support	<ol style="list-style-type: none"><li>1. Level 2 Resolution - issue is worked to successful resolution</li><li>2. Quality Control –Issue is verified to be resolved</li><li>3. Trouble Ticket is closed, after complete problem resolution details updated in Help Desk system</li><li>4. If issue cannot be resolved through Tier 1 Support, escalated to Tier 3</li></ol>
<b>Tier 3 Support:</b> issue being resolved through Tier 3 Support	<ol style="list-style-type: none"><li>1. Level 3 Resolution - issue is worked to successful resolution</li><li>2. Quality Control –Issue is verified to be resolved</li><li>3. Trouble Ticket is closed, after complete problem resolution details updated in Help Desk system</li><li>4. If issue cannot be resolved through Tier 3 Support, escalated to Onsite Support</li></ol>
<b>Onsite Support:</b> issue being resolved through Tier 3 Support	<ol style="list-style-type: none"><li>1. Onsite Resolution - issue is worked to successful resolution</li><li>2. Quality Control –Issue is verified to be resolved</li><li>3. Trouble Ticket is closed, after complete problem resolution details updated in Help Desk system</li></ol>

NOTE: Support will determine and escalate to subsequent Tiers as the situation merits. For example, Tier 1 support will escalate directly to Tier 3 or onsite.



## Our Team

Ocean Computer Group's dedicated team of 36 W2 employees offers a combined 200 years of IT expertise, with specialists available to support your organization's ongoing needs.

### The Virtual CIO (vCIO)

Your organization will be supported by a Virtual Chief Information Officer (vCIO), who will use the myITprocess methodology to continuously drive success. The vCIO's role is to collaborate with your management team and stakeholders to provide ongoing value, high-quality service, and strategic support, while ensuring alignment with best practices, industry standards, and long-term planning.

#### Responsibilities of the vCIO:

- Collaborate with the management team and staff
- Provide ongoing consultation with leadership
- Develop and recommend IT standards and best practices
- Align IT strategies with industry compliance requirements (e.g., CJIS, HIPAA)
- Perform comprehensive impact assessments
- Advise on technology recommendations
- Identify areas of improvement or concern
- Create and manage strategic IT and technology roadmaps
- Assist with IT budgeting and financial planning
- Help acquire additional resources as needed

#### The myITprocess Methodology includes:

- A comprehensive library of IT standards and best practices
- Guidance on industry-specific compliance frameworks
- Continuous strategic planning and roadmap development

### The Technical Account Manager (TAM)

The Technical Account Manager (TAM) plays a key role in ensuring your organization's IT needs are met effectively. The TAM will serve as your primary point of contact for ongoing support and proactive IT management.

#### Responsibilities of the TAM:

- Collaborate closely with the management team and staff
- Provide regular consultations and guidance
- Conduct scheduled onsite visits to check-in with stakeholders
- Monitor trends and usage within OceanWATCH, offering proactive recommendations
- Provide technical documentation and support
- Track incidents and service requests, assisting with troubleshooting and issue resolution
- Prepare and present reports as needed
- Keep both the management team and MSP informed about account changes
- Assist in resource acquisition when necessary

These roles are designed to ensure that your IT environment is well-managed, aligned with your business goals, and continuously improving to meet evolving needs.

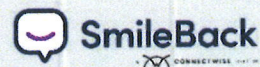
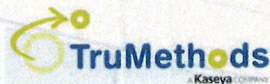


## OceanWATCH: MSP Automation & Support Tools

At Ocean Computer Group, we use a variety of advanced tools to ensure the success of our IT service strategy. These tools help us manage, monitor, and improve your IT systems effectively. Below are some of the key tools we use to keep your IT environment running smoothly:

- 24/7 System, Security & Network Monitoring
- Infrastructure Management
- Onsite Support for Critical Failures
- Remote Support
- Critical and Emergency Notifications
- Faster Time to Resolution
- Alerts for Critical Conditions, Failures, and Patches
- Project Planning & Management
- Secure Password Management
- Automation & Change Management
- Patching
- Help Desk and Ticketing System
- Reporting

These tools ensure that we can provide you with proactive, efficient support, resolving issues quickly while minimizing downtime and improving overall IT health.





