



**TOWN OF BOWLING GREEN
TOWN COUNCIL WORK SESSION**

A G E N D A

**Thursday, October 07, 2021
5:00 PM**

CALL TO ORDER AND QUORUM ESTABLISHED:

BUSINESS:

- [1.](#) Keystone Software

INFORMATIONAL ITEMS:

ADJOURNMENT



**TOWN OF BOWLING GREEN
TOWN COUNCIL MEETING
AGENDA ITEM REPORT**

AGENDA ITEM: Keystone Software

ITEM TYPE: Presentation

PURPOSE OF ITEM: Discussion Only

PRESENTER: Allyson Finchum, townmanager@townofbowlinggreen.com

PHONE: (804) 633-6212 Town Hall

BACKGROUND / SUMMARY:

Keystone Software will replace Brite Software for governmental operations including tax billing and collections, utility billing and collections, business licenses, budget preparation, accounts payable, general ledger, bank reconciliation, payroll, etc. Additional modules are also available. The conversion to Keystone is presently underway in Caroline County government offices.

A Keystone representative will provide information to Town Council at the worksession.

ATTACHMENTS:

Keystone software proposal.

REQUESTED ACTION:

Review the attached proposal.



Software and Services Cost Proposal to the Town of Bowling Green, Virginia

Dated August 25, 2021

Summary of Projected Costs					
Keystone LOGIC/PAAS Application Software Modules: License for Tier 1: Add-on to License acquired by Caroline County, Virginia (Footnote 1)	One- time License Fees	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/ Implementation / Training Hours (Footnotes 2, 3)	Service Prices	
CIA / PAAS	\$31,840	10	280 Hours	\$28,000	\$7,093
FIS	\$9,500	4	100 Hours	\$10,000	\$1,996
KEMS	\$10,355	6	160 Hours	\$16,000	\$2,267
Other Required Products & Services	\$18,082	2	30+ Hours	\$7,200	\$7,357
Totals	\$69,777	22	570 Implementation and Training Project Hours	\$61,200	\$18,713*
Total One Time Fixed Amounts (see next page for estimated amounts)				\$130,977	

Software Licensing is priced at 25% of the license fees paid by Caroline County, treated as an add-on / related entity, with the stipulation of use of the same server/single iteration of the software programs with Caroline County. (Data files are separated, with appropriate system security applied.)

Services Pricing, as well as the Estimate for Travel Fees and Expense Reimbursement is based on the assumption of a parallel implementation with Caroline County as some combined on-site sessions as well as other combined/dual purpose travel/trips have been factored into this total. (Current anticipated go-live: January 2022 for Financials, Payroll, HR; October 2022 for all revenue applications, "CIA / PAAS", herein).

*Application Software maintenance pricing is priced at approximately 25% of current Tier 1 maintenance rates. Should Caroline County no longer be a maintenance customer of Keystone's for a particular module, maintenance would be raised to full Tier 1 rate for that module.



<i>Other Estimated Additional Project Costs (One Time)</i>	
PAAS Real and Personal Property Data Conversion: This estimate is priced as a block of 100 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$10,000
Utility Billing Data Conversion: This estimate is priced as a block of 20 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$2,000
FIS Data Conversion: This estimate is priced as a block of 20 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$2,000
KEMS Data Conversion: This estimate is priced as a block of 20 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$2,000
Inspections and Permits Data Conversion: This estimate is priced as a block of 20 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$2,000
Business Licenses Data Conversion: This estimate is priced as a block of 20 hours, using the reduced rate of \$100/hour. Conversion services hours will be tracked by Keystone and reported to the customer. Obstacles, and shortfalls of the estimate will be documented and the customer alerted for decision and direction as to effort to apply, and particular data files to convert. Any hours not used from this block may be reallocated by customer to data conversion work for other Keystone applications, or for any other project implementation services.	\$2,000
Travel Fees and Expense Reimbursement	\$16,500
Total Estimated Additional Amounts	\$36,500*
TOTAL ONE TIME PROJECT COST, WITH ESTIMATED AMOUNTS *	\$167,477*



*Cost estimates for potential system modifications or external system interfaces are not included in this total. Keystone hopes to do a full product demonstration to help determine if any modifications will be needed, before arriving at a firm total anticipated project cost.

