



Avitar Associates of New England, Inc.

Municipal Services Company

Software Agreement

for

Avitar Assessing Internet Kiosk Online Data Hosting

Options for Expanded Configuration and/or Map Bundle

with

The Town of Allenstown

December 6, 2016

Avitar Associates of New England, Inc.
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Description of Service:

Avitar Associates of New England, Inc. (Avitar) will host assessing data for the Town of Allenstown (the Town) on Avitar's Assessing Internet Kiosk web site under the web site's Expanded Configuration in order to make the information publicly available without a user subscription. Under this agreement, the web site will allow Internet users to view virtually all of the assessment data available on the assessment cards without a user subscription. Additionally, the Town has the option under this agreement to include the Assessing Internet Kiosk Mapping Bundle (additional requirements exist) with which online users can access tax map data on the Assessing Internet Kiosk web site in conjunction with the Town's assessment data.

Background Information:

Avitar originally developed the first version of its Assessing Internet Kiosk web site (data.avitarassociates.com) in 2003, at the request of numerous client municipalities that were seeking to make assessment data available on the Internet to taxpayers, realtors, banks, and others with the goal of limiting the time spent by municipal staff responding to phone and in-person inquiries for Assessment Cards. Avitar developed the web site at Avitar's own expense and hosted it on Avitar's own web servers to limit the technical configuration hassles presented by trying to host it within disparate municipal online environments.

Avitar originally conceived of the web site as an additional service which individual municipalities could opt to provide at an additional expense (ranging from several hundred to a few thousand dollars per year). However, at the time, few if any of the municipalities that had originally requested the service were in a position to subsidize the cost of the web site. So Avitar revisited its original business model for the web site and chose to implement a subscription-based "freemium" pricing structure to support the web site in which those to whom the data and convenient, one-stop access to it was most valuable – i.e. intensive users like appraisers, banks, realtors, mortgage companies, certain taxpayers, etc. – would support the bulk of the costs associated with maintaining the web site by purchasing subscriptions. Additionally, other infrequent users could access limited parcel information as an anonymous guest visitor without a subscription (i.e. the "free" part of the "freemium" pricing model). Lastly, municipalities that wanted to make their complete assessing database available online to anyone, regardless of subscription, could choose to pay for the service.

Currently, Avitar hosts the web site on its own web servers and consolidates assessment data for a significant portion of the State of New Hampshire in a single online location. The web site utilizes a copy of the Town's standard Avitar Assessing database that Avitar pre-processes and uploads to Avitar's web servers and configures for online viewing. Avitar devotes considerable resources each year to pay for the web servers, to assemble and process copies of databases for use online, to ensure consistency with system data by implementing new functionalities and displays for new attributes that are added to the Avitar Assessing system, and to support online users and subscribers. In 2015, Avitar also added functionality to the web site that allows users within certain municipalities to view online tax map information in conjunction with the assessment data.

Each year, the Avitar Assessing Internet Kiosk web site:

- Maintains assessment data for more than 100 New Hampshire municipalities.
- Hosts more than 100,000 users.
- Supports more than 250,000 unique visits.
- Displays more than 1,000,000 individual page views.

Assessing Internet Kiosk Configuration Options:

Limited Configuration:

The Limited Configuration is the default configuration for municipal databases on the Assessing Internet Kiosk web site. This configuration does not require any annual agreements and is included as part of the Town's annual Software Support for the Avitar Assessing application. The following summary is included here simply for comparison with the Expanded Configuration offered under this agreement.

Municipal assessment databases made available on the Assessing Internet Kiosk web site under the Limited Configuration have the following characteristics:

- Limited assessment information (i.e. the "General Tab" consisting of parcel owner name, parcel location, parcel acreage, and parcel notes, as well as the parcel's building, land, feature, and total assessments) is available to all online users who access the database using an anonymous/guest login.
- Complete assessment information (i.e. detailed assessment card information) is available to online users who wish to purchase a subscription from Avitar. Online users can purchase subscriptions for a single month, for a single year, or as part of a comprehensive annual subscription for all municipal databases.
- The online assessment data provides a service to online users who, whether or not they wish to purchase a subscription, have the ability to quickly access either limited or complete information from communities throughout the State of New Hampshire.
- The Assessing Internet Kiosk provides a service at no cost to Avitar's client communities that are able to reduce the number of phone calls and visits to the Town Hall by those seeking to review assessment information.

