STERLING

City of Dickinson – Immutable On-Premises Backup Storage Server

Response to Request for Proposal
Due Date: August 20, 2025; 12:00 P.M. MDT

SUBMITTED TO:

CITY OF DICKINSON NORTH DAKOTA

Information Technology Department, City Hall
38 1st St West
Dickinson, ND 58601

SUBMITTED BY:

STERLING COMPUTERS CORPORATION

PO Box 1995 | 303 Centennial Drive | North Sioux City, SD | 57049
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WWW.STERLING.COM
DUNS 93-883-6541 | CAGE Code 06AP0
SAM Unique Entity ID: YZTLALWM4UC7

August 20, 2025

City of Dickinson North Dakota
Information Technology Department, City Hall
38 1st St West
Dickinson, ND 58601

Dear Aaron Meyer,

Sterling specializes in a comprehensive range of IT products and services. With over two decades of experience in the Federal market, Sterling is a trusted partner for tech solutions. Our mission-focused approach, coupled with our extensive buying power across multiple OEMs, enable us to deliver solutions that optimize budget utilization, enhance operational efficiencies, and reduce risks.

At Sterling, we view ourselves as more than just an IT solutions provider – we are your partner in digital transformation. We collaborate with you to refine or redefine your IT capabilities—optimizing them for efficiency, reliability, and innovation. Our team works with you, harnessing the power of advanced technology to unlock your organization's full potential.

Our experience includes providing comprehensive client system lifecycle services for government, education and industry customers. Sterling combines innovative best of breed hardware technologies with our senior project execution staff, with over 50,000 SF of Configuration, Integration and Distribution (CID) Centers, and skilled onsite engineering teams, Sterling can provide rapid installation/deinstallation services, as well as expedited technology refresh capabilities.

Sterling has dedicated sales and services divisions in the State and Local Government and Education (SLED) market as well. And, we are continually growing our SLED division and have invested in account managers and system engineers who focus solely on the SLED market. We provide robust and transparent technology solutions for our SLED customers on a daily basis. We are adept at reselling hardware as well as providing Client Deployment Services and Enterprise Level Professional Services.

Very respectfully,

Bridget Winders

Bridget Winders
VP SLED/Commercial
605-242-4068
Bridget.Winders@sterling.com

Table of Contents

1. Introduction

In the diverse landscape of technology, Sterling stands as a beacon of transformation. Founded on the steadfast belief that "Your mission is our mission," Sterling approaches every project with unwavering dedication, no matter the size or scope. As a driving force behind IT progress and achievement, Sterling extends beyond the realm of conventional tech solutions to become your transformational partner. We simplify the IT experience, serving as a single point of contact, handling all procurement requirements and offering related services and expertise. We work alongside our 6,600+ OEM partners to provide you with the best solutions. From designing, developing, and deploying customized solutions to charting the course by obtaining top certifications and industry awards, Sterling leads the way. We provide expert Professional Services—from creating dynamic digital workspaces to modernizing infrastructure to enhancing connectivity; from leveraging the power of the cloud to providing robust and comprehensive IT security services. We've got you covered.

Sterling at a Glance

Industry-Leading Partnerships & Recognition

- Cisco Gold and CX Partner
- Dell Technologies Federal Services Partner of the Year (2023)
- Dell Technologies Titanium Partner & Multi-Year Federal Partner of the Year (2014, 2018, 2021, 2022, 2024)
- Intel Solution Integrator Growth Partner of the Year (2024)
- NVIDIA Public Sector Partner of the Year (2024)
- VMware Federal Investment Partner of the Year (2023) & Preferred Services Partner (2022)
- SolarWinds Public Sector Excellence in Enablement (2023), Federal Partner of the Year (2022, 2024)

Proven Performance in Federal & Defense Contracting

- Recognized by Lockheed Martin, Boeing, and Northrop Grumman for supplier excellence.
- Ranked in the Washington Technology Top 100 Government Contractors (2020, 2023, 2024)
- CRN Solutions Provider 500 (Top 60: 2018–2024), CRN Tech Elite 250 (2011–2024), CRN MSP 500 (Elite 150)

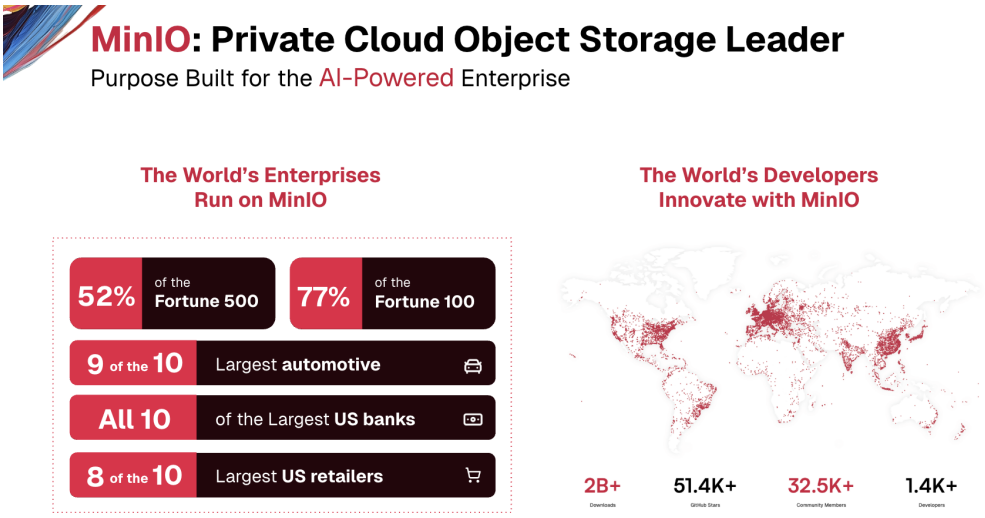
Security, Compliance & Operational Excellence

- ISO 9001:2015 Certified – Quality Management System
- O-TTPS v1.1.1 (ISO/IEC 20243-2018) – Ensuring supply chain integrity and mitigating counterfeit product risks
- ISO 14001 Approved – Environmental management standards
- 14% average annual revenue growth – Stable, privately funded with strong capital reserves
- Women-Owned Small Business (WOSB) & Woman Business Enterprise (WBE) Certified

2. Relevant Qualifications

Sterling will deliver a secure, high-performance, S3-compatible object-storage platform tailored for City of Dickinson's mission-critical workloads. By leveraging MinIO's CNCF-backed architecture, the city can modernize data infrastructures—on-premises, hybrid, or edge—while meeting State Governance compliance, scalability, and availability requirements. Our solution offers:

- **Data Modernization:** Consolidate siloed NFS/SMB archives and unstructured data stores into a single object layer.
- **Edge/Disconnected Ops:** Support forward deployed / austere environments (SCIFs, tactical data centers).
- **AI/ML & Analytics:** Feed large-scale model training and real-time analytics pipelines.
- **Compliance & Security:** Fulfill FIPS 140-2/3, STIG, RMF controls, and FedRAMP for cloud-adjacent deployments.
- **Scalability & Performance:** Scale-up/Scale-out architecture and optimized for mega-scale parallelism, MinIO routinely delivers sustained multi-gigabyte-per-second throughput on commodity hardware.
- **Cloud-Native Flexibility:** Fully containerized and Kubernetes-native, MinIO integrates seamlessly with modern orchestration frameworks, enabling rapid, declarative deployments and automated lifecycle management.
- **Security & Compliance:** Built-in features include FIPS 140-2 validated encryption, TLS everywhere, identity federation (OIDC/LDAP/Kerberos), and in-flight & at-rest encryption. MinIO also meets or exceeds Federal and State agency requirements, with support for Common Criteria and Federal IL-5 architectures.
- **Ecosystem & Extensibility:** Offers first-class SDKs for Python, Java, C/C++, and popular data-science tools (e.g., Jupiter, TensorFlow, Spark), plus turnkey integrations



- Ships with a complete stack—replication, encryption, immutability, IAM, lifecycle, versioning, KMS, cache, observability, firewall, AIHub, prompt Object, events & Lambdas, and more—eliminating the need to bolt on third-party tools.
- Designed for modern AI workloads at exascale, AIStor delivers ultra-low latency and high

throughput so you can consolidate all AI data in one infrastructure.
- Built-in, high-performance encryption with minimal overhead, plus a FIPS-compliant Key Management Server supporting massive, multi-tenant key operations
- Leverage RDMA over up to 400 GbE/800 GbE for low-latency, high-throughput S3 access—keeping GPU and other compute layers fully fed and reducing CPU utilization

3. Key Challenges

- **Data Proliferation:** Rapid and uncontrolled growth of data
- **Ransomware:** Risk of data extortion
- **Governance:** Accurate, consistent, secure, and availability of data
- **Disaster Recovery/downtime:** Minimizing RTO and RPO

4. MinIO Solution Overview

Unified Object Platform
- 100% S3 API compatibility for rapid integration with existing DevSecOps pipelines.
- Single-pane console for private-cloud, edge, and cloud-adjacent deployments.

Enterprise-Grade Security & Compliance
- FIPS 140-2/3 validated crypto modules
- Federal STIG automation via Ansible/Terraform playbooks.
- Integrated Key Management Server (KMS) with HSM support and FIPS-certified root keys.

Edge-to-Core Active-Active Replication
- Bucket-level synchronous or asynchronous replication across globally dispersed sites.
- Zero RPO architectures for mission-critical data continuity.

Exascale Performance
- Sub-millisecond metadata ops and aggregate throughput > 1 TB/s per cluster
- S3 over RDMA for ultra-low CPU overhead and GPU-tier data feeding.

AI-Native Features
- AIHub: On-prem Hugging Face-compatible model & dataset registry.
- prompt Object API: LLM-driven “query” & “transform” operations in-place.

5. Cost Effectiveness/Price Value

Sterling’s immutable backup solution of MinIO running on Lenovo servers with Red Hat Enterprise Linux provides an extensive set of features and capabilities to the City of Dickinson in support of the current production Hyper-V environment, while also being competitive with an upfront hardware/software/support cost for 5 years.

MinIO is open-source software. This significantly reduces upfront costs when compared to traditional enterprise storage solutions. Veeam's backup solutions integrate seamlessly with MinIO, providing a cost-effective way to store backups. With Veeam, backups typically require a lot of storage, and MinIO allows you to scale that storage in an efficient and cost-effective way. MinIO, in addition to providing key immutability and zero-trust tenets, encryptions and an air-gap customer experience, supports features like erasure coding and data deduplication, which can help save on storage costs by ensuring that data is stored as efficiently as possible. When

combined with Veeam's deduplication capabilities, this can drastically reduce the overall storage requirements and therefore the costs.

The management overhead with MinIO is minimal, especially when compared to more traditional storage systems. As a node-based architecture, the ability of the storage to scale up and scale out will continue to support the City's backup needs for both current and future needs. This reduces administrative costs, allowing your team to focus on higher-value tasks. The quote includes 5 years of required hardware and software for the solution with no additional subscription cost.

6. Relevant Experience

6.1 Reference #1

County of Jackson	
Contact Name:	Kenneth Lechner, IT Director
Address:	307 Main St. Black River Falls, WI 54615
Phone Number:	715-284-0276 or 715-284-0249 ken.lechner@jacksoncountywi.gov
Services/Product Provided:	Sterling delivered IT solutions to the County of Jackson since 2019. The work of modernizing the County's digital ecosystem has included systems design, procurement and installation of updated hardware, software upgrading, and platform migration. Sterling's team has implemented advancements such as hyperconverged infrastructure, cybersecurity, and cloud storage. The work has been done remotely and on site in the County's various Black River Falls, Wisconsin offices and facilities. In 2024, as the best value in cyber resilience and enterprise-class security for Jackson's small-business IT infrastructure, Sterling provided Dell EMC PowerEdge R450, Immutable reserve storage Services, and the deployment of a Tier1 cybersecurity platform.

6.2 Reference #2

NHGRI	
Contact Name:	Kang Lee
Address:	6700 Rockledge Drive Rockville, MD 20852
Phone Number:	301-402-0324 Kang.lee@nih.gov
Services/Product Provided:	Since 2015, Sterling has procured state-of-the-art IT systems for the National Human Genome Research Institute (NHGRI), Bethesda, MD. More recently, Sterling provided NHGRI with advanced data-storage expansion and security solutions designed to accommodate the agency's explosive data growth (large genomic datasets and DNA sequences, including yearly pandemic data). NHGRI must not only host massive quantities of information on its storage platform but allow for sharing and collaboration as part of its strategic plan, while protecting the integrity of that invaluable data. To back up NHGRI's existing Unstructured storage environment, Sterling supplied a Turnkey dedicated backup appliance,

	incorporating industry leading data-deduplication and encryption. This solution's Data-Invulnerability Architecture combines inline data-verification, continuous fault detection, and self-healing with defensive layers of data integrity and recoverability. In addition, Sterling has procured and licensed NHGRI with the SaaS data-security platform.