Note: Keystone's hourly rate of \$100 across most of the services herein represents a specially discounted block of hours pricing, assuming the final contract will include this approximate total scope of services. Hours will be tracked and billed as actually used. Keystone will extend this hourly rate until all of the proposed modules are implemented and in live/production use, or until December 31, 2023, whichever is sooner. Regular market rates for these services currently range between \$145 and \$175/hour.

The Annual Maintenance / Support pricing above provides for fixed rate, unlimited access to help desk and warranty services, as well as the rights to all update product enhancement releases on all covered software products. (Updates would be scheduled to be simultaneously timed with updates for Caroline County.) Price increases for Maintenance / Support have averaged around 3-4% annually.

Keystone prorates initial annual maintenance charges, by individual module, as a module is accepted and placed into production usage (so to cycle the annual charges into the customer's fiscal year).

Pricing herein does not include any equipment or network services.

See fuller standard footnotes at the end of this section.



**Keystone Application Software Products
And Associated Implementation and Training Services
Itemized Pricing
Included in Total Cost Summary**

CIA / PAAS

Community Impact and Property Assessment Administration System Application Software					
Keystone LOGIC/PAAS and CIA Application Software Modules: License for Tier 1: Add-on to License acquired by Caroline County, Virginia (Footnote 1)	One-time License Fees	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/ Implementation / Training Hours (Footnotes 2, 3)	Services Price	
Tax Billing and Collections (includes personal Property Tax Billing, Tax Collection for Real and Personal Property, Motor Vehicle Processing, Dog Tags, Meals and Transient Occupancy Taxes.	\$11,340	5	100	\$10,000	\$2,807
Utility Billing and Collections	\$4,250	2	40	\$4,000	\$1,083
Centralized Collections	\$1,375	1	20	\$2,000	\$344
KeyNet Online Payment Portal	\$5,500	2	40	\$4,000	\$959
Inspections and Permits	\$4,375	2	40	\$4,000	\$928
KeyNet Inspections and Permits (Field Inspections)	\$2,500	1	20	\$2,000	\$464
Business Licenses	\$2,500	1	20	\$2,000	\$508
Subtotal of Projected PAAS Costs	\$31,840	10*	280 Hours	\$28,000	See Below
TOTAL ONE TIME PAAS COSTS				\$59,840	
Annual PAAS Maintenance Costs					\$7,093

*Trips total represent inclusion of combined-purpose trips, with Caroline County, if the modules are implemented on the same project track.



**Keystone Application Software Products
And Associated Implementation and Training Services
Itemized Pricing
Included in Total Cost Summary**

FIS

Financial Information Systems Application Software					
Keystone LOGIC/PAAS Application Software Modules: License for Tier 1: Add-on to License acquired by Caroline County, Virginia (Footnote 1)	One-time License Fees	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/ Implementation / Training Hours (Footnotes 2, 3)	Services Price	
Financials (Includes Budget Preparation, purchasing, Cash Receipts, Accounts Payable, General Ledger, Bank Reconciliation, Grants/Projects Tracking, and Report Writer)	\$5,250	3	60	\$6,000	\$1,103
KeyNet Financials, bundled with Requisitions	\$4,250	2	40	\$4,000	\$893
Subtotal of Projected FIS Costs	9,500	4*	100 Hours	\$10,000	See Below
TOTAL ONE TIME FIS COSTS				\$19,500	
Annual FIS Maintenance Costs					\$1,996

*Trips total represent inclusion of combined-purpose trips, with Caroline County, if the modules are implemented on the same project track.



