



warwick

Optimizing Technology. Enabling Communication.

Parma Public Housing Server Replacement Project

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IT Project (4/2022)



Background:

A server replacement and upgrade are recommended due to age of the hardware and software. The current server at Parma Public Housing is over 7 years old and is nearing end-of-life; the average lifespan of a server is 5 years. Pushing the longevity of the server creates an environment more susceptible to unplanned downtime and data loss. Housing Pro (Happy), a critical vendor for Parma Public Housing, has indicated that the current server is running out of space to hold the Happy software and causing it to run slowly. They recommended an upgrade to a newer, faster server. We agree with this assessment.

Similarly, Windows 2012 is no longer supported by Microsoft with limited access to critical updates and patches. Version 2012R, the current version on the server, will be end of life this year.

An upgrade to a new server and windows 2019 environment will provide ample amount of space and speed to handle the main software, and all other Domain functions and sharing. It will also provide room to expand capacity. Lastly, it will enable support from Microsoft to provide critical updates and patches, which are necessary for functionality and security.

Scope: Procurement and installation of new server and configure with VMware. Clone the existing server to the new server. Upgrade from Windows 2012R2 to Windows 2019 Standard. Project will be managed both on-site and through remote access during business and weekend hours.

Project Details:

1. Procure server with VMWare ESXI 7.0 preinstalled. See below for server options, recommendation.
2. Install server at the PPHA office and configure VMWare. Warwick will test to verify server can be reached via VMware portal. Once verified the rest of the configuration will be done remotely.
3. Prepare a clone of the existing server Operating System (OS), verify success of cloning and install on new server. VMware converter will be installed onto the current Server for this process. Upon successful completion of cloning, the current server will be shut down and the new server activated. This work will be done through remote access.
4. Testing of new server to be completed by verifying with several users and main software. This work will be done through remote access.
5. Upgrade from Windows Server 2012 R2 to Windows Server 2019 Standard.

It is recommended that steps #3 & #4 be performed on a weekend to minimize disruption.

A contact at PPHA will need to be available during the project deployment for access and testing.

Server Options	
Dell PowerEdge T440	Dual Intel 2.2GHz Processors, 48GB RAM, 2TB HDD – RAID1, Gigabit Ethernet adaptor, 3 year warranty
HP ML 350T10	Intel 2.4GHz Processor, 48GB RAM, 2TB HDD – RAID 1, Gigabit Ethernet adaptor, 3 year warranty

Investment: Please select Project Option Below

Accept Decline

Project w/ Dell Server Options	Investment
Dell PowerEdge T440	\$8,909.69
Windows 2019 w/ 10 Client Access Licenses	\$1,796.40
Labor	\$2,250.00
Project Total*	\$12,956.09

Accept Decline

Project w/ HP Server Options	Investment
HP ML 350T10	\$13,464.00
Windows 2019 w/ 10 Client Access Licenses	\$1,796.40
Labor	\$2,250.00
Project Total*	\$17,510.40

*excluding any applicable taxes, shipping and travel fees.

Payment: Customer will be invoiced upon acceptance of this proposal. 75% deposit due to start; balance upon completion.

Acceptance of Terms and Conditions

The undersigned, for value received and hereafter valuated, hereby unconditionally guarantee(s) to WARWICK, an OHIO corporation, full payment of all sums due and owing, pursuant to the terms indicated.

IN WITNESS WHEREOF, the parties hereto have caused this Service Agreement to be signed by their duly authorized representatives as of the date set forth below.

Accepted by:

