

This Service Order is entered into by and between **Hi-Link Technology Group** (“Hi-Link”) and **City of Mount Vernon NY** (“Client”) and is governed by the applicable Master Services Agreement, Statement of Work, or other written agreement between the parties. If no such agreement exists, this Service Order will serve as the controlling scope and commercial document for the services described below, subject to mutual written acceptance by both parties.

1. Service Order Summary

Client requires an alternative infrastructure and migration path to avoid renewing the existing VxRail/VMware environment. Hi-Link will provide rental infrastructure, associated hardware support, backup components, and migration services to move workloads from the existing VMware environment to a new Microsoft Hyper-V environment.

Under this option, Hi-Link will provide a complete rental infrastructure solution using **Cisco server infrastructure** and **HPE SAN storage**, along with the required implementation, migration, and support services.

The intended outcome is to provide Client with a predictable monthly operating expense model, avoid a large upfront capital purchase, and establish single-vendor ownership for infrastructure delivery, migration execution, and support.

2. Scope of Services

Hi-Link will provide the following infrastructure and services under this Service Order.

2.1 Rental Infrastructure Provided by Hi-Link

Hi-Link will provide the required infrastructure on a rental model, including:

- Three (3) Cisco Hyper-V hosts per site.
- HPE SAN storage per site.
- Required host connectivity components based on the final storage connectivity design.
- Veeam backup licensing.
- Backup appliance as part of the all-in-one solution.
- 24x7 support for the rental hardware and covered infrastructure components.

Based on current utilization, Hi-Link anticipates that three (3) Hyper-V nodes per site will be sufficient. Hi-Link does not anticipate the need for four (4) nodes at the PD site due to improved workload density on newer hardware. Final sizing remains subject to validation during discovery and design.

2.2 Storage Connectivity Components

The final storage connectivity method will be determined during the technical design phase. Hi-Link will provide the required components based on the selected approach.

If **iSCSI** is selected, Hi-Link will provide dedicated iSCSI switching required for storage connectivity.

If **Fibre Channel** is selected, Hi-Link will provide Fibre Channel HBAs for the hosts and the required SAN fabric components necessary to connect the Cisco hosts to the HPE SAN storage.

2.3 Hyper-V Cluster Buildout

Hi-Link will build the full Hyper-V cluster environment before production workload migration begins.

This includes:

- Physical installation coordination and hardware preparation.
- Hyper-V host configuration.
- Cluster configuration.
- Storage presentation and validation.
- Network configuration required for cluster, management, VM, storage, and migration traffic.
- High availability configuration.
- Baseline validation and readiness testing.
- Coordination with Client for required Microsoft licensing, domain access, IP addressing, VLANs, firewall rules, and administrative access.

2.4 VMware-to-Hyper-V Migration Services

Hi-Link will perform a controlled migration of workloads from the existing VMware environment to the new Hyper-V environment in a planned and staged manner.

Migration services include:

- Migration planning and coordination.
- Workload discovery and grouping.
- Migration runbook development.
- Scheduling and coordination of migration windows.
- Staged workload migration from VMware to Hyper-V.
- Post-migration validation support.
- Issue remediation related to the migration process.
- Coordination with Client application owners and technical stakeholders.

Migration will be performed in phases to reduce operational risk and minimize business disruption where possible.

2.5 Backup Solution

Hi-Link will include Veeam backup licensing and a backup appliance as part of the rental solution.

Backup configuration will be designed to support the new Hyper-V environment.

Backup services include:

- Deployment and configuration of the Veeam backup solution for the new Hyper-V environment.
- Configuration of backup jobs based on mutually agreed retention and schedule requirements.
- Backup validation after deployment.
- Basic operational handoff for backup monitoring and support.

Unless otherwise agreed in writing, long-term offsite retention, cloud storage charges, immutable storage, tape, replication to a third-party site, or advanced disaster recovery orchestration are not included in this Service Order.

3. Client Responsibilities

Client will provide the following at no additional cost to Hi-Link:

- All required Microsoft licensing, including but not limited to Windows Server, Hyper-V rights, Datacenter licensing if applicable, CALs, SQL Server, Remote Desktop Services, and any other Microsoft or application-specific licenses required for the environment.
- Administrative access to the existing VMware environment.
- Administrative access to Active Directory, DNS, DHCP, firewall, network, and backup systems as required.