**Keystone Application Software Products
And Associated Implementation and Training Services
Itemized Pricing
Included in Total Cost Summary**

KEMS

Keystone Employee Management System Application Software					
Keystone LOGIC/PAAS Application Software Modules: License for Tier 1: Add-on to License acquired by Caroline County, Virginia (Footnote 1)	One-time License Fees	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/ Implementation / Training Hours (Footnotes 2, 3)	Services Price	
Employee Information (Includes Applicant Tracking- Client Version)	\$2,000	1	20	\$2,000	\$420
KeyNet Employee (Bundled)	\$1,375	1	20	\$2,000	\$250
Leave and Attendance Tracking	\$1,250	1	20	\$2,000	\$263
KeyNet Attendance/Leave Requests (Bundled)	\$960	1	20	\$2,000	\$336
Payroll	\$4,750	4	80	\$2,000	\$998
Subtotal of Projected KEMS Costs	\$10,355	6*	160 Hours	\$16,000	See Below
TOTAL ONE TIME KEMS COSTS				\$26,355	
					\$2,267
Annual KEMS Maintenance Costs					

*Trips total represent inclusion of combined-purpose trips, with Caroline County, if the modules are implemented on the same project track.



**Other Keystone-Required Products & Services
And Associated Implementation and Training Services
Itemized Pricing
Included in Total Cost Summary**

Other Required Products & Services					
Software Products or Services	One-time License Fees (include one year maint.)	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/Implementation / Training Included Hours (Footnotes 2, 3)	Services Price	
Relational Database Licenses - UniVerse RDBMS - \$630 each Annual Maint.= \$103 each 10 Concurrent Users (Note #1)	\$6,300	N/A	As Required	Incl. in System Set-up	\$1,030
<i>Keystone Client</i> Windows Desktop Software - \$175 each Annual Maint. = \$55 each 10 Concurrent Users (Note #1)	\$1,750	N/A	As Required	Incl. in System Set-up	\$550
Web Environment Products – Rocket U2 Web DE - “Webshare” License - \$2,113 each 2 Licenses Annual Maint. = \$375 each	\$4,226	N/A	As Required	Incl. in System Set-up	\$750
Web Environment Products – Rocket U2 Web DE - Object Server License - \$1,211 each: 1 License	\$1,561	N/A	As Required	Incl. in System Set-up	\$274
2 Additional Relational Database Licenses - UniVerse RDBMS - \$630 each (For <i>KeyNet</i> Products user access) Annual Maint.= \$103 each	\$1,260	N/A	As Required	Incl. in System Set-up	\$206
System Administration Training	N/A	1	10 Hours	\$1,600	N/A
ODBC/Ad Hoc Query Training and Support 3 @\$25/Year/Major Application area (CIA/PAAS, FIS, KEMS)	N/A	1	10 Hours	\$1,600	\$1,575
System Admin/OS Annual Support 10 @ \$50/User	N/A	N/A	N/A	N/A	\$500
KeyDocs Keystone’s Forms Management Tool 3 major product lines (\$995 each)	\$2,985	1	10 Hours	Included in license fee	\$2,472



Other Required Products & Services					
Software Products or Services	One-time License Fees (include one year maint.)	Implementation Services			Annual Maintenance (Footnote 7)
		Estimated number of person/trips (Footnote 4)	Review/ Implementation / Training Included Hours (Footnotes 2, 3)	Services Price	
Project Management Services	N/A	Included in other on site trips	As Required	No Charge. Included in Hours already proposed	N/A
Subtotal of Projected Other Required Products & Services	\$18,082	2*	30+ Hours	\$7,200	See Below
TOTAL ONE TIME OTHER COSTS				\$25,282	
Annual Maintenance					\$7,357

* Total is if trips are combined on the same project track with application modules.

**The proposal of 10 concurrent users for this licensing is only an estimate based upon the relative scope and size and staffing of the Town of Bowling Green as compared to other comparable Keystone customers, as well as our understanding of which of our product/modules and functions require this sort of user licensing. This concurrent (not “named”) user licensing is only required for core users (we call “Power Users”) typically in the main offices and whose jobs functions are mostly centered on system functions (data entry, reporting, etc.). Their user interface (“Keystone Client”) and system rights are different (greater) than the more peripheral system (web browser only) users, and therefore these core “Power Users” make a persistent login connection to the application server and host database environment.

The system tasks typically performed by the more peripheral users, outside of these main offices, as well as any public access modules, are accommodated with Keystone’s “KeyNet” series modules, which access a web server directly, which then accesses the application/database server intermittently, as needed, and as controlled by proposed “middleware” software from Rocket Software. Users of these modules do not require this same sort of user licensing.