# NJ CJIS and Municipal Excess Liability / Cyber JIF Compliance Program

Our CJIS and Municipal Excess Liability / Cyber JIF Compliance Program assists to establish Basic, Intermediate and Advanced compliance and certification.

Ocean Computer Group's technical team partners with municipalities and law enforcement agencies across New Jersey to meet the requirements outlined in the Minimum Technological Proficiency Standards. These include:

- Identifying and understanding potential risks
- Developing a comprehensive plan to address these risks
- Allocating the necessary funds to meet compliance requirements
- Managing the implementation of the plan
- Establishing an ongoing review process for technology

## 15-Point NIST Cybersecurity Approach

The NIST Cybersecurity Framework helps identify the most critical areas for reducing cybersecurity risks, protecting critical infrastructure, and safeguarding your assets. It provides a strategic approach to prioritize investments and maximize the impact of every dollar spent on cybersecurity.

OceanWATCH adopts a risk-based approach to cybersecurity, assisting you in determining which investments are delivering the most value to your organization.

There are 15 core areas identified by NIST that, if left unaddressed, can expose your organization to significant vulnerabilities. We leverage industry-leading processes and solutions to enhance your protection and minimize risk.





## Public Sector Entities Served

Partial list of Public Sector clients where we provide Services and Products:

- Atlantic Cape Community College - since 2014
- Berkeley Township Police - since 2017
- Borough of Englewood Cliffs - since 2021
- Borough of Paramus - since 2012
- Borough of Roselle Park - since 2016
- Borough of Sayreville - since 2013
- Borough of South Plainfield & PD - since 2016
- Borough of South Toms River - since 2018
- Borough of Spotswood - since 2016
- Borough of Washington - since 2017
- City of Atlantic City and PD - since 2017
- City of Margate – since 2022
- City of Northfield - since 2021
- Borough of Netcong City - since 2018
- County of Ocean - since 2012
- Deptford Township Fire District - since 2018
- Glassboro Police Department - since 2018
- Gloucester County Emergency Response - since 2015
- Gloucester Township PD - since 2016
- Hamilton Township & PD - since 2013
- Hillsborough Township - since 2015
- Hudson County Prosecutors Office - since 2017
- Mercer County Prosecutors - since 2014
- Middletown Township - since 2021
- Middletown Township Public Library - since 2013
- Monroe Township Public Library - since 2016
- Morris County Housing Authority - since 2021
- Pennsauken Township PD - since 2015
- Rutgers University - since 2015
- Township of Burlington - since 2018
- Township of Hamilton Mays Landing - since 2015
- Township of Hazlet – since 2021
- Township of Hazlet PD – since 2021
- Township of Manchester - since 2007
- Township of Marlboro - since 2015
- Township of Monroe - since 2016
- Township of Nutley - since 2015
- Wall Township Police - since 2015
- West Windsor Township - since 2016
- Willingboro Township - since 2016

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## References

References of NJ Public entities we currently provide the same service offering:

- Support entire organization on-site and remote leveraging OceanWATCH Managed Services.
- Support all aspects of IT services including server, storage, VMware, Firewall, mobile device terminals, backup, disaster recovery, LAN/WAN and software vendors.
- Provide vCIO services to align IT resources to department needs

### Upper Saddle River Police Department

Patrick Rotella – Police Chief

Office: (201) 327-2700

Email: protella@usrpd.net

### Hazlet Township – Police Department and Township

Robert Mulligan- Police Chief

Office: (732) 264-0763

Email: rmulligan@hazletpd.org

Robert Bengivenga - Municipal Administrator

Office: (732)217-8687

Email: bengivenga@southplainfieldnj.com

### South Toms River- Police Department and Borough

Chief Michael C. Schneidt – Police Chief

Office: (732) 349-0313 ext. 117

Email: m.schneidt@boroughofsouthtomsriver.com

Chris Santiago – CFO

Office: (732) 349-0403

Email: c.santiago@boroughofsouthtomsriver.com



# Information Technology (IT Managed Services) Pricing

## OceanWATCH Managed Services – Monthly Recurring Charge (see pricing options below)

Includes Support as outlined in this proposal including:

