



	Approved	Denied
Date Action Taken:	8/10/09	
Other:		
Verified by:	[Signature]	

**WASILLA CITY COUNCIL ACTION MEMORANDUM**

**AM No. 09-39**

**TITLE: AUTHORIZATION TO ENTER INTO A 3-YEAR CAPITAL LEASE PURCHASE OPTION THROUGH MTA AND AVAYA FINANCIAL SERVICES FOR THE PURPOSES OF REPLACING THE CURRENT TELEPHONE SYSTEM.**

**Agenda of:** August 10, 2009

**Date:** July 29, 2009

**Originator:** Troy Tankersley, Director of Finance

Route to:	Department	Signature/Date
X	Chief of Police	
X	Recreational and Cultural Services Manager	
X	Director of Public Works	[Signature] 7/31/09
X	Director of Finance	[Signature] 7/31/09
X	Deputy Administrator	[Signature]
X	City Clerk	[Signature]

**REVIEWED BY MAYOR VERNE E. RUPRIGHT:** [Signature]

**FISCAL IMPACT:**  yes  no      Funds Available  yes  no  
 Per Fiscal Year cost = \$28,580.40 for 3-Years  
 Total Fixed Price Purchase Option = \$85,741.20

**Account name/number:** Various

**Attachments:** Memorandum from Dan Stearns, WPD Dispatch Manager  
 MTA – City of Wasilla Working Document

**SUMMARY STATEMENT:**

The Wasilla Police Department is upgrading their current 911 communications system and is scheduled to switch over on September 24, 2009. The new 911 system is incompatible with the City's current Nortel telephone system. To continue using the Nortel system would be inefficient for the Wasilla Police Department Dispatch Services by requiring them to have several monitors and at least two phone systems to operate

in addition to dialing an entire phone number just to communicate within the same building. There would be other problems such as static lines, poor reception and screeching background noise.

To resolve these issues, MTA and Avaya Financial Services have proposed a new Avaya IP Office solution that is compatible with the new 911 system. By converting to this system, the City, will reduce the current (monthly line charge of \$4,003.65) and rental fees (\$10 per set or \$1,360), to a monthly net line charge of \$2,188.37, which is a decrease of \$1,815.28 per month or \$21,783.36 per year. Additionally, the proposed system would integrate Wasilla City Hall, Wasilla Police Department and the Curtis Menard Memorial Sports Center by providing a unified communications solution. Because of network connectivity with this system, an additional option can be exercised on sites such as the Airport, Library, Museum and other outlining stations. These sites may be provided with an IP phone but will be based on a location, needs, materials and cost basis.

The proposed capital purchase of the Avaya IP Office solution (cash price), is \$83,535.69. However, to finance this project, MTA and Avaya Financial Services have proposed options of which it is the Finance Departments recommendation to exercise a 36 month, 0% interest, "Fixed Price Purchase Option - \$1 PO". This means that the City will pay Avaya Financial Services \$2,381.70 per month for a 3-year period, which equals \$85,741.20. Upon expiration of the initial term (3-years), the City may purchase the system for \$1.00. By financing in this manor, saves the City from having to appropriate the entire amount now from fund balance and may use its current operating budget for FY2010 to fund this capital purchase.

Because this acquisition is determined to be a capital lease with a purchase option that will be exercised, accounting rules require this purchase to be capitalized in its fixed assets and depreciated. Should AM 09-39 pass, an Ordinance may need to be introduced to move monies that had previously been appropriated in FY2010, to fund the capital purchase from normal operating communication expenditures. As seen in the table below, it is not anticipated at this time that additional appropriations will be necessary in FY2010 because there may be sufficient funds within the communications budgets of various departments to fund the annual increase of expenditures \$6,797.

	FY2009	FY2010
Total Communications Budget	\$220,387	\$216,323
Actual Communications Exp.	(\$193,176)	
Estimated Communications Exp.		(\$200,000)
Actual/Estimated Unspent Budget	\$27,211	\$16,323

**STAFF RECOMMENDATION:** Council is requested to authorize the acquisition of a new telephone system by entering into a 36 month, 0% interest, "Fixed Price Purchase Option - \$1 PO" with MTA and Avaya Financial Services. Additional consideration being given to the remote sites as specified within the "City of Wasilla Working Document" attached.



## **WASILLA POLICE DEPARTMENT**

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**CITY OF WASILLA  
1800 E. PARKS HIGHWAY  
WASILLA, AK 99654  
PHONE: (907) 352-5427  
FAX: (907) 357-7877**



**TO: Troy Tankersley, Director of Finance**

**THRU: J. Craig Robinson, Chief of Police**

**FROM: Daniel Stearns, Records and Communications Manager**

**DATE: July 31, 2009**

**SUBJECT: Private Branch Telephone Exchange**

The Matcom Public Safety Dispatch Center is currently involved in a federally mandated upgrade to wireless E9-1-1 services provided to citizens of the City of Wasilla and the Mat-Su Borough. For the center to gain full efficiency while processing all emergency calls and non-emergency calls, it is my strong desire to replace our current Centrex telephone service with a Private Branch Exchange (PBX).