6.3 Reference #3

USTDA	
Contact Name:	David Gregory Security Engineer & Acting Program Manager dgregory@ustda.gov Afua Serwah-Asibey Office of Acquisition Management aasibey@ustda.gov
Address:	1101 Wilson Boulevard, Suite 1100 Arlington, VA 22209
Phone Number:	David Gregory 703-516-1772 Afua Serwah-Asibey 571-232-9701
Services/Product Provided:	The U.S. Trade and Development Agency (USTDA) had been utilizing a backup solution that did not align fully with the federal government's '3-2-1' backup requirements (three copies of all data: two onsite and one offsite). Sterling Professional Services helped the agency get on track by getting them onto the cloud. Sterling's AWS (Amazon Web Services) implementation for USTDA now functions as the offsite solution for the agency's backup. Sterling built a rack for Veeam immutable backup storage on-premises. In addition, Sterling stood up a tenant and connected on-premises to fulfill the off-site portion of the federal requirement. To confirm the viability of this solution, Sterling had first built a proof of concept within Sterling's *Solution Center* laboratory, prepping and validating the design. Sterling then built the solution within the cloud, engaging the stakeholder clients throughout the process to ensure they were able to back up into the cloud from on-premises. Sterling then followed up as advisor to support the agency in building their domain within their VPC and S3 storage. Seeking to provide USDTA with maximum cost savings, Sterling was able to adjust the deployment once it was underway, finding efficiencies and a reduction in USDTA's month-to-month usage, without any operational issues.

7. Scalability & Sustainability

MinIO Capacity scaling

MinIO scales capacity in a horizontal (scale-out) architecture, not by growing a single server or storage device endlessly. Here's how it works:

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1. Single Node Capacity

- A single MinIO node's capacity is limited only by the disks you attach (NVMe, SSD, HDD).
- You can start small with a few terabytes and grow that node up to what the hardware can handle.

---

2. Clustered Scaling (Erasure-Coded Pools)

- To expand beyond one server, MinIO clusters multiple nodes together into erasure-coded pools.
- Each pool can contain from 4 nodes (minimum for redundancy) up to over 1000.
- Every pool contributes its drives to the overall cluster capacity.

For example:

- Pool A: 4 nodes × 12 × 20 TB = 960 TB usable raw capacity
- Pool B: Add another 4 nodes later, increasing capacity by ~960 TB

The cluster then exposes all pools as one namespace (a single S3 endpoint).

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3. Adding Capacity

- When you need more capacity, you don't resize existing servers—you add new pools of nodes (new servers).
- MinIO automatically incorporates them, but note that data is not rebalanced across old and new pools. New data goes into the new pool, while old data stays in the original pool.

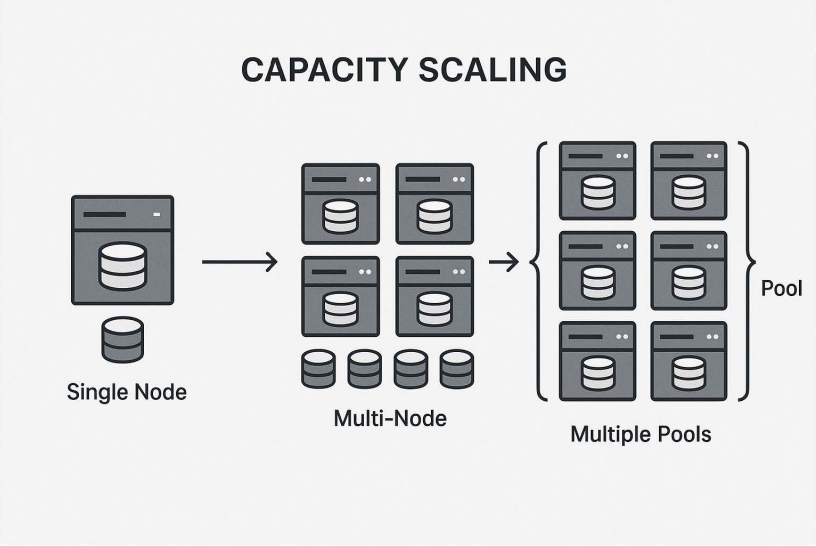
4. Scaling Limits

- A single cluster can grow from hundreds of Terabytes to Exabytes, depending on node and pool sizing.
- The practical maximum is usually set by network throughput and operational manageability, not software limits.
- MinIO recommends uniform node sizes within a pool, but you can have differently sized pools in the same cluster.

5. Performance Scaling

- As capacity scales, so does throughput, since each additional node adds CPU, RAM, and NIC bandwidth.
- This keeps MinIO suitable for both large-scale capacity (archival/backup) and high-throughput workloads (analytics, AI/ML).

Summary:
MinIO scales capacity by adding pools of nodes, each contributing additional raw storage. The system remains a single namespace, with S3-compatible access, and scales essentially without an upper bound (several exabytes). Existing data stays where it is—new pools handle new writes.



8. Functionality and Features Capabilities

The On-Premise Immutable Backup Storage Hardware should consist of the following:	
Requirement	**Functionality and Features Capabilities**
Minimum 400 TB Storage space to hold immutable backup data.	Solution spec at 400TB for growth (we can adjust sizing as required) MinIO is scalable from several terabytes to several exabyte environments. Platform scales by adding nodes meaning no major costs to upgrade.
Minimum Raid 6 Data Protection allowing for the loss of 2 drives simultaneously without data loss.	The solution utilizes an erasure code that protects up to the loss of 4 drives in this configuration.
Fully compatible out of the box with Veeam Backup and Replication Essentials.	Veeam's S3 connector Works with MinIO out of the box.
Must be fully compatible with Veeam Infrastructure to leverage immutable snapshots.	Yes, MinIO is 100% compatible with AWS s3 and AWS s3 express API's.
Dual 25GB SFP+ Ports with 25GB SFP+ Modules Included.	Server hardware, MinIO supports it.
Dual PSU to ensure power redundancy for the Backup Storage system.	Server hardware, MinIO supports it.
Rackmount Rails and hardware to allow for mounting in a standard 4 post server rack.	Server hardware, MinIO supports it.
5 Year Support Agreement that covers drive replacement.	Server hardware, MinIO supports it.
Must support native immutability with no reliance on external cloud or third-party OS/hardening.	AIStor natively supports making the buckets immutable and enabling version control on objects for fast recovery in the event the backup server is compromised. This protects against crypto ransomware attacks. And is part of adhering to standards as defined by DOD.
Must be a purpose-built appliance optimized for backup workloads (not general-purpose storage).	AIStor is a software defined storage platform that resides on commodity hardware, all features are addressed through a single pane of glass console included with the product.
Storage solution must be on-premises, with no dependency on internet access or cloud storage to enforce immutability,	AIStor is designed for on prem, in cloud, or hybrid use cases.
Must seamlessly integrate with Veeam Backup & Replication using officially supported APIs (e.g., Veeam SOS API).	Native integration via the S3 Connector and backup frequent use case.