- Proactive monitoring, alerting, and patching.
- vCIO services and regularly scheduled onsite visits by a Technical Account Manager (TAM).
- Remote and onsite services (as needed), travel charges, mileage, and tolls.
- End-user computers (desktops, laptops, MDT, tablets).
- Core services: Operating systems, antivirus, servers, virtualization, switches, printers, backups, and firewalls.
- Advanced software management
- Next Generation Antivirus and End Point Detection and Response (EDR)
- Patch management
- Expanded Patch Management
- Ransomware detection
- PC/notebook backup - VIP Users
- 24/7 Managed Security Operations Center (MSOC)
- RocketCyber – Managed Threat Hunting

### Notes:

- Pricing is based on the number of end-user devices per bid/RFP # 2025-ITMS01 – IT Managed Services Proposal.
- The monthly fee excludes:
  - Project support services.
  - Subscription software (e.g., Office 365 or other business applications).
  - Hardware, adds/moves/changes, or low-voltage cabling.
- Pricing will remain fixed for the agreement's duration.

## OceanASSIST Essential Security Services - Monthly Recurring Charge (see pricing options below)

Includes Support as outlined in this proposal:

- Barracuda Premium Email Protection, Backup, Archiving, Forensics and Phishing Protection
- Datto Cloud Server Backup - up to 3TB per Department
- Monthly Penetration Testing (External and Internal)
- 2 x Entra P2 Licenses per Department
- NIST 800-63B Password Enforcement (Prohibit - Previously Breached, Context Specific, Common)
- DUO - Multifactor Authentication for Local Administrative accounts

## On-Boarding Fee – One-Time Charge (see pricing options below)

- The on-boarding fee covers the initial setup and configuration of your systems to ensure smooth transition and optimal performance for managed IT services.

## Out-of-Scope /Project Services: Hourly Rate (see pricing options below)

- A detailed Statement of Work (SOW) will be provided and approved before the start of service

## PRICING:

	Monthly Recurring Charges (MRC)			One-Time Charge	Out-of-Scope Project Services
	OceanWATCH	OceanASSIST	MRC Total	Onboarding	Hourly Rate
Option #1 - Police Department Only	\$1,950.00	\$900.00	\$2,850.00	\$2,000.00	\$150.00
Option #2 - Admin, DPW and FD	\$2,520.00	\$1,260.00	\$3,780.00	\$2,000.00	\$150.00
Option #3 - All Borough Departments	\$3,300.00	\$1,550.00	\$4,850.00	\$2,000.00	\$150.00



### **Professional Summary**

Accomplished senior IT manager with 20+ years of experience developing and executing operational strategies to drive organizational growth and optimize emerging technologies. Proven track record in leading operations across technology, business development, and project management with full P&L responsibility. Key competencies include:

- Evaluating and developing technology solutions
  - Crafting Statements of Work (SOWs) and proposals
  - Managing competitive bidding and negotiations
  - Leading operational initiatives in high-pressure, C-suite environments
  - Ensuring optimal customer satisfaction and SLA adherence
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### **Career Experience**

#### **Ocean Computer Group – Matawan, NJ (2014–Present)**

##### **Director of Professional Services ([www.oceancomputer.com](http://www.oceancomputer.com))**

- Oversee all professional services, including pre-sales, project management, and managed services.
- Ensure customer satisfaction, SLA adherence, and problem resolution.
- Manage sales and service initiatives across various corporate verticals and reseller channel partners.
- Direct resource management, technical staffing, career planning, training, and development.
- Approve and fulfill project resource requirements through project managers, staffing agencies, and corporate resources.
- Specialize in WAN/LAN, virtualization, high availability solutions, SANs, directory services, messaging, and migrations.
- Provide technical coordination for subcontracting Dell Professional Services in the Northeast.
- Act as an extension of Dell's PMO office, ensuring smooth project execution, documentation, and billing.

#### **Pontoon Solutions – East Brunswick, NJ (2013–2014)**

##### **Senior Program Manager— Wipro ([www.pontoonsolutions.com](http://www.pontoonsolutions.com))**

- Managed end-to-end contingent staffing services for North American operations.
- Handled commercial relationships with existing and new staffing vendors.
- Led start-up operations while managing two VMS systems in parallel.
- Supervised a team of four coordinators and four consultants across multiple locations.

