

**SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET**

ITEM NO: Action A 2
DATE: August 27, 2009
SUBJECT: Phone - Uninterrupted power system
CONTACT PERSON: Deborah Knight, City Administrator

ISSUE:

The issue before the city council is to authorize an expenditure of \$5,487 for a 24-hour uninterrupted power system for the city's Nortel phone system and Comcast modems.

STAFF RECOMMENDATION:

Authorize a budget amendment of \$5,487 from the operating funds (General, Street, Water, Sewer and Garbage) to purchase a 24-hour back-up power supply and five-year warranty for the city's telephone system.

SUMMARY:

At the Council meeting on July 23, 2009 the city council authorized changing phone vendors from Verizon to Comcast. During the presentation by the Comcast representative, the council discussed purchasing a back-up power supply system to ensure phone service during power outages.

City staff evaluated a 24-hour back-up system, a 36-hour system and a 72-hour system. Due to the costs of the proposed system, city staff recommends the 24-hour system. The proposed vendor, Advocate Telecom recommends purchasing the 5-year warranty to ensure the system will work when needed or it will be replaced by the manufacturer at no cost to the city. The 5-year warranty is \$2,417.

The council may want to consider the value of the warranty before authorizing an expenditure.

DISCUSSION:

The following quote is for a Uninterruptable Power System (UPS) for the city's Nortel phone system and Comcast EMTA modems. This system is designed to provide 24 hours of emergency power in the event that commercial power is interrupted.

The system is always on and will become active in the case of any power outage without interruption to the normal operation of your telecommunication equipment. This means that you'll be able to use the phone normally during black-outs lasting up to 24 hours, brown-outs and power surges.

The manufacturer (American Power Conversion) guarantees that this solution will provide at least 24 hours of backup time to the mentioned equipment for 5 years. If the system fails to do so within that period, APC will replace any and all equipment via overnight shipping at their expense.

FISCAL IMPACT:

Item	Description	Cost
UPS Battery Backup Array	(1) APC Smart-UPS XL 750VA USB & Serial 120V 600 Watts / 750 VA, Input 120V / Output 120V, Interface Port DB-9 RS-232, SmartSlot, USB, Extended runtime model Includes: CD with software, Smart UPS signalling RS- 232 cable, USB cable, User Manual	\$ 459
(3) Maintenance-free sealed Lead-Acid battery with suspended electrolyte with 3360 Volt-Amp-Hour Capacity.		\$ 2,247
5-Year Manufacturer's Extended Warranty / Replacement Plan		\$ 2,417
Shipping and Handling		\$ 220
Installation	System will be transported to city hall, assembled, configured and installed with minimal telecom down-time (usually less than 5 minutes).	\$ 144
		\$ 5,487

ALTERNATIVES:

1. Authorize a budget amendment of \$5,487 from the operating funds to purchase a 24-hour back-up power supply and five-year warranty for the city's telephone system.

This alternative implies the city council wants to guarantee the city's telephone system will operate during power outages. The savings from changing providers from Verizon to Comcast is expected to reduce telephone expenses by approximately \$6,000 in the first twelve months of service. The savings will be realized over two years (2009 and 2010).

2. Authorize a budget amendment of \$3,070 for the purchase of the 24-hour back-up power supply. Do not purchase the five year warranty.

This alternative implies the city council wants to ensure phone service during power outages but is not prepared to invest in the five-year warranty. If the system fails, the city will need to purchase a replacement system. Phone service would not be available during the power outage.

3. Do not authorize a budget amendment and direct staff to areas of concern.

RECOMMENDED ACTION:

Authorize a budget amendment of \$5,487 from the operating funds to purchase a 24-hour back-up power supply and five-year warranty for the city's telephone system.