Should support instant recovery, high-speed restores, and rapid ingestion rates optimized for synthetic full backups.	MinIO AIStor is the highest performing Object storage platform currently in production, achieving almost line speed with the bottleneck being the network. MinIO supports up to 2 dual port 400Gib./sec card per node.
Must provide immutable object storage with enforcement of data retention policies at the storage level.	See attached MinIO AIStor meets these requirements.
Should block root-level deletion or modification of backup data during the immutability period.	If an immutable checkbox on the bucket is enabled the objects cannot be deleted or modified in any way.
Must not require credentials or shell access to underlying OS for administration (reducing attack surface).	There is a CLI client to manage the product via the shell. AIStor runs in "no root" mode.
Must operate on a Zero Trust Architecture with role-based access control (RBAC), MFA, and airgap-like protections.	AIStor Meets these requirement, frequent use in air-gapped environments.
Solution should be certified or validated against key cybersecurity frameworks (NIST, CISA).	AIStor runs in several DOD environments adhering to NIST 800-171.
Should have a dedicated web-based GUI purpose-built for backup and storage admins (no Linux CLI required).	There is an enterprise GUI console to manage all functionality and well as a CLI when needed.
Must support scalable node-based architecture (with clearly defined node limits and expansion steps).	MinIO AIStor starts at 4 nodes for redundancy and is expandable to support over 1000 nodes and over an exabyte of data.
Solution should support automated software updates and self-healing or alerting mechanisms.	MinIO Supports these basic enterprise functions and also integrates with enterprise toolsets for monitoring and log aggregation.
Must sustain high throughput for ingesting Veeam backup chains (especially synthetic fulls).	Throughout is dictated by configuration, MinIO AIStor clusters throughput is dictated by network throughput E.G a100Gb/sec card delivers close to line speed if the application can sustain pushing the data at the fastest rate it is being delivered. 4x 25Gb connections are provided per node in this solution.
Should support multi-tenant backup storage, and clearly segregate repositories for retention and compliance.	Yes, support multiple buckets with unique names and security keys.
Must allow for linear performance scaling (e.g., by adding nodes).	MinIO expands both storage and network throughput by the addition of more nodes, currently several clusters of over 1000 nodes and over 3 Tib/ssec throughput in production.
Must be available as a capex-friendly appliance (no required subscription to maintain immutability).	Once licenses expire, cluster goes to read only mode. Meets this requirement.
Should avoid recurring license or capacity-based fees unrelated to hardware expansion.	License is based on storage needs and can grow as you scale up. There is a 12-month subscription or multi-year is also available if you would like to do a CAPEX purchase instead.
Guaranteed 100% data availability.	The Cluster is aware of the node health and requests are routed to any of the nodes available to satisfy the read or write request.

Must support high throughput and low latency for backup, recovery, replication, and DR operations.	Yes, a single cluster is often used by several backup environments concurrently.
Support for compliance with industry standards and regulations (PII, NIST, and PCI DSS 4.0)	While this depends on how the implementation of MinIO AIStor easily meets all of the requirements set in these standards. The Implementation of the backup solution will dictate overall compliance.
Embedded IPMI or Web GUI to allow for remote control of the unit.	MinIO AIStor has a full featured GUI management feature.
Must support self-implementation, extended maintenance, and non-disruptive upgrade to next generation platform.	Yes, it is a standard feature in AIStor.
The solution should be fully self-contained, not requiring additional software agents or cloud service contracts.	Yes, it is a standard feature in AIStor.
Vendor must offer direct enterprise support, including escalation paths, updates, and knowledgebase access	MinIO AIStor support is direct to engineers with a Sev 1 panic button for real time events. There is not a helpdesk, and all issues logged into the support portal are addressed by Engineering team members.
The solution must be Veeam Ready - Object with Immutability certified.	Yes, it is a standard feature in AIStor.
Must be deployable in environments running Hyper-V, VMware, or other common hypervisors protected by Veeam.	No additional software or drivers required, it utilizes the standard S3 connector within Veeam.

9. Veeam MinIO Set Up Guide

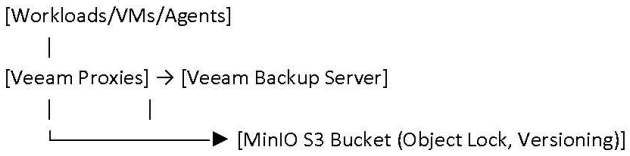
Veeam + MinIO: One-Page Setup Guide (v12+)

Updated: August 13, 2025 • Scope: Quick setup for using MinIO as Veeam object storage (Direct-to-Object or SOBR Capacity Tier).

Overview

Use MinIO as an S3-compatible repository for Veeam Backup & Replication 12+. MinIO provides strong consistency and S3 Object Lock for immutability. Keep bucket default retention disabled—Veeam applies per-object retention.

Reference Architecture



Prerequisites

- Veeam v12+ with S3-compatible object storage enabled.
- MinIO endpoint reachable over TLS with trusted certificate.
- Create bucket with Object Lock enabled at creation time; DO NOT set bucket default retention.

MinIO: one-time setup

```
mc alias set myminio https://minio.example.com ACCESS_KEY SECRET_KEY

mc mb --with-lock myminio/veeam-backups    # creates bucket with Object Lock

# (Leave bucket default retention OFF—Veeam sets it per object)
```

Veeam: Direct-to-Object repository

- Add Repository → Object Storage → S3 Compatible.
- Service point: your MinIO URL/port; Region (e.g., us-east-1); access keys.
- Select bucket/folder (e.g., veeam-backups).
- Enable “Make recent backups immutable” and set retention days (Veeam uses Compliance mode).
- Create/point jobs to this repository (forever-forward incremental; use GFS for synthetic fulls).