#### **Tech Access Business Systems – New York, NY (2012–2013)**

##### **Managing Director ([www.tabsny.com](http://www.tabsny.com))**

- Directed sales, service delivery, and consulting operations.
- Provided virtual IT management and troubleshooting support.
- Developed business and marketing strategies, including web and go-to-market initiatives.

#### **MTM Technologies, Inc. – New York, NY (2010–2012)**

##### **Service Director, North East Region ([www.mtm.com](http://www.mtm.com))**

- Managed service delivery operations across Northeast territories.
- Led a team of 25 consultants and project managers.
- Oversaw recruitment, retention, and performance assessment.
- Ensured profitability of service engagements through policy implementation.
- Provided third-level NOC and managed services support.
- Program-managed large service engagements, ensuring successful execution and profitability.



## **ASI System Integration (formerly AMC Computer Corp) - NY, NY (2000-2010)**

### **Senior Vice President (www.asisystem.com)**

- Directed sales, technology business development, and customer relationship management.
- Held full P&L responsibility and budgetary oversight.
- Managed a team of district sales managers and marketing associates.
- Developed and executed IT strategies for Fortune 1000 companies.
- Led infrastructure, security, virtualization, storage, and managed services projects.
- Spearheaded enterprise projects for private and municipal organizations.
- Upgraded ASI's corporate infrastructure, including virtualization, disaster recovery, and compliance processes.

## **Micros to Mainframes - NY, NY (1998-2000)**

### **Director**

- Provided high-level IT planning and consulting for major national and multinational clients.
- Managed technology overhauls and upgrades for law firms, financial institutions, and various organizations.
- Conducted infrastructure studies, security assessments, and network design.
- Designed and implemented disaster recovery solutions and network infrastructures.
- Negotiated contracts with major IT vendors.
- Deployed cutting-edge business solutions, including broadband WANs, VLANs, firewalls, and VPNs.

## **Time Inc. - New York, NY (1993-1998)**

### **Senior Consultant**

- Provided third-level network support for a 7,000-node corporate network.
  - Supported magazine operations, including Time, Sports Illustrated, and People.
  - Managed LAN implementation, including Cisco routers, Catalyst switches, and Lightstream ATM switches.
  - Implemented ISDN solutions for remote users and provided troubleshooting support.
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## **Education**

### **DeVry Technical Institute, Woodbridge, NJ (1986)**

- Electronics Technician Certificate
  - GPA: 3.72/4.00
  - Presidential Honor Society
- 

## **Certifications**

- American Management Association, New York, NY
  - Cisco Sales Expert (CSE-2006)
  - Cisco VPN/Security Sales Specialist (CQS-2006)
  - Cisco Lifecycle Services (2006)
  - VERITAS Sales Expert (2006)
  - VMware Sales Professional VSP4 (2010)
  - VMware Technical Sales Professional VTSP4 (2010)
  - Citrix Certified Sales Expert CCSE (2011)
- 

## **Skills**

- Microsoft Office, Visio, Project, SharePoint
- Salesforce.com, CRM
- Beeline VMS, ConnectWise, Quosal



# **KEN DOMINGUEZ – vCIO / Senior IT Account Manager**

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## **Career Experience**

### **Ocean Computer Group – Matawan, NJ (1987–Present)**

- vCIO / Senior IT Account Manager (2010–Present)
    - Project Management
    - vCIO
    - Hardware/Software Solutions
    - 30+ years IT Industry Experience
  - Account Representative (1996–2010)
  - Technical Manager (1990–1996)
  - Engineer (1987–1990)
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## **Education**

### **Brick Computer Science Institute**

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## **Skills and Certifications**

- Dell
- SonicWALL
- Cisco
- VMware
- Microsoft
- Quest
- Veeam
- IBM
- Trumethods vCIO
- Project Management



## **DAVID A. BATES – MSP Team Lead**

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### **Career Experience**

#### **Ocean Computer Group – Matawan, NJ (March 1992 – Present)**

##### **Senior Network Engineer**

- Led network engineering projects and implemented customized network solutions.
- Designed and deployed infrastructure utilizing technologies such as:
  - VMWare, Lotus, IBM AS400, Microsoft, Symantec, Cisco, Trend Micro, and more.
- Collaborated with teams to implement large-scale systems and enterprise solutions.
- Provided expert troubleshooting, system optimizations, and technical support.