Client Acceptance

Warwick Acceptance

Signature Date

Print Name Title

Signature Date

Print Name Title

ADDITIONAL TERMS AND CONDITIONS

- 1. PRICE:** Unless otherwise stated, all price quotations are valid for a period of thirty (30) days from the Quotation Date. Price does not include permit fees or sales tax unless specifically stated.
- 2. TITLE:** Title to the system does not transfer until final payment is received.
- 3. INSTALLATION DATE:** The Installation Date shall be determined by mutual agreement of the parties after acceptance, but is subject to change by Warwick due to delays in premises availability, conditions, strikes, accidents, acts of war (declared or undeclared), terrorist acts, failure of customer to supply programming information, or any other reason beyond Warwick's control. If the delay is caused by Customer's unilateral postponement of the Installation Date, or the failure of customer to supply programming information in a timely manner, Customer (including a lease customer) agrees to pay Warwick for (1) all work in progress, (2) all materials on the job site or set aside in Warwick's warehouse, and (3) all additional expenses incurred by Warwick (including but not limited to labor costs, project management fees, travel expenses, upgrade fees, reprogramming fees, and re-engineering fees) as a result of the postponement. If Customer (including a lease customer) unilaterally postpones the Installation Date beyond 30 days, Warwick reserves the right to use the original Installation Date as the date from which manufacturer or equipment warranties commence.
- 4. INTERPRETATION OF REQUIREMENTS:** Unless otherwise stated, the equipment covered by this quotation represents Warwick's interpretation of Customer's requirements based upon information supplied to Warwick by Customer. Warwick reserves the right to revise the quotation should actual requirements change.
- 5. CANCELLATION:** In addition to all other remedies available to Warwick at law or in equity, if Customer cancels all or any part of this order after acceptance, Customer agrees to pay for all materials used or consumed to the date of cancellation, all work in progress, and Warwick's current re-stocking fee for equipment. In no event shall Customer be permitted to return specially ordered or customized equipment.
- 6. NO REPRESENTATIONS:** No employee, sales representative, or other agent of Warwick has the authority to depart from the terms and conditions set forth herein, or to make any representations of warranties other than those set forth herein, unless approved in writing and executed by an officer of Warwick.
- 7. CLAIMS FOR BREAKAGE AND NON-RECEIPT:** Customer shall inspect and report any broken or missing equipment within five (5) days after installation.
- 8. SOFTWARE INSTALLATION:** Warwick recommends that third party software that is to be loaded onto Customer's existing computer or network system be installed by Customer. Warwick cannot accept responsibility for damage to hardware or software caused by the installation of third-party software.
- 9. VOICE OVER INTERNET (VOIP):** This Quotation does not include any onsite work at remote locations (homes, satellite offices, etc.) for VoIP telephones unless specifically stated in the Scope of Work. The stability of the connection and the clarity of conversation through the use of a VoIP telephone or VoIP networked telephone system over the public Internet are outside the control of Warwick and are not subject to any guarantees or warranties.
- 10. RELATED TECHNOLOGIES:** Warwick cannot be responsible for system or software performance when third party technology not supplied by Warwick, such as caller-ID, either interfere with or prohibit the full feature set of a product sold by Warwick.
- 11. MARKETING:** Customer grants Warwick a license to use Customer's identity for promotional purposes.
- 12. MISCELLANEOUS:** After acceptance, this quotation (and Warwick's Limited Warranty, if applicable) shall constitute the entire agreement (s) between the parties and shall not be amended, except by a subsequent agreement in writing executed by Customer and an officer of Warwick. In all respects, this agreement shall be governed by laws of the State of Ohio. Warwick and Customer consent to jurisdiction and venue in Cuyahoga County, Ohio.
- 13. SUPPORT SERVICES:** The commencement of the coverage is dependent upon the implementation process and may be impacted by delays incurred outside of Warwick's control once an initial implementation date has been established.

14. MANUFACTURER'S SUPPORT SERVICES: The commencement of the Software Support is during the configuration and programming phase of the project; therefore, the software and hardware support may not be coterminous.

15. SERVICE OPERATIONS DISCLAIMER: Client grants WARWICK authorization to view any data within the regular routine of the repair or system improvement. Client also authorizes WARWICK to reasonably delete, change, and/or rewrite any necessary information to complete the system repair or improvement that is consistent with the standards and practices in the industry.

16. DISCLAIMERS: IN NO EVENT WILL WARWICK BE LIABLE FOR ANY DAMAGES RESULTING FROM SECURITY BREACHES REGARDING CLIENT'S NETWORK OR DATA. THIS DISCLAIMER IS IN ADDITION TO, AND NOT INSTEAD OF, ANY OTHER DISCLAIMERS AND LIMITATION OF LIABILITY IN THIS AGREEMENT. CLIENT ACKNOWLEDGES THAT ALL VOICE AND DATA SYSTEMS ARE SUBJECT TO CYBER-ATTACK, VIRUSES, MALWARE, AND OTHER NETWORK RELATED THREATS (COLLECTIVELY "THREATS").