Optional: SOBR Capacity Tier

Keep on-prem storage as Performance Tier; add the MinIO object repository as Capacity Tier. Choose copy (immediate) and/or move (age-off) policies as needed.

Performance Tips

- Balance repository concurrent tasks and upload streams to match CPU/throughput.
- Use fast, local networking (10/25/40GbE) between proxies and MinIO.

• Size MinIO erasure coding and drives for target throughput; monitor with MinIO Console.

Common Pitfalls & Fixes

• Backups failing after bucket-level default retention is enabled → Disable bucket default retention; rely on Veeam per-object retention.

• 403/SSL issues → Verify region string, access keys, and a trusted TLS certificate on MinIO.

• Cannot enable immutability → Ensure bucket was created with Object Lock and versioning.

10. Detailed Pricing

STERLING

SALES QUOTATION

Quote No. Q-00704493
Ref. No. City of Dickinson - RFP - Immutable On-Premise Backup Storage Server

Date 8/19/2025
Exp. Date 09-18-25

Sterling Account Manager
Jeffrey Stellish
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303 Centennial Drive
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jeffrey.stellish@sterling.com

Customer Information
City of Dickinson
Jordan Dockter
Unknown, SD 57049
jordan.dockter@sterling.com

Terms	FOB	Contract	Estimated Lead Time
Net 30	Destination	Open Market	60 Business Days ARO

Line No.	QTY	Part Number	Description	POP Start Date	POP End Date	Unit Price	Extension
			Servers				
1	5	7D9ES9G100	ThinkSystem SR655 V3 60 Months -AMD EPYC 9655P 96C /2.6GHz Processor, 384GB memory, Dual 25GbE Network Adapters, 16x7.68TB NVMe SSD			$36,810.41	$184,052.05
			MinIO				
2	1	AIStor Enterprise	MinIO - AIStor Enterprise - 60 months - 400 TiB	11/01/2025	10/30/2030	$429,473.68	$429,473.68
			Services				
3	40	STPS-SE3	Data Center Engineer			$200.00	$8,000.00
4	1	STPS-TNE	Travel and Expenses			$3,000.00	$3,000.00
5	10	STPS-PM3	Sr. Project Manager			$100.00	$1,000.00

TOTAL **$625,525.73**

Quotation Comments

Ask your Sterling Account Manager about our Complete Ship Services: An efficient, convenient, and secure way to receive your order.

Terms and Conditions

All products and services sold, licensed, resold, distributed, and provided (as applicable) by Sterling are subject to Sterling's Return Guidelines (located at https://sterling.com/contact/return-information/) and the terms and conditions (if any) imposed by the applicable Sterling Partner (the original manufacturer, seller, licensor, or provider).

This quote is based on information and conditions available as of the date of this quote. If there are changes in vendor pricing due to recent tariff orders, Sterling reserves the right to revoke this

STERLING™

YOUR **TRANSFORMATIONAL** PARTNER

Enterprise Services

City of Dickinson

Immutable On-Premise Backup Storage Server Implementation

August 20, 2025

Case #63316

Submitted by:
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Document Control			
Date	Author(s)	Description	Version
August 20, 2025	Shane Schmidt	Sterling Proposal	1.0

1. ENGAGEMENT DETAIL

Period of Performance	These Services will be limited to **40** contiguous business Hours conducted over a period of time **1** contiguous business Week**.**		
Service Hours	Standard Hours - Sterling will perform the Services during normal business hours typically 8:00 AM to 5:00 PM, Monday through Friday, Customer local time, and will include travel time to and from the Customer location (as required) and excludes local holidays.		
Service Delivery Method	Onsite		
Customer Hours of Operation	8:00 AM to 5:00 PM, Monday through Friday, Customer local time		
Estimated Start Date	TBD	Estimated End Date	TBD
Estimated Outage Window	TBD		
Security Clearance Required	NA		
Place of Performance	**City of Dickinson**		
	City Hall , 1st St West		
	Dickinson	ND	58601

2. INTRODUCTION

This Statement of Work (SOW) describes the services to be provided by **Sterling**, ("Provider") for **City of Dickinson** , ("Customer"). The term of this SOW shall begin on the date of the last signature ("Effective Date") as set forth in the Signature Section of this SOW. This SOW shall expire if not executed within ninety (90) days of the date of creation. See appendices attached hereto and incorporated by reference.

3. SCOPE OF SERVICE

The objective of the Services is to provide one (1) onsite resource to assist customer with the install, configure, and validate an Immutable On-Premise Backup Storage Server(s) for the City of Dickinson. This solution will provide immutable data protection fully integrated with Veeam Backup & Replication and the City's existing Hyper-V environment. The engagement will ensure the new immutable repository is production-ready, secured, and validated for recovery operations.

In Scope Hardware

Model	Qty
ThinkSystem SR655 V3 60 Months -AMD EPYC 9655P 96C /2.6GHz Processor, 384GB memory, Dual 25GbE Network Adapters, 16x7.68TB NVMe SSD	5

Success Criteria

- Immutable Backup Storage system is deployed, integrated, and production-ready.
- Solution enforces immutability at the storage layer with no external reliance.
- Veeam integration validated with successful backup, restore, and recovery testing.
- Performance benchmarks confirm high-speed ingest, restore, and synthetic full capability.
- Compliance requirements (NIST, CISA, PCI DSS 4.0) are documented as met.
- City IT staff are trained and able to self-manage the solution.

Acceptance

- The project will be considered complete upon:
  - Installation of the immutable storage solution.
  - Verified Veeam integration, backup creation, and restore tests.
  - Security controls and compliance features confirmed
  - Completion of knowledge transfer and handoff documentation.
  - Formal sign-off by the City of Dickinson IT Director.

Immutable On-Premise Backup Storage Server Implementation

3.1 PROJECT INITIATION | DISCOVERY | DESIGN

3.1.1 Project Initiation: (Remote)

- Conference call with Customer to obtain site-specific information, set expectations, etc.
- Introduce project stakeholders.
- Review project documentation
- Discuss services scheduling and required maintenance windows.
- Review the scope of work and discuss project objectives and expectations.