#### **Vitronics, Inc. – Eatontown, NJ (January 1992 – March 1992)**

##### **Bench Technician**

- Repaired PC systems and conducted board-level troubleshooting.
- Performed bench testing to ensure system functionality and quality control.

#### **Halifax Corp – Red Bank, NJ (January 1991 – December 1991)**

##### **Communications Technician**

- Installed, updated, and maintained site communications systems.
  - Managed and maintained NY State Court systems running Novell networks.
  - Provided IT support for locations in Lower NY, Long Island, and Manhattan.
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### **Education**

#### **Brick Computer Science Institute (1989 – 1990)**

- College Institute of Technology
  - GPA: 4.00
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### **Certifications**

- CCA – Citrix Certified Administrator – MF XP Presentation Server (2005)
  - CCNA Cisco Certified Network Associate (2004)
  - CCEA – Citrix Certified Enterprise Administrator (2003)
  - CLP – Lotus Domino R5 Application Developer (2000)
  - IBM Certified Specialist –Domino for AS400, V4 R2 (1999)
  - CNA – Certified Novell Engineer Netware 5 – 1999
  - AIS – HP Accredited Integration Specialist – Proliant + Netware (1998)
  - ASE – HP Accredited Systems Engineer – Proliant + Netware (1998)
  - VMWare Enterprise Engineer
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### **Skills**

- IBM Server Hardware
- HP/Compaq Server Hardware
- Microsoft Windows Server 2003, 2008
- Microsoft Windows 2000, XP, Vista, 7
- Microsoft Office Suites
- VMWare 4,5 and 6
- Lotus Notes and Domino
- Microsoft Exchange
- Cisco ASA Security
- IBM SAN Solutions
- Barracuda SPAM and Backup Solutions



- St Bernard Content Filters
- Surf Control Content Filters
- Backup Exec
- Appasure
- Wireless Networking
- AS400 Connectivity
- SonicWALL Firewalls
- System Design
- Trend Micro Anti-Virus



# **ROBERT KARPINSKI – MSP System Administrator**

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## **Professional Summary**

Success-driven, motivated, and detail-oriented Technical Support Professional and Network Administrator with experience in:

- Desktop support and troubleshooting network/software issues
  - Performing backups and hardware upgrades/replacements
  - Explaining complex systems clearly and engagingly
  - Prioritizing tasks and meeting deadlines in fast-paced environments
  - Problem-solving and working effectively within a team
- 

## **Career Experience**

### **Ocean Computer Group, Inc. (2020 – Present)**

#### **MSP System Administrator**

#### **PGX LLC., East Brunswick, NJ (May 2019 – February 2021)**

##### **Network Support Specialist**

- Provided direct hardware/software support, diagnosing and resolving network issues
- Managed vendor relationships
- Assisted in disaster recovery and business continuity planning
- Maintained and updated the public-facing website
- Planned and implemented infrastructure upgrades
- Managed user access via Active Directory, Office 365, and card access system
- Set up and troubleshoot remote work configurations for all staff
- Supervised annual security audits for client compliance
- Assisted in generating SOC2 reports
- Participated in weekly department and monthly manager meetings

### **Mainetti USA, Keasby, NJ (July 2017 – May 2019)**

#### **IT Contractor**

- Provided desktop support for office and warehouse teams
- Managed users and computers through Active Directory
- Implemented and supported hardware for C-Level executives
- Communicated with vendors for hardware maintenance
- Assisted in configuring and implementing Traverse Shipping Integration
- Planned and implemented a helpdesk system across multiple locations
- Reviewed firewall configurations for proper security settings
- Automated inventory and order reports using SQL Server

### **Merola Tile, Manalapan, NJ (September 2016 – October 2017)**

#### **Systems Administrator**

- Provided desktop support for office and warehouse employees
- Managed users and computers with Active Directory
- Created Group Policy Objects for user management
- Provided hardware upgrades and replacements
- Configured and managed company firewalls
- Acted as a technical liaison for vendors providing services such as EDI, Accellos WMS, and Sage 300
- Assisted in implementing Accellos WMS