- Rack space, power, cooling, cabling pathways, and physical access required for equipment deployment.
- Network information, including VLANs, IP addresses, subnets, gateways, routing requirements, and firewall rules.
- Application owner participation for testing and validation.
- Maintenance windows and approval for workload cutovers.
- Timely review and approval of migration plans, schedules, and change requests.
- Confirmation of workload priority, dependencies, and acceptable downtime windows.
- Any third-party vendor support required for application-specific validation or remediation.

Client acknowledges that Microsoft licensing is not included in the monthly rental fee and remains the sole responsibility of Client.

4. Commercial Terms

4.1 Monthly Fee

The estimated monthly fee for this rental infrastructure and migration service is:

\$4,250 per month

This monthly fee includes the rental infrastructure, covered hardware support, Veeam backup license, backup appliance, Hyper-V buildout, VMware-to-Hyper-V migration services, and 24x7 support as described in this Service Order.

4.2 Minimum Term

The minimum service term is:

Twelve (12) months

Client may extend the service beyond the initial twelve-month term upon mutual agreement between Client and Hi-Link.

4.3 Billing Start Date

Monthly billing will begin on the earlier of: TBD

- The date the rental infrastructure is delivered to Client site;
- The date Hi-Link begins buildout of the Hyper-V environment; or
- Another mutually agreed billing start date documented in writing.

4.4 Taxes, Shipping, and Other Charges

Unless expressly stated otherwise, applicable taxes, shipping, freight, expedited delivery charges, permits, or other governmental fees are not included and may be billed separately.

5. Support Terms

Hi-Link will provide 24x7 support for the covered rental hardware and migration-related infrastructure during the term of this Service Order.

Support includes:

- Hardware support coordination for Cisco server infrastructure and HPE storage provided by Hi-Link.
- Assistance with Hyper-V cluster issues related to the deployed rental infrastructure.
- Support for migration-related issues during the active migration phase.
- Support for Veeam backup functionality included in the rental solution.

Support does not include remediation of unrelated application issues, pre-existing operating system corruption, unsupported software, third-party application defects, or problems caused by changes made outside of Hi-Link's control unless separately agreed in writing.

6. Assumptions

This Service Order is based on the following assumptions:

- Three (3) Hyper-V hosts per site will be sufficient based on current utilization and improved hardware density.
- Client's existing workloads are technically suitable for migration from VMware to Hyper-V.
- Client will provide all required Microsoft licensing.
- Existing applications are supported on Microsoft Hyper-V by the applicable software vendors.
- Required rack space, power, cooling, and network connectivity are available at each site.
- Client will provide timely access to systems, personnel, and maintenance windows.
- Migration will be conducted in planned phases, and some downtime may be required for cutover activities.
- Any workload requiring special handling, application-level migration, major OS remediation, or vendor-specific professional services may require additional scope.

7. Exclusions

The following are excluded unless specifically added by written amendment or change order:

- Microsoft licensing.
- Application licensing.
- VMware renewal costs.
- End-user device support.
- Major application upgrades or application remediation.
- SQL Server redesign, database tuning, or application-specific database migration beyond standard VM-level migration.
- Network redesign unrelated to the Hyper-V cluster deployment.
- Firewall replacement or major firewall policy redesign.
- Long-term cloud backup storage charges.
- Disaster recovery site buildout unless specifically included.
- Compliance consulting, audit services, or formal risk assessment services.
- After-hours application owner testing by Hi-Link unless specifically scheduled and agreed.
- Any hardware, software, service, or labor not expressly described in this Service Order.

8. Change Management

Any material change to the scope, assumptions, number of hosts, storage capacity, migration complexity, support requirements, licensing responsibilities, backup retention requirements, or timeline may require a written change order.

Hi-Link will notify Client if a requested change or newly discovered condition may impact pricing, timeline, or scope.

9. Benefits of This Option

This option provides Client with the following benefits:

- Avoids immediate VxRail/VMware renewal.
- Avoids a large upfront capital purchase.
- Provides predictable monthly infrastructure costs.
- Includes migration services in the monthly model.
- Provides a single-vendor solution for infrastructure, migration, backup, and support.
- Enables a controlled and staged migration path from VMware to Hyper-V.

10. Acceptance

By signing below, the parties agree to the scope, responsibilities, assumptions, exclusions, and commercial terms described in this Service Order.

Hi-Link Technology Group

Authorized Signature: _____

Name: _____

Title: _____

Date: _____

City of Mount Vernon NY

Authorized Signature: _____

Name: _____

Title: _____

Date: _____