3.1.2 Discovery: (Remote)

- Customer will provide configuration information for any existing infrastructure as needed to prepare for services, prior to engineer onsite arrival.
- Customer to inventory all equipment and confirm receipt at least one week prior to the engineer onsite arrival

3.1.3 Design & Planning: (Onsite)

- Review the City's existing IT environment (Hyper-V, Veeam, Hitachi SAN).
- Develop a sizing and design plan for the Immutable Storage solution (≥400TB usable capacity).
- Produce installation directions and connectivity documentation following IT best practices.
- Provide network and cabling diagrams if multiple nodes are required.

3.1.4 Hardware Delivery & Installation: (Onsite)

- Install a purpose-built immutable backup storage appliance, including:
  - Rackmount installation in a standard 4-post rack.
  - Dual 25GB SFP+ network connectivity with modules installed.
  - Redundant dual PSUs configured.
  - RAID 6 configured for data protection.
- Validate hardware health and readiness for integration.

3.1.5 Configuration & Integration: (Onsite)

- Integrate the storage system with Veeam Backup & Replication Essentials.
- Create immutable backup repositories with enforced retention at the storage layer.
- Configure for instant recovery, synthetic full backups, and high-speed restores.
- Implement turnkey configuration, ensuring the solution is production-ready.

3.1.6 Security Hardening: (Onsite)

- Implement Zero Trust Architecture including:
  - Role-Based Access Control (RBAC).
  - Multi-Factor Authentication (MFA).
  - Root-level deletion/modification blocking during immutability periods.
- Confirm compliance with NIST, CISA, PCI DSS 4.0 frameworks.
- Validate immutability enforcement through Veeam SOS API integration.

3.1.7 Performance Validation: (Onsite)

- Benchmark ingestion rates, synthetic full performance, and restore speeds.
- Demonstrate high-throughput ingest for Veeam workloads.
- Validate disaster recovery and replication functions.

- Document performance results for acceptance testing.

3.1.8 Scalability & Growth Planning: (Onsite)

- Document the solution's node-based scalability and performance limits.
- Provide future guidance for expanding capacity and performance without disruption.

3.1.9 Knowledge Transfer & Training: (Onsite)

Sterling will provide up to **4 Hours** of knowledge transfer prior to transitioning the environment to the Customer and project closure. Knowledge transfer topics may vary based on the engagement parameters as well as Customer IT proficiency within scope technologies. Knowledge transfer generally covers topics such as:

- Conduct an administrator training session covering:
  - System management via web GUI.
  - Creating, monitoring, and restoring backups.
  - Enforcing immutability policies and security controls.
  - Support request procedures, update processes, and maintenance tasks.
- Provide system documentation, including:
  - Final configuration records.
  - Connectivity diagrams.
  - Performance validation results.

Note - Knowledge transfer/training session is not intended as a substitute for formal training. To maximize the success of the implementation, Sterling strongly recommends curriculum-based training for Customer IT personnel who will be responsible for post-deployment operational sustainment.

3. Deliverables

- Immutable Backup Storage Appliance (≥400TB, RAID 6).
- Installation and connectivity documentation.
- Configured and validated immutable backup repository.
- Security hardening documentation and compliance mapping.
- Performance validation benchmark report.
- Scalability guidance document.
- Knowledge transfer session and final documentation package.

3.2 PROJECT CLOSURE AND DELIVERABLES

- Project Closeout meeting
- Review project deliverables
- Deliver the final project documentation package.
- Obtain Customer Acceptance Form ("CAF")

4. PROJECT MANAGEMENT

4.1 STERLING

- Sterling will perform the following Project Management activities during the term of this SOW:
- Maintain focus on time, cost, and scope.
- Identify, monitor, and manage service risks, issues, and escalations.
- Coordinate and facilitate kick-off, status, deliverable review, and closeout meetings.
- Create, monitor, and manage the Project Workbook
- Facilitate change management as needed.
- Single point of contact and accountability for successful delivery of the Services
- Coordinate regular Project Status calls.
- Facilitate project deliverables and closure documentation.
- All Project Management activities will be conducted remotely.

4.2 CITY OF DICKINSON

Customer will perform the following Project Management activities during the term of this SOW:

- Assign project sponsor, primary project technical POC, and project stakeholders.
- If required, provide Sterling personnel with adequate workspace, supplies, facilities, and systems within reasonable proximity to where services are to be performed (onsite services only)
- Coordinate the scheduling of all necessary Customer resources required for the Services and ensure those resources are available throughout the engagement, including technical contacts.
- Maintain communication with end users to prevent scheduling conflicts and ensure continuous workflow for Sterling Consultant(s).
- Notify Sterling PM immediately with any issue related to the completion of the services described in this SOW and participate in the escalation of such issues until resolution is achieved.

5. SCHEDULING

Upon completion of a Sterling SOW (Statement of work) Sterling and Customer will agree on firm and fixed dates for the work to begin, all work scheduled will require a minimum of two (2) week lead time. Both parties will use their best reasonable efforts to inform the other party at least two (2) weeks before requesting changes to dates for onsite/remote work.

- Delays caused by the Customer that prevent the Provider from performing Services as scheduled may result in additional charges. Provider will notify Sterling Services of delays that prevent the service from being performed. Customer shall provide or update existing purchase order (with a purchase order number) for the price or charges for Services either upfront or as agreed to as specified in this Agreement.
- Customer Delays: Both parties acknowledge that unforeseen events may occasionally occur in the normal course of business, potentially leading to delays in the Customer's timely participation in the services engagement described herein.
  - If the Customer experiences project delays exceeding a cumulative total of ten (10) business days or more than five (5) business days in a single instance, the Provider reserves the right to temporarily suspend the provision of Services and reassign Provider personnel.
  - The Customer is required to provide a written Notice of Re-Engagement certifying their renewed availability to participate in the project within the required timeframe.
  - During the suspension period, the Provider retains the right to invoice the Customer for weekly Project Management hours to compensate for incurred costs resulting from the delay. Billing will include Consulting/Engineering hours consumed up until the project suspension.
  - Once the Customer provides the Notice of Re-Engagement, the Provider will resume the provision of Services and allocate resources accordingly.
  - The Provider's right to charge for Project Management hours during the suspension period is intended to mitigate the impact of the delay and ensure that necessary project oversight and coordination can continue.
  - Any exceptions or modifications to these assumptions must be agreed upon in writing by both parties and documented in an addendum to the Agreement.