### **PGM Billing, Lyndhurst, NJ (May 2015 – September 2016)**



## **Network Administrator**

- Provided desktop support for office staff
- Transitioned the network to a Server 2008 environment
- Wrote scripts for automation (log monitoring, user configuration, software updates)
- Managed users and computers using Active Directory
- Troubleshoot network and VPN issues for 50+ employees
- Performed backups and restores for sensitive data
- Upgraded database servers to SQL Server 2014
- Configured and managed company firewalls
- Acted as the technical point of contact for new cloud-based software clients
- Managed an automated calling system for billing
- Communicated with vendors regarding hardware maintenance

## **DATA Inc., Montvale, NJ (January 2012 – April 2015)**

### **Network Administrator**

- Provided desktop support for employees in multiple offices
- Assisted in transitioning the network to a Server 2008 environment
- Wrote scripts to automate tasks such as log monitoring and user configuration
- Managed users and computers through Active Directory
- Troubleshoot network and VPN issues for 40+ employees
- Performed data backups and restores
- Provided hardware upgrades and replacements

## **New Image Technology, Suffern, NY (September 2010 – December 2011)**

### **Technical Support Representative**

- Troubleshoot and repaired laptops, router settings, and network connectivity issues
  - Provided phone support for network issues in hotels
  - Worked independently to resolve technical issues
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## **Education**

### **University of Maryland University College (2013)**

- Bachelor of Science in Computer and Information Science, Minor in Cybersecurity

### **Lincoln Technical Institute (2010 – 2011)**

- Diploma, Network Communication & Information Systems Program
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## **Certifications:**

- CompTIA A+
  - EC-Council Certified Ethical Hacker (CEH)
  - Studying for Cisco Certified Network Associate (CCNA Routing and Switching 200-125)
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## **Skills:**

- Microsoft Windows 9x, XP, Vista, 7, Server 2003, Server 2008
- Network infrastructure, security, and troubleshooting
- Scripting for automation (log monitoring, user configuration, software updates)
- Firewall configuration and management
- SQL Server (2005, 2014) database updates and management
- Active Directory & Group Policy
- Disaster Recovery & Business Continuity Planning



# **RYAN CARAVELLA – Technical Account Manager**

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## **Professional Summary**

Performance-driven IT support professional with a proven track record of rapid advancement. Highly motivated to meet company goals while delivering high-quality work with minimal supervision. A flexible and reliable team player with strong critical thinking skills, adept at managing IT support teams in fast-paced corporate environments. Excels in project management, leadership, and problem-solving.

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## **Career Experience**

### **Team Logic IT – North Brunswick, NJ (July 2020 – Present)**

#### **Support Engineer**

- Manage, administer, troubleshoot, and secure 35+ client networks, including firewalls, switches, domain controllers, file/print, databases, and application servers.
- Oversee help desk operations for all clients.
- Manage and monitor client Sophos firewalls, cloud services, SystemWatch, and security.
- Provide remote and onsite end-user support.
- Manage M365 for 200+ users.
- Install, upgrade, and configure new hardware for clients.
- Evaluate and recommend technology solutions as needed.
- Install and configure IP phone systems.
- Plan and conduct client site visits.
- Deliver exceptional customer service and support.

### **ARC Document Solutions – New York, NY (May 2014 – June 2020)**

#### **IT Support Technician / Divisional IT Manager**

- Managed local IT staff and mentored junior team members.
  - Provided IT support for clients and 178 offices worldwide.
  - Supported and maintained 40+ servers across multiple client sites.
  - Installed software, modified, and repaired hardware.
  - Diagnosed and resolved complex technical issues.
  - Responded to technical support needs and prioritized service requests.
  - Maintained professionalism and courtesy with customers.
  - Identified and resolved technical issues using various diagnostic tools.
  - Conducted research to address customer concerns.
  - Followed up with customers to ensure satisfaction.
  - Exceeded company SLA standards.
  - Installed and configured firewalls, LAN, and WAP equipment.
  - Managed and maintained VMware servers.
  - Configured and installed VoIP phone systems.
  - Imaged company hardware assets.
  - Performed company data backups and archival to ensure data integrity.
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## **Education**

