



Statement of Work

Professional Services Engagement

Library Server Replacement, Option 2A: Supermicro Servers with Remote Desktop Services

City of Palmer

SOW #: SOW-CITY-OF-PALMER-20261008-SRV2A

Date: October 8, 2026

Prepared for: City Manager's Office, City of Palmer

Prepared by: Robert Thurston, Vicinity Group Inc.

Valid through: October 12, 2026

Technology with a Human Vicinity

Project Overview

The library's 2018 Dell PowerEdge T330 runs its domain controller, file and application server, and library management PC. Its Windows Server 2016 systems reach end of support on January 12, 2027. Vicinity replaces it with a Supermicro server for the library's systems and adds a second Supermicro server that runs Remote Desktop Services for the 10 public seats. The public seats are 10ZiG zero clients, and one Datto SIRIS appliance protects both servers. This proposal also supplies 5 checkout laptops.

Vicinity prepared this option at the City's request and recommends option 3 (Microsoft Azure) instead.

In Scope Summary

- Two Supermicro servers with Hyper-V and 5-year warranties
- Migration of the domain controller, file and application server, and library management PC
- Upgrade to Windows Server 2025 and Windows 11
- Remote Desktop Services for 10 public seats
- Windows Server 2025, client access, and Remote Desktop Services licensing
- Datto SIRIS backup of both servers with off-site replication
- 10 10ZiG zero clients with 27-inch monitors
- 5 Dell Pro 14 checkout laptops
- Setup of the zero clients and checkout laptops

Scope of Work

Phase 1: Server Migration & New Site Integration

Vicinity installs the new library server at the current library and configures its storage and Hyper-V. The domain controller, file and application server, and library management PC move from the current Hyper-V host to the new host. Vicinity upgrades the servers to Windows Server 2025 and the management PC to Windows 11, then confirms each system works before shutting down the 2018 server. Before the new building opens, Vicinity moves the server into the network room and connects it to the new network.

Deliverables:

- New server installed with Hyper-V on current firmware
- Library systems running on Windows Server 2025 and Windows 11
- Datto SIRIS appliance backing up the servers, with a test restore
- 2018 server shut down after the migration is confirmed
- Server installed in the new network room and connected to the new network

Phase 2: Remote Desktop Services Host

Vicinity installs the second server with Hyper-V and two Windows Server 2025 virtual machines: a session host, and a server for the connection broker, web access, and licensing roles. The 10 device licenses go onto the licensing server. Vicinity locks down the public sessions so each one resets at sign-out, then sets up profiles and printing. The library's print and reservation software is tested in a shared session before the public seats go live.

Deliverables:

- Desktop server installed with Hyper-V
- Session host and connection broker running Windows Server 2025
- 10 Remote Desktop Services device licenses activated
- Public sessions that reset at sign-out
- Printing and reservations tested in a shared session

Phase 3: Zero Client & Laptop Provisioning

Vicinity sets up the 10 10ZiG zero clients, connects each one to the session host, and enrolls them in central management. The 5 checkout laptops are set up for patron use. Each device is tested before opening.

Deliverables:

- 10 zero clients connected to the session host
- Zero clients enrolled in central management
- 5 checkout laptops set up for patron use
- Each public seat tested with a patron session

Out of Scope

The following items are explicitly excluded from this engagement. Any work outside the defined scope will require a Change Order.

- The building network, covered by the network proposal
- Keyboards, mice, headsets, security locks, and a laptop charging cabinet
- Changes to the library's print, reservation, and library management software
- Staff computers, which staff keep
- Ongoing administration, which continues under the City's managed services agreement

Timeline & Milestones

The following timeline represents estimated durations for each phase. Actual timelines may vary based on client availability and project complexity.

Estimated total engagement duration: ~4 weeks, in two windows: the migration before January 12, 2027, and the desktop server and public seats before the Q3 2027 opening.

Phase	Milestone	Est. Hours
1	Server Migration & New Site Integration	16
2	Remote Desktop Services Host	24
3	Zero Client & Laptop Provisioning	7.5

Cost Estimate

Hours by Role by Phase

Phase	System Administrator	Subtotal
1. Server Migration & New Site Integration	16	\$2,400.00
2. Remote Desktop Services Host	24	\$3,600.00
3. Zero Client & Laptop Provisioning	7.5	\$1,125.00

System Administrator: \$150.00 per hour.

Not-to-Exceed (NTE) Total

\$7,125.00

This is a Time & Materials engagement with a Not-to-Exceed ceiling. Vicinity will bill only for actual hours worked. Total fees shall not exceed the NTE amount of \$7,125.00 without prior written approval from Client via a Change Order.