Optional Other Products/Services
Basic Disaster Recovery Option
 (Not Included in the Price Total)

Backup/Disaster Recovery Server Option					
Product or Service	One-time / Perpetual License Fees	Implementation Services			Annual Maintenance (See Note #7)
		Estimated number of person/trips (Note # 4)	Implementation / Training Hours (Notes 2 and 3)	Service Prices	
Back up/recovery Licenses – 2 <i>Keystone Client</i> Concurrent Users (Note #1) \$175 ea. Annual Maint. = \$55 each	\$350	Incl. below	As Required	Incl. Below	\$110
Back up/recovery Licenses – 2 Concurrent users - Application Environment/ Relational Database Licenses - <i>UniVerse</i> RDBMS - \$630 each Annual Maint.= \$103 each (Note #1)	\$1,260	Incl. below	As Required	Incl. Below	\$206
Keystone System Set up & Configuration Services Backup Server (Includes automated script)	N/A	1	As Required	\$6,912	\$2,765
System Admin/OS Annual Support 2@ \$50/User	N/A	N/A	N/A	N/A	\$100
Subtotal of Projected Other Required Products & Services	\$1,610	1*	As Required	\$6,912	See Below
TOTAL Backup/Disaster Recovery Option:				\$8,522	
Annual Backup/Disaster Recovery Maintenance Costs:					\$3,181

*This separate trip would be unnecessary if the equipment is available to set this up on the same trip as the installation of the host application / primary database server.

Note: The primary application server is automatically backed up to removable media each night and it is recommended that these backups are stored off-site. The option priced above is in case of a hardware failure, or a disaster preventing use of, or access to, the primary application server, to provide for immediate “back to live” ability running from the previous day’s data, in the event the customer does not otherwise have some overall disaster recovery plan which would encompass the servers running the Keystone applications. This requires installation of an additional server/virtual machine in a different physical location than the primary server. An automated script makes a copy of the primary server, across the network, to the backup server each night. This requires set up of user and printer accessibility to the backup server (for cutover, when needed). License count can be upgraded/transferred, by Keystone, immediately, as needed.



PRODUCT AND SERVICE PRICING NOTES:

1. Software Product Licensing/ User Count

Both the UniVerse® Database and “Keystone Client™” desktop software are licensed based upon a total number of concurrent user sessions needed available to any of the host server-based Keystone Application Software. A PC client-based session creates a “persistent” connection to the host server database, from the point of user login to log off. This form of access and persistent login connection is geared to what Keystone refers to as the “power users” of the system. These are users whose job responsibilities usually involve continuous access to the system for responsibilities such as: processing purchasing and Accounts Payable, General Ledger entries and reporting, Payroll administration and processing, Tax administration, account and property maintenance, Utility Billing, Inspections/Permits maintenance, and Business License administration.

Keystone’s Application Software license fee pricing is then determined based on a pricing tier or bracket associated with the needed “Power User” license count, and other determinants of the organization’s scope and size as listed on the price tier. Per our experience, these factors bear a strong relationship to the complexity of the implementation, depth of use of the system features, and related on-going support activity. (Annual support fees are a percentage of the software license fees.)

The number of enabled concurrent users of the Database and PC client (i.e. Power Users) may be increased at any time by purchasing additional licenses of the Rocket Software “UniVerse” RDBMS and “Keystone Client”, in singleton increments. If the resulting user count crosses Keystone’s Application Software license tiers, an incremental Application Software license tier upgrade is also charged to license the applications for the higher tier.

Keystone’s “KeyNet” series application software offers “role-based” web portals for specific, simplified use by non-traditional ERP system users. These *do not* create a persistent connection to the host Application server (UniVerse) database; therefore, users of these portals do not need to be included in the license “Power User” count for UniVerse and Keystone Client licenses, and thereby also do not affect the Keystone Application Software license tier. However, use of any of these portals does require a separate web server, and the licensing of Rocket Software’s “U2 Web DE” software, used to secure and integrate the KeyNet series applications with the host database, for real time interaction on a non-persistent (as needed) connection. Depending on anticipated deployment and use of KeyNet portals, Keystone will propose the needed “U2 Web DE” software components, and associated additional UniVerse licenses for “channels” to accommodate that user traffic and to ensure optimal performance of KeyNet modules, based on usage.