6. CUSTOMER RESPONSIBILITIES | ASSUMPTIONS | LIMITATIONS

Sterling and Customer will share responsibility for the success of this implementation. The full cooperation of Customer management, staff, and any necessary internal parties will be required to achieve the desired results. This includes making sufficient time for review of written materials, meetings, etc.

In order to keep the costs of the project to a minimum, Customer staff may be utilized to perform the basic data gathering tasks. It is assumed that any data gathered by Customer personnel will be accurate, as the Customer is responsible for the accuracy of the information provided to the Provider consultants. This data will be analyzed to determine the existing hardware/software architecture.

6.1 CUSTOMER RESPONSIBILITIES

- Maintain a backup of all data and programs on affected systems prior to Sterling performing the Services and during the term of the SOW. The customer will take reasonable backup measures and, in particular, will provide for a daily backup process and backup of the relevant data, software, and programs before Sterling Services performs any work on the Customer's production systems.
- Develop or provide documentation of existing environment consistent with best practices. Examples include a Network Topology map of the existing network. This Topology map should include IP addresses, Gateways, VLANs, and VPNs on the local area network.
- Configuration and troubleshooting infrastructure services including (but not limited to) AD/DNS/OU/GPO, IP Subnet availability, NTP, Network and Firewall settings, as they relate to infrastructure requirements.
- Customer will provide necessary access to systems, including service accounts, usernames, and passwords. For remote engagements, reasonable remote access to the local network through VPN will be provided as needed.
- Coordinate and lead all Customer 3rd party vendors as required to facilitate services and accept responsibility for delays caused by other vendors.
- Ensure all required racks or equipment, power outlets, and power distribution units ("PDUs"), provided are installed and functional.
- Coordinate scheduling of internal resources such that knowledge transfer is conducted in one contiguous session (unless otherwise stated herein).
- Identify a location for disposal of the packaging within the immediate installation location; if disposal of the packaging is outside of the immediate installation location, the Customer is responsible for removal.
- Customer is responsible for the procurement and provisioning of all software licenses (including portal credentials where necessary) and maintaining applicable support agreements. The customer will ensure that all necessary software licenses for the installed software are purchased and up-to-date and that all systems and software impacted by this service are under current support agreements. Unless this CSOW specifically requires Sterling Services to provide a software license, the Customer is responsible for all software licensing requirements
- Unless otherwise directed by Customer in writing during the installation process, Sterling Services will "accept" on Customer's behalf any and all electronic agreements provided with the installed hardware and/or software, including without limitation licenses, terms of sale, and other terms and conditions. Customer agrees that its purchase, license, and/or use of any hardware or software installed by Sterling Services under this CSOW shall be subject to and governed by such electronic agreements to the same degree as if Customer had itself accepted the electronic agreements.
- Promptly notifying Sterling Services in writing of: a) any changes Customer makes to its information technology environment that may impact Sterling Services' delivery of the Services; or b) business, organizational, security, and technical issues that may have an impact on the performance and delivery of the Services. The Change Management Process will control any changes to the CSOW following the notice.
- Provide Sterling Services with any required consents necessary to perform the Services.
- Maintain a current version of an anti-virus application continuously running on any system to which Sterling Services is given access and will scan all Deliverables and the media on which they are delivered.
- Ensuring the Sterling Services personnel have: reasonable and timely access to the project site, software, hardware, and internet access; a safe working environment; an adequate office space; parking; and remote access as required. Facilities and power must meet Sterling Services' requirements for the products and Services purchased.
- Prior to the start of this CSOW, the Customer will designate in writing a primary point(s) of contact (the 'Customer Contact' or 'SPOC') to ensure that all tasks can be completed within the specified time period. The Customer Contact will ensure that communications between the Customer and Sterling Services are timely and effective and that any communication between the Customer and Sterling Services is made through the SPOC. All Services communications will be addressed to the Customer Contact.
- Customer Contact will obtain and provide project requirements, information, data, decisions, and approvals within one working day of the request unless both parties agree to a different response time.

- Customer Contact will have the authority to act for Customer in all aspects of the Services including bringing issues to the attention of the appropriate persons within Customer's organization and resolving conflicting requirements. Customer Contact will ensure attendance by key Customer personnel at Customer meetings and Deliverable presentations.
- Customer will provide technical points-of-contact with the necessary IT knowledge and decision-making authority, to schedule and coordinate IT resources, and ensure access to support staff and subject matter experts for project data and meetings.
- The Customer will provide all licenses, hardware, operating systems, and software required to complete the project and ensure that all hardware that is part of the engagement (including any hardware and software being replaced) is covered by maintenance and warranty agreements.
- Customer has purchased licensing for software being installed and maintains applicable support agreements.
- The Customer will provide timely response to information requests to ensure all projects maintain an acceptable completion timetable.
- The Customer will provide a primary contact who will be responsible for all formal and informal communications regarding the content and format of the proposed system.
- The Customer will make the required personnel available for the meetings and reviews required to maintain an acceptable completion timetable.
- The Customer is responsible for providing all relevant company policies prior to implementation.
- The Customer will be responsible for the accuracy of the information provided to the Provider consultants, as assumed in this document.
- If required, the Customer will provide the appropriate access to offices, systems, and information required by the Provider consultants to complete the project.

For engagements delivered by Sterling remotely:

- Physical installation, power up, and configuration required for remote access to all necessary devices.
- VPN credentials and access to all affected devices on the network.
- Physical tasks associated with troubleshooting as needed.

Note: Sterling assumes no liability for loss or recovery of data, programs, or loss of use of system(s) arising out of or in connection with the Services provided under this CSOW.

6.2 ASSUMPTIONS

- All holidays and non-working days are identified prior to scheduling the start of the services and will not impact the agreed upon schedule once services are started.
- It is assumed that the Customer's environment meets all prerequisites defined in the Prerequisites Appendices
- Provider assumes that the Customer environment is free from viruses, worms, or other malicious software and is working properly according to generally accepted industry standards in all respects.
- It is assumed that the Customer's IT personnel have the background and skill set to perform operations and maintenance functions for in-scope technologies once knowledge transfer and handoff are complete.
- Knowledge transfer to be completed within five (5) business days from the completion of implementation/ configuration services.
- Provider will communicate any time off requests to the Sterling Services Project Administrator / Resource Coordinator and is subject to approval by Sterling Services and Customer
- If the Customer makes any changes to the scope of work during or after the work begins under the CSOW, additional charges and/or schedule changes may apply.
- The City of Dickinson will provide:
  - Required rack space, power, and network ports.
  - Veeam licensing and credentials for integration.
  - Access to existing backup infrastructure and administrative accounts.
- Work will be performed during business hours unless otherwise agreed.
- Hardware delivery lead times may impact project schedule.