Centrex technology is about thirty years old and is extremely proprietary making integration of that technology and the associated call features very difficult, if not impossible to integrate into the new Internet Protocol (IP) based E9-1-1 system. An engineer from Matanuska Telephone Association has indicated integration of the two systems may not even be attempted. The result would then be dispatchers having to answer emergency and non-emergency calls from two separate telephone sets. The inefficiency of this business model would lead to less productivity from dispatchers and a lower level of service to the public.

As an alternative, a PBX system does not have the propriety constraints that exist in Centrex and would integrate a full feature set into the new IP E9-1-1 phone system with little effort. In addition to the increased efficiency in call handling, there would be less equipment at the workstation to manage, greater ergonomic advantages, and a long term lower cost than Centrex service.



## CITY OF WASILLA WORKING DOCUMENT

### Scope of Work:

The City of Wasilla is seeking an intelligent, unified communications solution to replace their current disparate telephone systems at Wasilla City Hall, Wasilla Police Department, and the Wasilla Sports Complex.

The proposed communications solutions will provide for the following at each location:

1. **Remote site survivability** – If the internal communications network is down each of the remote sites identified above will remain working, providing for local telephone service
2. **Remote sites with just IP Telephones** – Those sites identified as having only IP telephones (no voice server), will experience disruption in service if the City of Wasilla's data network experiences disruption
3. **Extension-to-extension dialing** – All stations within the City of Wasilla's communications network shall be able to dial extension-to-extension (four (4) digit dialing)
4. **Customer maintained solution** – all solutions proposed must have the capability of being maintained by the customer. Customer administration interface must be user friendly.
5. **Centralized messaging** – The voice messaging solution(s) proposed shall be utilized (shared) by all sites. The solution(s) proposed shall provide for the ability to broadcast and forward messages, provide for shared auto attendants, and allow for unified messaging where identified
6. **Solutions proposed will provide and/or support Caller ID** – all proposed hardware and software at each location will support Caller ID.
7. **Emergency Operations Center (EOC)** – The communications solution(s) proposed will allow the City of Wasilla to set up any of the three (3) sites identified above as an Emergency Operations Center when needed.

# CITY OF WASILLA WORKING DOCUMENT

The proposed telephony solution(s) will support the following (at each location):

## Wasilla City Hall (WCH)

Provide Wasilla City Hall with a Communications Server which meets and/or exceeds the following minimum requirements:

- 1) Minimum capacity of 48 digital extensions
  - The IP Office Communications Server proposed will be installed with 45 digital telephones
  - Solution(s) proposed includes one (1) primary answering position and one secondary answering position for each department (Mayor's office, Clerk's Office, Planning Office, Public Works, and Finance Office)
  - Ability to grow as necessary (can grow to 200+ sets, incrementally)
  
- 2) Voice Messaging
  - Provide the City of Wasilla with a centralized messaging solution that will support all of the sites identified above
  - Provide voicemail boxes for all employees and sites as identified
  - Provide day and night auto attendants to answer and direct calls to the appropriate department, station or voicemail box
  - Provide voicemail-to-email application for all Wasilla Police Department employees; Unified messaging solution proposed will have the ability to grow as necessary
  
- 3) Standard Phone Features
 

Caller ID	Voicemail	Transfer	Call park
Intercom	Hold	Extension-to extension dialing	
  
- 4) Analog ports for analog devices (faxes, modems, CC Scanner, etc..)
  
- 5) Capacity for one (1) PRI capable of a minimum of 23 channels
  
- 6) Capacity for VOIP Trunking between Wasilla City Hall, Wasilla Police Department (WPD) and the Wasilla Sports Complex (WSC)
  - a. The VOIP Trunking between WCH and WPD shall provide for up to eight (8) simultaneous calls
  - b. The VOIP Trunking between WCH and WSC shall provide for up to four (4) simultaneous calls

# CITY OF WASILLA WORKING DOCUMENT

**Wasilla Police Department (WPD)**

Provide Wasilla Police Department (WPD) with a Communications Server which meets and/or exceeds the following minimum requirements:

- 1) Minimum capacity of 32 digital extensions
  - The IP Office Communications Server proposed will be installed with 25 digital telephones
  - Solution(s) proposed includes one (1) primary answering position
  - Ability to grow as necessary
  
- 2) Voice Messaging
  - Standard voice messaging capabilities shall be provided by the voice messaging solution provided to Wasilla City Hall
  - Provide voicemail boxes for all employees and sites as identified
  - Provide day and night auto attendants to answer and direct calls to the appropriate department, station or voicemail box
  - Provide voicemail-to-email application for all Wasilla Police Department employees; Unified messaging solution proposed will have the ability to grow as necessary
  
- 3) Standard Phone Features
 

Caller ID	Voicemail	Transfer	Call park
Intercom	Hold	Extension-to extension dialing	
  
- 4) Analog ports for analog devices (faxes, modems, CC Scanner, etc..)
  
