

**SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET**

ITEM NO: A-1
DATE: September 10, 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 \$1,300 to provide an uninterrupted power system for the city's Nortel phone system and Comcast modems.

STAFF RECOMMENDATION:

Authorize a budget expenditure of \$1,300 from the General Fund budget to purchase a back-up power supply 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 recommend purchasing a system to provide a minimum of 24-hour service.

City staff received quotes from Iron Goat Networks (Attachment A) and Advocate Telecom (Attachment B). Council member Steve Slawson reviewed both quotes and supports the system recommended by Iron Goat Networks.

FISCAL IMPACT:

Iron Goat

The Iron Goat proposal uses the \$950 investment the City has already made in the UPS (uninterrupted power supply) currently protecting the City's servers and adds capacity to the system by purchasing the following from CDW or another vendor:

*Tripp Lite Smart Online 2200VA Rackmount UPS 2U	\$950.99 (already in place)
*Tripp Lite External Battery Pack	\$801.99
*Tripp Lite 5-Year Extended Warranty for the battery pack	\$264.99
*List price Total from CDW w/ shipping:	\$1,259.71

Advocate Telecom

The Advocate Telecom proposed system guarantees at least 24 hours of backup time for 5 years. With the manufacturer's extended warranty If the system fails within the 5 year period, APC will replace any and all equipment via overnight shipping at their expense. The hardware and installation estimate is \$3,070.00. The 5-year warranty is \$2,417. The total cost is \$5,487.

ALTERNATIVES:

1. Authorize a budget expenditure of \$1,300 from the General Fund to purchase a 24-hour back-up power supply for the city's telephone system as recommended by Iron Goat Networks.

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 recommend by Advocate Telecom. 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. Authorize a budget amendment of \$5,487 for the purchase of the 24-hour back-up power supply recommended by Advocate Telecom and the five year warranty.

This alternative implies the city council wants to ensure phone service during power outages but is prepared to invest in the five-year warranty.

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

RECOMMENDED ACTION:

Authorize a budget expenditure of \$1,300 from the General Fund budget to purchase a back-up power supply for the city's telephone system.

ATTACHMENTS

- A – Iron Goat Proposal (e-mails)
 - B – AdvocatTelecom Telephone System Power Backup Solution
 - C – AdvocatTelecom Service pack extended warranty
-

COUNCIL ACTION:

DATE:

ATTACHMENT A

From: Iron Goat Networks, llc [<mailto:info@irongoat.net>]
Sent: Wednesday, August 26, 2009 11:53 AM
To: Deborah Knight
Cc: 'Laura Koenig'; Iron Goat Networks, llc
Subject: Re: FW: Power Backup quote from AdvocateTelecom for the City of Sultan

Deborah,

I used 24 hours as a standard. The option given you should run ~29 hours.

Price quotes for a *properly* sized system of 50W continuous use are as follows:
APC Direct (shipping is extra): \$1725.
CDWG (shipping incl): \$1365

Again, you should expand your existing investment to reduce the amount of space being used in that room as well as the heat being generated by the equipment.

Please let me know if you have any questions. Should I be at the Council meeting?

ryan

Deborah Knight wrote:

Ryan,

Thanks for your work. How long would the phone system be guaranteed to operate under your proposal? Also, did you find price quotes for the APC system proposed by advocate telecom?

Deborah Knight
City Administrator
360-793-1164 (phone)
360-793-3344 (fax)
deborah.knight@ci.sultan.wa.us
www.ci.sultan.wa.us

From: Iron Goat Networks, llc [<mailto:info@irongoat.net>]
Sent: Tuesday, August 25, 2009 7:28 PM
To: Deborah Knight
Cc: 'Laura Koenig'; Iron Goat Networks, llc
Subject: Re: FW: Power Backup quote from AdvocateTelecom for the City of Sultan

Deborah,

I installed a meter on the phone system to find out true power use. You can see this plugged into the electrical outlet below the phone system.

I observed that the use under normal circumstances is 50Watts of power. This translates to a 1200Watt-Hour day.

The system quoted to you at \$5487 would run the phone system for *6.2 DAYS*. Well above and beyond any power outage that would be supported by Comcast and it's pole based infrastructure. The system quoted to you also ignores the \$950 investment the City has already made in it's existing UPS currently protecting the City's servers.

The best option for the City would be to use the City's existing UPS system and simply add capacity to it by purchasing the following from CDW or another vendor:

*Tripp Lite Smart Online 2200VA Rackmount UPS 2U \$950.99 (you already have this, no need to purchase)

*Tripp Lite External Battery Pack \$801.99

*Tripp Lite 5-Year Extended Warranty for the battery pack: \$264.99

*List price Total from CDW w/ shipping: 1,259.71

As you can see, by simply adding to your already purchased system you really leverage your investment. Perhaps the remaining funds of the original \$5000+ could be better used to interconnect your various City Buildings together, eliminating your ongoing internet connection costs.

Feel free to call me if you need any additional information.

ryan

Deborah Knight wrote:

[Ryan,](#)

[Here is the agenda cover for Thursday. Please feel free to get quotes for comparable systems.](#)

[Deborah Knight](#)
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From: Iron Goat Networks, llc [<mailto:info@irongoat.net>]
Sent: Friday, August 21, 2009 10:11 AM

To: Deborah Knight
Cc: 'Laura Koenig'; Iron Goat Networks, llc
Subject: Re: FW: Power Backup quote from AdvocateTelecom for the City of Sultan

Deborah,

Now that you are back! I can followup with this email.

The 2 parts of this unit are the main UPS and the batteries that augment it.

The UPS:
APC Smart-UPS 750XL lists for \$459.00

The battery pack augmentation units:
APC Smart-UPS XL 24V Battery Pack list for \$324
CDW shows \$324

I believe the amount of backup is pretty over-spec'ed. You may want to take a look at your actual needs before spending 5K on a system this overbuilt.

Give me a call if you like. I will also have Caroline contact you about a backup meeting early next week.

ryan

Deborah Knight wrote:

Ryan,

Please take a look at the attached quote for the UPS system for the phones. What do you think about the 5-year warranty? Seems pricey but maybe it's worth it. You tell me.

Is there a way to get another quote?

Deborah Knight
City Administrator
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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

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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 overnight 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

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

UPS Battery Backup Array including:

(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



Shipping and Handling

\$ 220

5-Year Manufacturer's Extended Warranty / Replacement Plan

\$ 2,417

Installation: System will be transported to your location, assembled, configured and
installed with minimal telecom down-time (usually less than 5 minutes).

\$ 144

AdvocateTelecom
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

Service Pack Extended Warranty

Extended Warranty

Service

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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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