

PSAP Grant Program Grant Ranker

View Application--21--Magic Upgrade

Grant Period: 2009

Tier: Strengthen current equipment and service delivery capability by upgrading existing wireless E-911 related equipment or services (**STRENGTHEN**)

Grant Program: Continuity and Consolidation **Grant Type:** Individual PSAP

Priority: Call accounting equipment (**CALL**)

Primary PSAP Applicants: Lynchburg ECC

Jurisdictions Served: Lynchburg

Project Director:

William A. Aldrich
Director

Lynchburg Emergency Communications 3621 Candler's Mountain Rd. Lynchburg, VA 24502

434-455-4285 (phone)

434-847-2541 (fax)

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Project Description:

We currently are running Plant Equipment Magic 4.0 on a Compaq ProLiant ML370 server. We were advised by the vendor (Verizon) at the time of the upgrade to Magic 4.0 that the server would only minimally support that version, and that it would not support any future version upgrades. Since the last version upgrade the server has been experiencing many errors that are making it very difficult to extract call accounting data from it. The server is approximately five (5) years old.

Total Project Cost \$29,879.00

Amount Requested: \$23,904.00

Matching Funds: \$5,975.00

Additional Local Funds: \$0.00

Statement of Need:

The Plant, Inc. Magic Call Accounting system provides critical call logging services to the Center. Each call is logged in the database, along with detailed information including dates, times, the trunk used, time spent, ANI/ALI information, etc. This information is used for Wireless 911 fund true-up statistics, workload assessments, line load studies, legal proceedings, etc. The current server does not possess the processing resources to efficiently make the computations necessary to process these large amounts of information. Error messages regarding virtual memory issues are frequent and processing that successfully occurs is slow. The updated system would significantly improve administrative processes for extracting this information.

Project Impact:

Efficiency will increase in regards to obtaining information concerning workloads and proper call handling

practices. Information gained through these processes will be used to increase operational efficiency and improve the 911 product.

Consequence of Not Receiving:

Given the lack of processing resources on the current system, it will not be feasible to load any upcoming software enhancements/updates. Obtaining data from the database will continue to be difficult, especially if a large amount of data much be searched.

Part of Long Term or Strategic Plan?: No

Likelihood of Completion Unfunded?: 50%

Other Available Funding Sources?: Yes

Percent of Grant Funding Requested To Total Funding Cost?: 80%

Is Project Locally Sustainable?: Yes

Comprehensive Project Description:

As soon as we are notified that the grant was approved we will make contact with Verizon and have the work contract documented and signed. When the equipment arrives Verizon will be responsible for total implementation of the project. Future maintenance contracts will be covered as they have been in the past by local funds.

What type of interface or compatibility solution will be used between existing equipment and/or software and that which you intend to purchase?:

No new interface or compatibility solutions will be necessary for this project.

What is the overall relationship of your project to your PSAP or locality's established long-range future plans?:

Upgrading the Magic system will increase our ability to monitor call volume statistics. This information is critical to properly managing the Center and maintaining an acceptable level of 911 product service.

How will the equipment purchased will support future technologies for PSAP readiness?:

It will provide critical call volume information needed for planning as well as implementation of future technologies.

Budget and Budget Narrative:

A detailed budget proposal supplied by Verizon is attached.

Ongoing Expenses:

There will be no ongoing expenses associated with this project. Future maintenance will be covered through normal contract services between Verizon and our locality.

Evaluation:

The project will be evaluated by staff users prior to Verizon acceptance of work order being signed.

What are the short term, intermediate, and/or long-term outcomes desired for this project?:

The long term goal is to extend the use of the Magic system for an additional 3-5 years.

What measures will be used to determine outcomes?:

Staff and technical observations.

How will data be collected and how will evaluations be conducted?:

N/A

How will data be presented?:

N/A

Attachments

[Magic Upgrade Quote.pdf](#)



Quote # 8-36PIKU Revision # 1 Date 11/16/2007

Bill To:
 CITY OF LYNCHBURG 911
 3621 Candlers Mountain Rd

Customer Ship To:
 CITY OF LYNCHBURG 911
 3621 Candlers Mountain Rd

Lynchburg, VA 24502
Attn:

Lynchburg, VA 24502
Attn:

Quote Date 11/16/2007	Project Engineer Ainsworth Sewell	NSE Ainsworth Sewell	CAM Tom Griffith
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**Upgrade Magic
 BUDGETARY Quote# 23086**

MatCode	Part Number	Description	Qty	Price	Extended
73144617	62030-F204801	SVR ENHANCED TOWER H	1	\$5,947.40	\$5,947.40
73148180	04000-00064	Kit Back Up Sata 160	1	\$356.32	\$356.32
73138631	64000-20045	HD 72GB SAS 10K	3	\$389.31	\$1,167.93
73029911	63002-152802	MNTR, 15IN FP BLK	1	\$265.54	\$265.54
756556	809800-19004	MAGIC SVR CONFIG SER	1	\$750.00	\$750.00
73112682	65000-03133	CBL USB PRINTER 10FT	1	\$12.60	\$12.60
73107795	871299-00804.0U	MAGIC 4.0 UPGD W/O S	1	\$.00	\$.00
73138615	04000-00284	SQL 2005 CAL RUNTIME	1	\$75.02	\$75.02
73130807	04000-00355	SVR WIN 2003 + 10CAL	1	\$1,408.10	\$1,408.10
73112681	64040-60016	PRINTER, HP COLOR US	1	\$260.69	\$260.69
492014	65000-00002	CBL PATCH 3FT, PNL T	1	\$12.54	\$12.54
					\$10,256.14

PRICING IS VALID FOR ONLY 45 DAYS FROM QUOTE DATE
 PRICES DO NOT INCLUDE TAXES
 THE EQUIPMENT LISTED ON THIS QUOTE IS SOLELY FOR DOMESTIC USE IN THE UNITED STATES
 VERIZON PROPRIETARY INFORMATION

Quote



Quote # 8-36PIKU Revision # 1 Date 11/16/2007

PRICING SUMMARY

TOTAL EQUIPMENT PRICE	\$10,256.14
LABOR CHARGES	\$4,160.00
ADDITIONAL MINOR MATERIALS	\$114.11
OTHER CHARGES	\$1,141.28
SHIPPING & HANDLING	\$207.40
ONE YEAR COST FOR MISSION CONTROL	2,500.00
WARRANTY/MAINTENANCE	11,500.00
TOTAL SYSTEMS PRICE	\$29,878.93

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VERIZON PROPRIETARY INFORMATION

Quote #	Revision #	Date
8-36PIKU	1	11/16/2007

Quote Notes

This quote provides for an upgrade to MAGIC to include new h/w, s/w and first year support and mission control.

1. THIS IS A BUDGETARY QUOTE A FIRM QUOTE WILL BE PROVIDED AT A LATER DATE.
2. OPTIONAL 5 YEARS MISSION CONTROL THE COST IS \$8,000

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VERIZON PROPRIETARY INFORMATION