Web PAAS does not create a database connection, but is updated periodically via data transfer, and so does not require the U2 Web DE software nor additional UniVerse licenses. A SQL Server database, however, is required for Web PAAS.

2. Included Service Hours / Product Review

Application Software Product Review hours are required in the quantities included with each Application Software module to be implemented. This helps to ensure that proper time is dedicated to a comprehensive and thoughtful implementation of the software. These hours are tracked, as used, up to the maximum included with the module license fee. Any included services hours may be used across different



products as needed. Any hours which the client does not wish to use are forfeited at the end of the implementation, 120 days after production use of the last contracted modules to go live.

In addition to on-site training and implementation services, the included hours anticipate a thorough on site “Product Review” for each Keystone application software module at the outset of its implementation. A Product Review is attended by the Keystone Product Manager and Project Manager, the Client’s Project Manager, and key users or department managers from Client’s staff responsible for the application area. These sessions involve a thorough demonstration of all functions and features available in a given module, during or after which, decisions are required of the Client as to module set-up parameters, code tables, specific report formats, methods of use, and details about existing data sources to be electronically converted. Also during a Product Review, any required changes to the Client’s operating procedures, or the software product, are identified and evaluated. Note that decisions by the Client which will involve modifications to the software (see Software Modification Costs below) and/or electronic conversion of existing data, will initiate quotations/work statements for programming services by Keystone – which may be chargeable unless otherwise included in the module’s license fee as “standard custom” features, as below, or otherwise agreed to in the contract.

“Standard Custom” features are custom programming which is always anticipated and included in the license fee associated with that module. Current versions and samples will be provided for review and consideration, but the customer may elect to have a different/new version of these. These are:

FIS “Standard Customs”:

- Accounts Payable Check
- Printed Purchase Order
- Printed Requisition (if needed)
- Board Report (aka Warrant Report, Check Register)
- Cash Receipt
- Printed Invoice (with Accounts Receivable module)
- Statements (with Accounts Receivable module)
- 1099 print

KEMS “Standard Customs”:

- Paycheck print
- Direct Deposit Voucher Print
- W2 print
- 1095 (employee forms) print

PAAS “Standard Customs”:

- Property Record Card - Appraisal
- Property Record Card - Revaluation
- Property Value Calculation - Appraisal
- Property Value Calculation - Revaluation
- Archive Property Record Card



Ad Valorem Taxbill Print
Motor Vehicle Taxbill Print
Personal Property Abstract
Payment Receipt
TR1 – Report (North Carolina)

A Virginia site with Tax Billing will receive 4 custom bill formats. Annual Bills (Real and Personal) and Supplemental Bills (Real and Personal).

CIA: PA Municipal and School Taxes and Fees “Standard Customs”:

One Tax Bill print, or one file format for data export
One Interim Bill print, or one file format for data export
One Lien Letter print, or one file format for data export
One Tax Certification print, or one file format for data export

CIA: Utilities (Water and Sewer) “Standard Customs”:

One Tax Bill print, or one file format for data export
One Final Bill print, or one file format for data export
One Lien file format for data export
One Meter System Interface export and import

CIA: Inspections and Permits “Standard Customs”:

One of each type of permit for Planning, Zoning and Building

CIA: Centralized Collections “Standard Customs”:

Payment Receipt

CIA: Business Licenses “Standard Customs”:

One type of Business License

3. Training

Training hours are included in the quantities stated, with each Application Software module to be implemented. This helps to ensure that proper time is dedicated to a thoughtful and comprehensive implementation of the products and options available. These hours are tracked, as used, up to the maximum included. Any included services hours may be used across different products as needed. Any hours which the client does not wish to use are forfeited at the end of the implementation, 120 days after production use of all contracted modules.