6.3 LIMITATIONS

The following tasks are considered out of scope for this engagement:

- Sterling is not responsible for conflicts with existing software or network permissions conflicts, as configured by the customer network and active directory.
- Sterling will work with vendors for installation or configuration of third-party software but is not responsible for issues that arise with third party software.
- The development of any intellectual property created solely and specifically for the Customer under this SOW.
- De-installation or re-arranging of existing equipment, unless described in this SOW.
- Any other training, services, tasks, or activities not specifically described in this SOW.

- Facility electrical or construction work (e.g., asbestos removal, cabling in walls).
- Replacement or upgrade of the existing SAN or hypervisor infrastructure.
- Ongoing managed services beyond knowledge transfer and handoff.
- Cloud storage integration or hybrid immutability solutions.

7. PRICING AND ASSUMPTIONS

7.1 FIXED FEE CHARGE

The customer agrees to pay sterling on a fixed fee, ("ff") basis for services performed under this SOW.

Following the performance of the service, the customer agrees to pay the provider an amount not to exceed the following one-time charge. such an amount will be paid in accordance as stated in the Pricing Table in Section 8 of this SOW.

PLEASE REFERENCE QUOTE # Q-00704493

7.2 PRICING ASSUMPTIONS

Actual Travel and Expenses may vary based on advanced notice for resource scheduling and other variables. If such variables impact the travel and expenses fee, Sterling will notify the Customer prior to incurring additional expenses, provide an estimate of the additional cost, create a change order, and implement the change upon the Customer's acceptance of the Change Order.

- Payment Terms: Net 30.
- For Milestone based engagements, Sterling will invoice the client for each Milestone upon acceptance of deliverables for the Milestone.
- In the event that hardware for the project is shipped directly to the customer, it is the customer's responsibility to verify all hardware has arrived and has not been damaged in shipment. If the customer discovers that not all the hardware arrived or hardware is damaged, it is the customer's responsibility to notify Sterling within three (3) business days.
- Unless otherwise agreed upon, Sterling reserves the right to invoice the customer for the hardware when delivered and invoice the services portion at the completion of the project.
- If travel is included, the Provider Engineer(s) will be traveling Monday mornings and Friday afternoons to and from the customer site and will be billable.

Specified Minimums:

- Forty (40) hours over a consecutive five (5) day period, per Consultant, Per Week.
- Eight (8) hours per day.

8. CHANGE MANAGEMENT PROCESS

Upon Sterling's or Customer's determination that a change is necessary to refine a process, procedure, or add a service that is not included within the original scope of work, a change order will be created by the Sterling PM, outlining the change and, if applicable, any costs associated with the change.

The customer will review the proposed Change Request and determine whether the change is acceptable or requires modifications. Both parties will (a) sign the Change Request, (b) agree to modifications to the Change Request, or (c) reject the Change Request. Changes to the scope of work will be implemented only upon agreement and signature of the Change request by both parties.

9. ACCEPTANCE OF PROPOSAL

IN WITNESS WHEREOF, Customer and Sterling Computers have caused this SOW to be signed and delivered by their duly authorized representatives as of the date of the last signature below (the “Effective Date”).

By signing this document all parties are responsible for the terms and conditions within this agreement.

City of Dickinson	Sterling Computers
By:	By:
Printed Name:	Printed Name:
Title:	Title:
Date:	Date:

This data, furnished in connection with this quotation, shall not be disclosed outside the Government Organization and shall not be duplicated, used, or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided that, if a contract is awarded to this Offeror as a result of or in connection with the submission of this data, the Government Organization shall have the right to duplicate, use, or disclose the data to the extent provided in the contract. This restriction does not limit the Government Organization's right to use the information contained in the data if it is obtained from another source without restriction. The data subject to the restriction is contained in sheets marked with the following legend: Use or disclosure of the data on this sheet is subject to the restriction on the title page of this proposal’.

STERLING™

YOUR **TRANSFORMATIONAL** PARTNER

Enterprise Services

City of Dickinson

Immutable On-Premise Backup Storage Server Implementation

August 20, 2025

Case #63316

Submitted by:
STERLING
303 Centennial Drive | PO Box 1995 | North Sioux City, SD 57049
Phone: 800.916.1030 | Fax: 605.242.4001
www.sterling.com

APPENDIX A – SUPPORTED SITES

Supported Site	Address	City	State/Province	Zip/Postal	Qty
City of Dickinson	City Hall , 1st St West	Dickinson	ND	58601	

APPENDIX B - CHANGE ORDER EXAMPLE DOCUMENT

PROJECT INFORMATION					
"Project"	Project ID				
"Customer"	Customer Name	City of Dickinson			
"Project"	Project Name				
"Case"	Case No.	63316			
"RFC"	RFC No. 0001				
"Company PM"	Name:		Email:		Phone:
"Sterling PM"	Name:		Email:		Phone:

SCOPE OF CHANGE	
Reason for change	

SCOPE DETAILS	
Milestone Name	
Tasks	
Deliverables	
Completion Criteria	
Customer Responsibilities	

PRICING TABLE						
Milestone	Resource Type or Cost Item	Hours/ Units	Hours/ Unit Cost	Sub-Total	Expenses Cost	Total
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
Totals						

APPENDIX A – SUPPORTED SITES

Supported Site	Address	City	State/Province	Zip/Postal	Qty
City of Dickinson	City Hall , 1st St West	Dickinson	ND	58601	

APPENDIX B - CHANGE ORDER EXAMPLE DOCUMENT

PROJECT INFORMATION					
"Project"	Project ID				
"Customer"	Customer Name	City of Dickinson			
"Project"	Project Name				
"Case"	Case No.	63316			
"RFC"	RFC No. 0001				
"Company PM"	Name:		Email:		Phone:
"Sterling PM"	Name:		Email:		Phone:

SCOPE OF CHANGE	
Reason for change	

SCOPE DETAILS	
Milestone Name	
Tasks	
Deliverables	
Completion Criteria	
Customer Responsibilities	

PRICING TABLE						
Milestone	Resource Type or Cost Item	Hours/ Units	Hours/ Unit Cost	Sub-Total	Expenses Cost	Total
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
				$ 0.00		$ 0.00
Totals						