Non-Recurring Costs

The following one-time costs apply to this engagement:

Qty	Manufacturer	Part #	Description	Unit Price	Ext. Price
1	Supermicro	RXS6-1112-01	Supermicro 1U server (Thinkmate) Xeon 6515P 16 cores, 128 GB, 4 x 960 GB SSD RAID 5, 2 x 10 GbE, 5-year advance replacement	\$27,491.20	\$27,491.20
1	Supermicro	RXS6-1112-01	Supermicro 1U desktop server (Thinkmate) Xeon 6767P 64 cores, 384 GB, 4 x 1.92 TB SSD RAID 5, 2 x 10 GbE, 5-year advance replacement	\$62,519.60	\$62,519.60
10	Microsoft	RDS 2025 Device CAL	Remote Desktop Services device license Perpetual, one per public seat	\$174.00	\$1,740.00
10	10ZiG	7048QM-8803	10ZiG 7048qm zero client For Microsoft Remote Desktop and Azure Virtual Desktop, 8 GB	\$767.99	\$7,679.90
10	Dell	DELL-P2726H	Dell Pro 27 P2726H monitor 27-inch FHD IPS, height, swivel, and pivot adjust	\$226.29	\$2,262.90
5	Dell	50XXM	Dell Pro 14 laptop Intel Core 5 120U, 16 GB, 512 GB SSD, Windows 11 Pro	\$1,499.98	\$7,499.90
Non-Recurring Total					\$109,193.50

Recurring Costs

The following recurring costs start when each service is activated:

Qty	Manufacturer	Part #	Description	Unit Price	Ext. Price
1	Datto	BCDR1B	Datto SIRIS 6 backup and disaster recovery Protects both servers, 36-month term	\$1,105.00	\$1,105.00
Monthly Recurring Total					\$1,105.00 per month

Qty	Manufacturer	Part #	Description	Unit Price	Ext. Price
10	Microsoft	Windows Server 2025 Std	Windows Server 2025 Standard, 8-core pack 80 cores, 12-month subscription	\$275.00	\$2,750.00
16	Microsoft	Windows Server 2025 CAL	Windows Server 2025 device CAL One per staff computer and public seat, 12-month subscription	\$12.00	\$192.00
Annual Recurring Total					\$2,942.00 per year

Investment Summary

\$109,193.50 Non-Recurring Total	\$7,125.00 Professional Services (NTE)	\$1,105.00 Monthly Recurring	\$2,942.00 Annual Recurring
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Shipping and handling to Palmer are not included and are invoiced at actual cost.

Assumptions & Client Responsibilities

This Statement of Work is based on the following assumptions. If any assumption proves incorrect, a Change Order may be required to adjust scope, timeline, or budget.

- The City designates one representative to approve completed phases and Change Orders
- The City approves a maintenance window at the current library for the cutover, scheduled around library hours
- Client access licenses cover the 6 staff computers and the 10 public seats
- The library's print and reservation software vendors confirm support for shared Windows sessions before ordering. Vicinity requests the confirmation
- The network proposal is complete before the servers move into the new building
- The Datto SIRIS service has a 36-month term starting at installation
- All work during standard business hours, Alaska Time, unless otherwise agreed

Change Order Process

Any changes to the scope, timeline, deliverables, or budget defined in this Statement of Work must be documented through a formal Change Order process.

Process

- Either party may request a change by submitting a written Change Order request describing the proposed modification, its impact on timeline, and any cost implications.
- Vicinity will evaluate the request and provide a revised estimate of hours, cost, and timeline within five (5) business days.
- No work on the change will commence until the Change Order is approved in writing by authorized representatives of both parties.
- Approved Change Orders will include a revised Not-to-Exceed amount.

Billing for Changes

Work performed under an approved Change Order is billed at the rates in this Statement of Work unless the Change Order specifies otherwise. The original NTE is adjusted to reflect the agreed-upon changes.

Out-of-Scope Requests

If during the engagement Vicinity identifies work that falls outside the defined scope, Vicinity will notify Client promptly and will not proceed with out-of-scope work without an approved Change Order.

Acceptance

By signing below, the parties agree to the terms and conditions set forth in this Statement of Work, SOW #-SOW-CITY-OF-PALMER-20261008-SRV2A.

This SOW is valid from the date of issue (October 8, 2026) and expires on October 12, 2026.

CLIENT

Name

Title

Signature

Date

VICINITY GROUP INC.

Name

Title

Signature

Date

Terms & Conditions

This Statement of Work is an agreed change order to the Master Services Agreement for Information Technology Services between Vicinity and the City of Palmer, covering January 1, 2026 through December 31, 2028. It is not a new contract, and the terms of that agreement govern this work.

By executing this Statement of Work, both parties acknowledge that they have read and agree to be bound by the terms of that agreement.

Payment Terms

Equipment and licensing require prepayment and are invoiced in full when ordered. Professional services are invoiced monthly in arrears based on actual hours worked. Recurring services are invoiced from activation, monthly or annually as listed. All invoices are due upon receipt.