The Training amounts provide for one complete on-site training unit/series for each application software module proposed. Class sizes are limited to eight personnel so that the training can be most effective, with sufficient individual attention given. The level of detail provided during these core-training sessions is intended to inform the trainee to the degree that they might potentially train others within the organization. Should the Client desire to have Keystone train additional personnel,



additional hours in the same quantities and unit cost should requested and quoted. Note that a pre-requisite to an individual's use of Keystone's help desk services ("Client Care") is direct training (certification) by Keystone staff. This is to help our support resources work most efficiently and cost effectively for all of our customers.

In some implementations, the Client may also wish Keystone to supplement the standard comprehensive training classes with specifically tailored sessions for users which may only require limited instruction in specific program functions. In these cases, Keystone will work with the customer to tailor a training program based on the number of students and type of functions required.

4. Travel Related Expenses

Product Review, Training and Implementation Support Services are conducted at the customer's location. This may require the set up of special training rooms by the customer, with equipment available for access to the software by all training attendees. Keystone's bills the customer its travel-related expenses at actual cost incurred. Keystone will abide by agreed upon per diem caps on meal and lodging expense. Automobile mileage reimbursement is billed at the current federal (IRS) published rate.

If applicable, air fares and times (which vary considerably) will be researched and quoted by Keystone's project manager, for client pre-approval, as each individual on site trip is scheduled and confirmed.

An estimated total of travel expenses, based upon the anticipated number of trips, and current travel rates, may be included in this proposal for budgetary purposes.

In addition to expense reimbursement, Keystone also charges a fixed amount "travel fee" for each round trip, which partially off sets the loss to Keystone of the employee's time in transit to and from the client's site. The fee amount is fixed (not hourly) based upon an estimate of the total travel time (regardless of actual travel delays incurred) to and from that client's location, and factored at half of the standard services billing rate. An estimate of the total of these fees is quoted herein, based upon the anticipated number of trips for this project.

5. Software Modification Budget

An additional type of cost, which may be incurred, is the cost of any modifications or enhancements desired to the standard software. The detailed Product Review sessions described above would be necessary in order to determine the extent of, and cost associated with, any development requests. Absent any other detailed review of such potential requirements, and based only upon past experience, it is highly recommended that the customer set aside a budgetary allocation of 10-15% of the combined cost of software and services, to provide a budget for potential discretionary work that may be desired. Such a figure may be shown in this proposal, for budgetary purposes.

6. Data Conversion

If applicable and specified in the quotation, Keystone will assist its clients in the conversion of their data to the Keystone system. Keystone may either charge a fixed fee for these services (where we have sufficient understanding of the data being provided) or bill an hourly rate as performed. An estimate *may* be provided in the enclosed quotation for budgetary purposes, which is based only upon certain



assumptions and relevant similar experiences. Criteria related to the estimate will be noted on the quotation/pricing.

We recommend the conversion of master data files only, in most cases, since they represent the bulk of most clients' data. If table files are large, they also are candidates for conversion. To be able to electronically convert data, we require file "record layouts" and the data in an ASCII readable format. Currently acceptable formats include fixed-length, comma or tab delimited text files, as well as EXCEL spreadsheets. Data is most frequently transferred for conversion over I/P based networks using FTP. Tape or other electronic media may be an option, subject to review.

7. Software Maintenance

Annual Maintenance Fees quoted are for full year amounts. Subsequent years may increase, consistent with general pricing to other customers/users of the same products, but typically not more than 4%. Keystone application software maintenance fees billed during the first year of your organization's implementation will be prorated, by month, to end in sync with your organization's fiscal year end. Subsequent one-year terms will be billed for payment at the start of your organization's next fiscal year. Initial term maintenance billing for Keystone application software will begin, for each separate module or interface, 30 days (warranty period) after final acceptance or production use of that individual module or interface, (whichever occurs first). Initial term maintenance for the Keystone Client software, and for Rocket Software products (UniVerse, U2 Web DE) is billed upon installation of the applicable software, along with those product license fees, regardless of the timing of your organization's production usage of any Keystone application software module. Upon request, Keystone can also prorate the Keystone Client and Rocket software maintenance fees to coincide with your organization's fiscal year.