### **Associate of Applied Science: Computer Networking (2011)**

Brookdale Community College, Lincroft, NJ

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## **Skills**

- Microsoft M365
- VoIP Phone Management
- Cisco Meraki Management
- Sophos Firewall
- Aruba Network Management
- VMware 6 & Hyper-V
- Active Directory Management
- Windows Server Administration
- Antivirus Software Management
- NAS Management
- Remote Software Management
- Network Security
- Datto Backup
- Analytical Thinking
- Fast & Innovative Learner
- Staff Management
- Multi-tasking



### **Professional Summary**

- Self-motivated Network Engineer with extensive experience supporting network infrastructures in multi-user and remote environments.
  - Skilled in communicating with key stakeholders to assess project needs and align network solutions.
  - Broad experience in data migrations and all facets of virtualization implementation and migration.
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### **Career Experience**

#### **Ocean Computer Group – Matawan, NJ (1993– Present)**

##### **Senior Systems Engineer**

- Review logs for networking devices to identify unresolved abnormalities and performance issues.
  - Troubleshoot and maintain networking devices and infrastructure, including switches, routers, and firewalls.
  - Test and evaluate AppAssure Rapid Recovery software to improve performance and usability.
  - Communicate with vendors to resolve network outages and performance issues.
  - Document server and network problems, and other unusual events in detail for future reference.
  - Upgrade and expand network systems and components to enhance performance and scalability.
  - Monitor system logs to maximize uptime for all company computers and devices.
  - Collaborate with project engineers to design and implement networks.
  - Serve as liaison between the user community and software providers.
  - Build server systems and install them into racks for deployment.
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### **Education**

- VMware VCP 6: VMware Virtualization  
Computer Insight Learning Center – Eatontown, NJ (2015)
  - VMware 5 VCP: VMware Virtualization  
Computer Insight Learning Center – Eatontown, NJ (2013)
  - VMware 4.1 Advanced Configuration and Implementation: VMware VCP 4.1  
New Horizons Computer Learning Center – New York, NY (2009)
  - VMware 3 Installation and Configuration: VMware Virtualization  
Global Knowledge – King of Prussia, PA (2006)
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### **Skills**

- VMware Implementation & Configuration
- Physical to Virtual Migration
- Data Migration
- EqualLogic SAN Implementation
- SonicWALL Firewall Implementation
- Compellent SC SAN Implementation
- Dell Network Switch Installation & Configuration
- AppAssure Backup Implementation
- Rapid Recovery Implementation
- Microsoft Exchange Administration
- Windows Server 2003/2008/2012
- Cisco Switch Implementation, Installation, and Configuration

#### **ISAAC O. MATARA – Senior Network Engineer**

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## **Professional Summary**

- Senior Systems Engineer with a broad range of expertise in managing, designing, and implementing IT infrastructure solutions for businesses.
  - Experienced in leading complex IT projects, disaster recovery planning, and cloud migrations.
  - Proven ability to align IT solutions with client goals and ensure optimal performance and security.
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## **Career Experience**

### **Ocean Computer Group – Matawan, NJ**

#### **Senior Systems Engineer (September 2021 – Present)**

- Design and implement network infrastructure solutions aligned with business goals.
- Perform network administration and serve as escalation point for helpdesk support requests.
- Configure, install, and maintain server hardware, including VMware ESXi and Windows Server OS.
- Manage multiple complex IT projects and collaborate with clients to ensure maximum ROI.
- Develop and execute disaster recovery and business continuity plans.
- Provide ongoing technical support for Active Directory, Office 365, and Azure AD.
- Manage cybersecurity audits, recommend mitigation solutions, and implement them with clients.

### **RoundTable Technology – New York, NY**

#### **Professional Services Systems Engineer (September 2016 – September 2021)**

- Conduct technical audits and assessments of clients' on-premise and cloud infrastructure.
- Perform cybersecurity audits and assist clients in implementing mitigation solutions.
- Implement and test disaster recovery and business continuity plans.
- Design infrastructure solutions in alignment with clients' business goals and IT strategy.
- Migrate email systems from Exchange, Intermedia, and GoDaddy to Microsoft 365 or Google Apps.
- Oversee systems audits, onboardings, and Office 365 backup using Datto, CloudAlly, and Spanning.
- Implement and manage cloud virtual server provisioning through Microsoft Azure.
- Provide training and support for Office 365, SharePoint, OneDrive, and other cloud tools.