Expanded Configuration:

The Expanded Configuration is the option offered under this agreement. Beyond the availability under the Limited Configuration outlined above, many municipalities determine that it is beneficial and valuable to make the complete assessment data available to all online users, regardless of whether or not individual online users have purchased a subscription. Doing so helps to reduce requests made in person for assessment information at the Town Office from all users – not just those willing to purchase a subscription to the Assessing Internet Kiosk.

Municipal assessment databases made available on the Assessing Internet Kiosk web site under the Expanded Configuration have the following characteristics:

- Complete assessment information (i.e. detailed assessment card information) is available to all online users who access the database using an anonymous/guest login.
- Complete assessment information is available without subscription.
- Provides all members of the public – both intensive and infrequent users – with convenient access to complete assessment information and helps to reduce requests made in person at the municipal office for copies of assessment cards.
- Provides convenient access to complete assessment information for intensive users that might be too thrifty to actually purchase a subscription, especially helping to reduce requests made in person at the municipal office for copies of assessment cards.
- Provides Town taxpayers with the ability to easily and thoroughly compare and contrast their own assessments with those of their neighbors, enabling them to investigate and answer their own questions and concerns or to identify actual inaccuracies in the assessment that might otherwise have been undiscovered.
- Increases transparency of the Town's entire assessment process for all.

Map Bundle Configuration:

The Map Bundle Configuration offered under this agreement as an additional option enables a Map tab (i.e. in addition to the General, Land, Building, Sketch, Photo, Features, and Sales tab otherwise enabled for all users under the Expanded Configuration) on which users can locate a selected parcel on the Town's tax map.

The Map Bundle Configuration provides the following functions and characteristics:

- Ability to locate the currently displayed parcel on the Town tax map.
- Ability to select parcels on the Map tab and display the associated assessment data, just as if the parcel had been selected by PID or Owner Name or Parcel Address.
- Functions to zoom in and out and pan throughout the map.
- Includes options with which the user can choose to display the parcel data overlaid on top of standard Google Map data (i.e. showing schematic roads, bodies of water, corresponding labels, etc.) or Google satellite data (i.e. digital aerial photography revealing physical features and structures) or a hybrid of both.
- Ability to include additional map overlays and legends for Town zoning, easements, and/or FEMA flood map.
- Functions for generating and printing abutters lists based on a user-defined distance.
- Ability to toggle from Data View (the traditional view in which the Map is simply an additional tab within the larger set of assessment information tabs) to Map View in which the Map fills the majority of the browser window.
- In Map View, the user continues to have the ability to select parcels by PID, Owner Name, or Address via tree views and to display a parcel's owner and assessment data within a pop-up box.
- In Map View the user can also measure distances such as road frontages using the Measurement Tool.

In order to enable the Map Bundle Configuration, the Town's tax maps must meet the following requirements:

- At a minimum, the Town must digital tax maps that can be provided in the shapefile format. (A shapefile is an industry standard file format utilized by GIS applications. For more information on shapefiles you can consult [Wikipedia](#).)
- At a minimum, the Town must have a single shapefile containing every parcel within the municipality (as opposed to a number of tiled map files).
- The parcels shapefile must consist of individual closed polygons corresponding to each parcel.
- Each parcel polygon within the parcels shapefile must have an attribute that corresponds to the unique Parcel Identifier, PID, or Map/Lot/Sub Lot used by Avitar Assessing.
- The parcel identifier attribute of the parcel shapefile must be maintained in a single attribute (as opposed to being separated into multiple individual columns).
- The parcel identifier attribute of the parcel shapefile must conform exactly to the format and structure for the corresponding parcel and must consist of all 18 characters, "zero filled" or "zero padded" as necessary (i.e. no spaces or values less than 18 characters in length). For example "000001000002000003" as opposed to "1-2-3" or "001/002-03".
- The coordinate projection for each shapefile must be "EPSG:3857" or "WGS84.PseudoMercator".