Software Maintenance for Keystone and Rocket software products includes full on-going warranty continuation, with unlimited telephone and web site access to Keystone's "Client Care" help desk staff for remote system diagnosis, (with ability to view the user desktop as needed), program adjustment, and procedural assistance. Keystone acts as an authorized support agent for Rocket Software, backed by the vendor for escalation and product updates as needed.

Access to Keystone support services requires the requestor to have been trained in that product or module by Keystone staff directly.

Annual maintenance fees also include the rights to Keystone, or Rocket-distributed general version upgrades and corrections.

Where noted, "support only" maintenance (reduced cost) provides warranty and instructional assistance only, but no enhancements or version updates. This charge is typically associated with interfaces to third party systems, since the need for a change in version may be caused by factors unpredictable to Keystone and will be quoted for separately as/if needed.

Keystone also supports diagnosis and basic instruction for use of certain types of operating systems for the server(s) on which the Keystone applications are hosted, as relates specifically to the operation of the Keystone software thereon; The



customer is also required to have a relationship with the system manufacturer, or authorized support organization, for on-site hardware coverage and for access to operating system version updates and telephone assistance as needed beyond Keystone's basic assistance.

8. Standard Interfaces

Keystone has, over time, developed numerous standard interfaces to the software and systems of other vendors, as well as governmental agencies relevant to our customers and markets. The more sophisticated of these interfaces, Keystone prices as separate modules or product additions. Some may be included in this proposal based upon stated needs. Many other interfaces, some simply a formatted spread sheet with programs internal to Keystone's software for a structured import, are included throughout the application modules and within the module license fees. Elsewhere in this proposal is the growing list of these interfaces, by major product area and in some cases, by state.

9. KeyNet™ Series Software

Keystone's *KeyNet™* series (Web browser-enabled) software modules require implementation of the counterpart host application module(s). They also require the installation of a Microsoft Windows-based web server (specifications provided by Keystone) to operate in conjunction with the host application server via local area network connection, along with the licensing and installation of Rocket Software's U2 Web DE software (available from Keystone).

For *KeyNet™* applications which will be made available to users outside of the Client's internal "Intranet" and security structure, Keystone also recommends use of a "Firewall" security system, Enterprise Security Manager Software and SSL. Keystone can provide implementation assistance in this area as needed (though none is priced herein).

Notes For Property Assessment Administration System Users (PAAS) Only:

10. Web PAAS Software

Keystone's Web PAAS software (web browser based access to designated PAAS data elements) requires installation of a separate Microsoft Windows-based web server (specifications provided by Keystone), to operate in conjunction with the host application server via local area network connection. Also required is the purchase and installation of the MS SQL Server database software (not sold nor supported by Keystone).

Unlike KeyNet Series portals, the use of Rocket Software's U2 Web DE software is not required. Web PAAS is updated by a one-way automated data transfer at whatever frequency is practical and desired by your organization.



Keystone recommends use of a “Firewall” security system, Enterprise Security Manager Software and SSL. Keystone can provide implementation assistance in this area as needed (though none is priced herein).

11. Geo PAAS Software and Web PAAS mapping system interface

Keystone’s Geo PAAS (third party mapping system interface) requires implementation of Sunguard/USI’s “County Mapper/Geo Blocks” software, (not included in this proposal.) Customers must provide mapping data in “ESRI shape file” format to be used with Geo PAAS.

To interface mapping data to Keystone’s Web PAAS (for public access to maps joined to property and parcel data) the customer must also have implemented its mapping data vendor’s web browser module or component.

12. PAAS Mobile Module

There are two components the complete PAAS Mobile (field appraisal) capability. One is installed on the host application server, and the other on a rugged laptop PC for use in the field. Software controls a “check-out/check-in” process of groups of parcel records, with security controls to keep data accurate and in sync. No remote radio or internet technology is required for this application. The pricing is for software licensing only (no PC equipment is included), including all third party and Keystone software licensing, installation on each mobile device, and training and on-going support of same. The Buyer must determine the number of remote/mobile devices to be installed/licensed in order to arrive at a total price for the application. This number may be added to at any future time, at Keystone’s then-current pricing.