### **Basicforce Systems – Old Bridge, NJ**

#### **Chief Technology Officer (September 2016 – August 2018)**

- Led strategic IT planning for business continuity, networking, and security.
- Evaluated and implemented new technologies to reduce operational costs.
- Managed end-to-end project planning and delivery, ensuring scope, schedule, and budget were met.
- Reported project status and milestones to stakeholders and management.

### **TMG-Emedia – New York, NY**

#### **Director of Managed IT Services (January 2015 – March 2016)**

- Managed the operations of the Managed Services Program (MSP), including help desk, network operations, and IT consulting.
- Directed the service delivery team, ensuring the success of client engagements and post-sales support.
- Developed strategic goals and new service offerings to improve service excellence.
- Coordinated complex system projects from design inception to delivery.
- Led a 24x7 support model, ensuring seamless IT services for clients.

### **All Covered Inc. – New York, NY**

#### **Sr. Systems Engineer & Project Technical Lead (June 2006 – January 2015)**

- Conducted system design, deployment, and maintenance for clients' network infrastructures.
- Managed Exchange migrations, Active Directory administration, and virtualization projects.
- Led multiple complex IT projects, ensuring on-time delivery and adherence to project goals.
- Provided strategic advice on information security practices and emerging IT technologies.



- Developed project plans, schedules, and managed resources to meet business objectives.

#### **Endeavor Technologies – Somerset, NJ**

##### **Systems Engineer, Project Deployment Manager (March 2005 – June 2006)**

- Led development, implementation, and administration of systems with enterprise-wide focus.
- Managed network infrastructure, including servers, storage, switches, firewalls, and wireless.
- Conducted network assessments and provided recommendations to optimize infrastructure performance.

#### **Netview Inc. – Charlotte, NC**

##### **Systems Engineer, Project Deployment Manager (April 2004 – February 2005)**

- Assessed and documented network infrastructure for Fleet banking centers.
- Led hardware upgrades and provided post-project support.

#### **Component Remanufacturing Specialists (CRS) – Mahwah, NJ**

##### **LAN Administrator (January 1999 – October 2003)**

- Managed server infrastructure and provided technical support to employees.
  - Performed regular server maintenance and troubleshooting for Dell PowerEdge and Compaq Proliant servers.
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#### **Education**

##### **New Jersey Institute of Technology – Newark, NJ (2014)**

- B.S., Engineering Computer Technology

##### **Passaic County Community College – Paterson, NJ (2024)**

- A.A.S., Computer Information Systems
- Honors for Academic Excellence

#### **The Chubb Institute – North Brunswick, NJ**

- Diploma, Network Engineering & Data Communications | January 2000
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#### **Certifications**

- Microsoft Certified IT Professional (MCITP)
  - Microsoft Certified Technology Specialist (MCTS)
  - Microsoft Certified System Administrator (MCSA)
  - Microsoft Certified Systems Engineer (MCSE)
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#### **Skills**

##### **Software:**

- VMware vSphere ESX 7, Windows Server 2019/2016/2012/2008, MS SQL 2016, Microsoft 365, Google Workspace, Microsoft Azure, MS Exchange, Active Directory, Datto, Veeam, Bitdefender, Webroot, Sophos, Salesforce, Zoom, Slack, and more.

##### **Hardware:**

- Dell PowerEdge Servers, HP Proliant Servers, Lenovo ThinkServer, Dell EqualLogic SANs, Ubiquiti UniFi, Meraki Switches, SonicWall, Fortinet, and more.
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## **Projects Completed**

- Dell PowerEdge Server Hardware Deployment (30+ projects)
- HP Proliant Server Hardware Deployment (10+ projects)
- Microsoft 365 Email Migration (20+ projects)
- VMware ESXi Server Virtualization (10+ projects)
- Microsoft Hyper-V Server Virtualization (10+ projects)