- 5) Capacity for one (1) PRI capable of a minimum of 23 channels
  
- 6) Capacity for VOIP Trunking between Wasilla City Hall, Wasilla Police Department (WPD) and the Wasilla Sports Complex (WSC)
  - a. The VOIP Trunking between WPD and WCH shall provide for up to eight (8) simultaneous calls
  - b. The VOIP Trunking between WPD and WSC shall provide for up to four (4) simultaneous calls

# CITY OF WASILLA WORKING DOCUMENT

## Wasilla Sports Complex (WSC)

Provide the Wasilla Sports Complex with a Communications Server which meets and/or exceeds the following minimum requirements:

- 7) Minimum capacity of eight (8) digital extensions
  - The IP Office Communications Server proposed will be installed with six (6) digital telephones
  - Solution(s) proposed includes one (1) primary answering position
  - Ability to grow as necessary
  
- 8) Voice Messaging
  - Standard voice messaging capabilities shall be provided by the voice messaging solution provided to Wasilla City Hall
  - Provide voicemail boxes for all employees and sites as identified
  - Provide day and night auto attendants to answer and direct calls to the appropriate department, station or voicemail box
  
- 9) Standard Phone Features
 

Caller ID	Voicemail	Transfer	Call park
Intercom	Hold	Extension-to extension dialing	
  
- 10) Analog ports for analog devices (faxes, modems, CC Scanner, etc..)
  
- 11) Capacity for four (4) analog CO lines
  
- 12) Capacity for VOIP Trunking between Wasilla City Hall, Wasilla Police Department (WPD) and the Wasilla Sports Complex (WSC)
  - c. The VOIP Trunking between WSC and WCH shall provide for up to four (4) simultaneous calls
  - d. The VOIP Trunking between WPD and WSC shall provide for up to four (4) simultaneous calls

# CITY OF WASILLA WORKING DOCUMENT

## Optional Applications / Equipment:

1. Provide the City of Wasilla with an option to provide IP telephones at the remote sites identified below:
  - a. Airport – provide one (1) IP telephone
  - b. Airport Manager – provide one (1) IP telephone
  - c. PRV Bldng – Abby Blvd – provide one (1) IP telephone
  - d. Spruce Pump House – provide one (1) IP telephone
  - e. Reservoir – provide two (2) IP telephones
  - f. Bumpus Fields – provide one (1) IP telephone
  - g. Centaur Greenhouse – provide one (1) IP telephone
  - h. Treatment Plant – provide one (1) IP telephone
  - i. PRV Bldg – Old Mat Rd – provide one (1) IP telephone
  - j. Blind Nick Drive – provide one (3) IP telephones
  - k. Richmond Hills Boost – provide one (1) IP telephone
  - l. Wasilla Museum – provide one (3) IP telephones
  - m. Wasilla Library – provide one (4) IP telephones

Total IP telephones for remote sites: 21

2. Provide the City of Wasilla with an option to purchase wireless headsets. MTA Solutions does not recommend more than three (3) wireless headsets per department.

***Avaya Wireless Headset      \$ 325.00 / each***

Caveats and/or exceptions for City of Wasilla (CoW) solution(s) proposed:

1. Each site that is integrated into the CoW intelligent communications network will require Layer 3 / QoS routing at each site. The City of Wasilla is responsible for all required data hardware & software to integrate with the proposed Avaya IP Telephony Solutions. This includes all Layer 3, QOS Routers and Data Ethernet Switches.
2. Each of the remote sites with just IP telephones will require a Layer 3, QOS Router at each site. The City of Wasilla understands and accepts that if their data network experiences disruption, the telephony services provided to these sites will experience telephony interruption as well.
3. The City of Wasilla will be responsible for providing a second computer display for each of the IPO Soft Consoles (2), proposed.
4. MTA Solutions assumes that all station cabling is in place and is in good working condition. If station cabling is required, MTA Solutions shall complete the cabling work required and bill the City of Wasilla on a separate time and materials service order.
5. When Wasilla Police Department upgrades their existing E911 services, additional equipment and/or software may be required to integrate the E911 Dispatch to Wasilla Police Department.

# CITY OF WASILLA WORKING DOCUMENT

6. Due to the size and scope of the project described above, all work shall be completed on a time and materials basis. The time and materials estimate to complete all of the work described above is \$ 14,700.00. End user and system administrator training is included.
7. MTA Solutions recommends that the City of Wasilla provide Uninterruptible Power Supplies (UPS), at each site to reduce interruption times due to power fluctuations.

City of Wasilla Project Equipment Total	\$ 68,835.69
Estimate Installation, Programming & Training Labor	<u>\$ 14,700.00</u>
<b>City of Wasilla Project Grand Total</b>	<b>\$ 83,535.69</b>