ATTACHMENTS

- A - Telephone System Power Backup Solution
- B – Service pack extended warranty

AdvocateTelecom
3007 Rucker Ave. Suite 222
Everett, WA 98201
info@AdvocateTelecom.net

Telephone System Power Backup Solution for

City of Sultan

Equipment by,



Version 1: August 3, 2009

by Patrick Doyle
Field Service Manager
206.335.4863 Direct

CONTENTS:

- Page 1 ... (Cover Page)
- Page 2 ... Introduction Letter
- Page 3 ... Technical Details
- Page 4 ... Totals and Terms

AdvocateTelecom
3007 Rucker Ave. Suite 222
Everett, WA 98201
info@AdvocateTelecom.net

Dear Deborah Knight,

The following quote is for a Uninterpretable Power System (UPS) for your Nortel phone system and Comcast EMTA modems. This system is designed to provide 24 hours of emergency power in the event that commercial power is interrupted.

The system is always on and will become active in the case of any power outage without interruption to the normal operation of your telecommunication equipment. This means that you'll be able to use the phone normally during black-outs lasting up to 24 hours, brown-outs and power surges.

The manufacturer (American Power Conversion) guarantees that this solution will provide at least 24 hours of backup time to the mentioned equipment for 5 years. If the system fails to do so within that period, APC will replace any and all equipment via over-night shipping at their expense. An excerpt from APC's email to me follows:

Patrick,

If the load on this system remains constant and the runtime dips below 24 hours that would mean that one of the batteries is bad and would need to be replaced. If a battery needs to be replaced it is covered by the warranty.

Andrew Brennan | APC by Schneider Electric | Inside Sales

Your system will be professionally installed and configured by licensed and a licensed, bonded, and insured telecommunication technician.

Thank you for choosing AdvocateTelecom for all of your telecommunications needs.

Kindest Regards,

Patrick Doyle
Field Service Manager
206.335.4863 Direct

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 Everett, WA 98201
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UPS Battery Backup Array including:

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 600 Watts / 750 VA, Input 120V / Output 120V, Interface Port DB-9
 RS-232, SmartSlot, USB, Extended runtime model

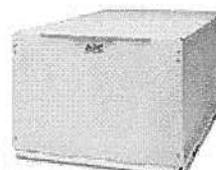
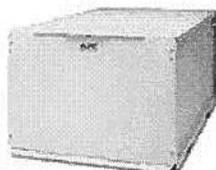
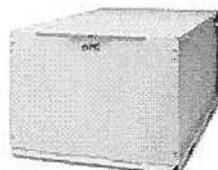


Includes: CD with software, Smart UPS signalling RS-232 cable,
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 installed with minimal telecom down-time (usually less than 5 minutes).

\$ 144

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3007 Rucker Ave. Suite 222
Everett, WA 98201
info@AdvocateTelecom.net

Totals

Your complete package \$ 5,487*

Installation & Terms

Your 65% deposit payment of \$ 3,566.55 is due upon signing. Your signature and deposit payment secures your order and gaurantees your scheduled installation date. The remainder plus tax will be due upon completion of the work.

All systems are generally installed one week from the receipt of the system down payment unless shipping times delay the process. Expedited orders may be processed for an additional fee dependent upon system size.

This systems is covered by the manufacturer's extended warranty for 5 full years from the date of purchase. The terms of the warranty are explained in the seperately attached PDF.

(Signature indicates customer accepts these terms). (Please print name here).

***Sales Tax is not included in this quote and will be calculated separately.**



Statement of Work



Extended Warranty

Table of Contents

- 1.0 Executive Summary
- 2.0 Features & Benefits
- 3.0 Details of Service
- 4.0 Assumptions
- 5.0 Scope of Responsibility
- 6.0 Terms & Conditions

1.0 Executive Summary

The Service Pack Extended Warranty provides peace of mind and product failure protection beyond the original factory warranty period. Once the standard factory warranty for your UPS expires, should your product fail, you expose yourself to potential loss of power protection and costly out of pocket expenses for repairs.