If the Town utilizes Avitar's Terra-Map mapping division as the Town's mapping provider then virtually without exception these maps can be utilized as part of the Map Bundle Configuration.

Due to licensing requirements associated with the underlying Google Map data that prohibit the use of the spatial data on web sites requiring user payments or subscriptions, the Map Bundle can only be made available when the Town has purchased the Assessing Internet Kiosk Expanded Configuration.

Frequency of Updates and Availability:

Assessment Data

The Town will provide copies of the Town's current assessing data to Avitar at least once every six months, but no more than once every three months, so that Avitar can update the public information. The data can be provided to Avitar either on a CD-ROM or transferred electronically to Avitar's FTP site. Avitar is available to assist the Town with either process.

Map Data (When Map Bundle Configuration Option Selected)

The Town will provide copies of the Town's updated tax map shapefile data to Avitar at least once annually so that Avitar can update the public information. If the Town utilizes Avitar's Terra-Map mapping division as the Town's mapping provider Avitar will update the online map data annually after updates have been completed and approved.

Assessing Internet Kiosk Availability:

Avitar's Assessing Internet Kiosk web site is supported by a national managed hosting vendor with dedicated data centers throughout the country providing a 99.999% available datacenter uptime guarantee. At times when Avitar is replacing the Town's online data with a newer copy, the Town's data will not be available to online users. However, these periods typically last less than five minutes.

Duration of Agreement:

Avitar will host the Town's assessing data and make it publicly available to online users on Avitar's Assessing Internet Kiosk for a period of one calendar year (i.e. ending December 31st of each year).

Avitar will bill for additional years automatically and if payment is received within 20 days of the expiration date each year, access will continue uninterrupted. Non payment will be deemed as a request for cancellation. Avitar will notify the Town of any changes in annual pricing for subsequent years prior to the start of the year.

Additional Details:

Access to Avitar Assessing Internet Kiosk data requires online users to log in to the system, even when the information is made publicly available by the Town, such that Avitar may monitor usage statistics. Access to the online data is achieved through either one of two methods:

1. Users visiting data.avitarassociates.com directly typically select the "Anonymous" login option and enter a random challenge phrase to verify that access is being granted to an actual user and not an automated service. Users logging on in this manner are able to access the Town's data, as well as data for any other towns that have been configured for "public" access.
2. Avitar will provide a web site deployment kit to the Town, which includes an image the Town's web site administrator can add to the Town's web site, as well as the unique hyperlink to be associated with the image. In this way, users visiting the Town's own web site are permitted to directly access the Town's data on Avitar's web site by simply clicking on the link.

Cost Summary:

Expanded Configuration:

One Year Avitar Assessing Internet Kiosk – Expanded Configuration **\$2,016.00**

- *Includes full access without subscription to Town assessment data*
- *Subsequent years to be billed annually*
- *Avitar provides adjusted costs, pro-rated by month, when agreements are not executed to coincide with the beginning of a calendar year. In this case, the pro-rated cost is \$168.00 per month.*
- *Payment in full of the appropriate initial year fee must be returned with this signed agreement prior to Avitar making the assessment data publicly available.*

Map Bundle Configuration:

Using the corresponding check box below, please indicate the Town's Internet Kiosk Map Bundle configuration preference.

One Year Avitar Assessing Internet Kiosk Mapping Bundle **\$907.00**

- *Cost is in addition to annual Expanded Configuration*
- *Subsequent years to be billed annually*

No Mapping Bundle

Execution:

The undersigned hereby agree to the terms of this Assessing Internet Kiosk Data Hosting Agreement:

Avitar Associates of New England, Inc.

Josh Arend, President or Gary J. Roberge, CEO

Date

Town of Allenstown

Signature of Authorized Representative

Date

Name of Authorized Representative (Print)

Title