With the purchase of the APC Service Pack Extended Warranty, you will experience a seamless extension of the standard factory warranty by one to three years, depending on Service Pack purchase. The Service Pack Extended Warranty provides repair or replacement of your product and even covers your battery.

Service Pack Extended Warranty online registrants receive many benefits, such as 24 X 7 APC Customer Service support, a dedicated Service Pack toll free number, professional priority call handling, and next business day shipment.

The Service Pack Extended Warranty can be purchased at anytime during the original factory warranty period of the product and can provide you with up to six years of maximum coverage (depending on the product factory warranty).

2.0 Features & Benefits

Features	Benefits
One or Three Years of additional product failure coverage	Provides peace of mind and complete factory warranty protection for up to six years.
Dedicated 24 X 7 Customer Service Support with Toll Free Call-in Telephone Number*	Service Pack customers are provided with a dedicated toll free number and priority call handling. Calls are handled 24hours a day, 7 days a week by call center professionals. * Not available in all locations, please contact your local CPCS representative
Next Business Day Shipment	Service Pack customers receive upgraded shipping status, which means, next day shipment of the replacement UPS, battery, or parts. APC evens pays the return shipping for the used UPS or battery.
Service Warranty Certificate	E-mail Service Entitlement Certificate provides a detailed record of the service registration, along with the service expiration date.
Warranty Duration Options	The One Year protection option offers the lowest cost solution, while the Three Year option offers the best value solution.

3.0 Details of Service

The specific activities of this service are listed below. For each item, APC will perform the work described.

Warranty	
Activities	Description
Provide Extended Warranty Service Pack	The Extended Warranty Service Pack contains the Service Registration CD and Registration Key Number for online activation of your service entitlement.
	The CD also provides registration instructions, this document, Customer Service contact information, and factory warranty details.
Create Warranty Entitlement	Once the Service Pack is registered online, APC will create the warranty extension service entitlement and provide the customer with a Service Certificate via e-mail.
Provide Dedicated Service Pack Customer Telephone Support	APC will provide dedicated 24 X 7 Service Pack technical telephone support.
Provide Extended Warranty Redemption	The Service Pack Extended Warranty provides repair or replacement of your product and even covers your battery.
	Should warranty redemption be necessary, APC will provide, at their discretion, a replacement unit, new battery, or new parts.
	APC will ship out the replacement next business day and provide a prepaid return shipping label for the used UPS or battery.

4.0 Assumptions

The successful performance of the tasks defined is based on the following key assumptions:

- The customer has purchased a Service Pack Extended Warranty for an APC single-phase UPS.
- The customer has purchased a Service Pack Extended Warranty and properly registered the warranty online.
- The customer has purchased a Service Pack Extended Warranty for a UPS that is still within the factory warranty period.
- The Standard Factory Warranty and the Extended Warranty period have not expired.
- The maximum warranty limit is six (6) years for products with a 3-year factory warranty (3 + 3), five (5) years for products with a 2-year factory warranty (2+3) and four (4) years for products with a 1-year factory warranty (1+3).

The following items are outside the scope of this warranty. Please contact your certified APC sales representative for more details.

- Non-APC Products
- Three-Phase Products
- Site Licenses

5.0 Scope of Responsibility

The items started here are responsibilities to and from both APC and customer.

5.1 APC RESPONSIBILITIES

- Provide Service Pack Extended Warranty package.
- Provide APC Service Certificate.
- Provide dedicated Service Pack 24 X 7 telephone customer support.
- Provide 'next business day' shipment of UPS, battery or parts, at no extra charge to and from the customer's site.

5.2 CUSTOMER RESPONSIBILITIES

- Register Service Pack Service Entitlement online in a timely manner.
- Contact APC Service Pack customer support in case of occurrence of issue.
- Provide a point of contact during time of service.
- Provide a point of contact for receipt of units and components.
- Return used UPS or Battery using prepaid APC shipping label

6.0 Terms and Conditions

APC standard Terms and Conditions apply.

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