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ADDENDUM NO. 1

March 3, 2016

Request for Proposal No. 19-2016

BANKING, LOCKBOX AND MERCHANT SERVICES
REVISED Opening Date: March 16, 2016 Time: 11:00 a.m.

This addendum is hereby made a part of this **Request for Proposal No. 19-2016**. Please note the following information and attachment as a result of the pre-proposal conference on February 25, 2016 and submit the proposal accordingly.

Changes

1. Revise all references to the due date for proposals from March 9, 2016 to **March 16, 2016** prior to 11:00 AM EST.
2. Section E, Paragraph 2.1.4.7, delete the reference to Section 9.1.6.
3. Section E, Paragraph 2.1, under Technical Submittal, include Section G which is the Response Matrix for Banking Services, only if providing a proposal which includes banking services. This shall be provided with the technical response.

Clarifications/Information

1. Q: Is the RFP and Section G Response Matrix available in Word and Excel formats?
A: No
2. Q: Does the County utilize armored car service for cash deposits?
A: Yes
3. Q: Section F Price Proposal, page 44 – Miscellaneous – please clarify Item #110 – Miscellaneous Charges
A: Miscellaneous charges are any charges not listed. Example: service charges or alternating the number of items.
4. Q: Section 3.3 Proposal II – Lockbox Services, 3.3.2 – does the County own the post office boxes?
A: No
5. Q: Where are the County's post office boxes located?
A: Downtown Baltimore, Maryland
6. Q: Is the County willing to use a bank owned post office box?
A: Not at this time.
7. Q: Page 13, 3.1.2.4 – Does the County use desk top scanners for remote depositing? If so, how many scanners are utilized?
A: Yes and 6 scanners are utilized.
8. Q: Does Howard County charge a Convenience Fee to the client through Govolution? If yes, do you split the funding of the Convenience Fee? (Does the main payment go to the County's DDA and the Convenience Fee goes to Govolution DDA?)

- A: On some applications yes, on other applications the County absorbs the cost. On applications where the fee is passed onto the customer, the convenience fee goes directly to Govolution and the principal payment goes to the County.
9. Q: How is the Convenience Fee distributed between the County and Govolution?
A: Not applicable for applications where the customer has to pay the convenience fee. For applications where the County absorbs the fee, Govolution sends the County a monthly invoice.
10. Q: Will the County consider a multiple year deal?
A: The County is making a one year award with one-year renewal options only.
11. Q: What is the County looking for that it does not have today?
A: One example is the County's License & Permits department is looking to do POS in a manner that bypasses the County's network and meets the requirements of its cyber security program.
12. Q: Is the County interested in replacing their current payment processing vendor/Govolution?
A: The County is looking to make awards for the services in the solicitation which it feels are in its best interest.
13. Q: Will the County plan to keep the Munis Self Service web portal?
A: Yes
14. Q: Will the County plan to keep Citizen Access?
A: Yes
15. Q: Will real-time integration be required with SAP? If so, will an API be made available?
A: Currently, our portal is integrated real time with SAP, but SAP polls our current vendors for payments every 15 minutes.
16. Q: Does the County have a centralized cashing system today? If so, who is that vendor?
A: Yes, RCS Cashiering from Professional Consultancy International LLC in Tampa, Florida
17. Q: Is the County looking to replace the web portal for water/sewer payments?
A: No
18. Q: Is the County looking for a single web portal for all department payments?
A: No
19. Q: Can the County break out the transaction volume for 2015 for each department?
A: Reference attachment
20. Q: Does the County absorb credit card fees for POS transactions?
A: The County absorbs fees for certain transactions, some POS, some web-based. See attachment for a breakdown.
21. Q: What is an average quarterly bill for the water and sewer department?
A: \$160
22. Q: What departments will be passing a convenience fee? What departments will prefer to absorb credit card fees?
A: See attachment for breakdown of transactions FY13-FY15.
23. Q: Is the County looking for an e-billing offering as well for the bill applicable?
A: The County will consider any options in the RFP process that could increase service levels and/or reduce costs.
24. Q: Would the county be interested in kiosks as an option for walk in payments?
A: The County will consider any options in the RFP process that could increase service levels and/or reduce costs.
25. Q: Would the County be interested in citizens being able to pay their bills at "other" locations in the county, i.e. 7-Eleven outlets?
A: The County will consider any options in the RFP process that could increase service levels and/or reduce costs.

26. Q: What are some of the reasons for issuing the County RFP? For example, are there any service issues, technology challenges or other issues related to the current providers?
A: The County is interested in exploring all options available, related to these services. In addition, the County's contract for banking services and its contract for lockbox services will be expiring this year.
27. Q: Please confirm that you have provided the analysis statements and volumes from your current banking service provider, Wells Fargo. For example, we noticed that a majority of the Analysis codes appear to be Bank of America's. (i.e. line item 104 states Image Retrieval BA Direct). The RFP mentions that the primary relationship is with Wells Fargo.
A: This information has been confirmed.
28. Q: The County mentions that it uses SAP as its ERP system, front end payment software such as Accella Citizen Access and Munis. Does the County plan on upgrading or implementing a new ERP system?
A: Not at this time.
29. Q: What is your expected time frame for finalist selection and presentations as well as selection and award?
A: The County's goal is to finalize awards for some or all of the services by June 1, 2016.
30. Q: Please confirm that Merkle is sending an image cash letter file for the lockbox processing.
A: Yes
31. Q: Please confirm the make and model of the remote deposit scanners.
A: Canon-CR-25/55
32. Q: Under 3.1.5 Payroll Direct Deposit, please confirm the ACH credit \$ volumes and ACH exposure for ADP. Can you confirm if this is prefunded ACH?
A: This information cannot be confirmed.
33. Q: For 3.1.9 Direct Debit, please confirm the ACH debit file \$ volumes for the 950 direct debit billings each week
A: This information cannot be confirmed.
34. Q: We are unable to locate Section 9.1.6 that is referenced in this requirement. Can you provide us with the location of this section?
A: Reference to "Section 9.1.6" has been deleted per the Changes above. However, Contractors shall provide information considered relevant.
35. Q: Should we include the additional recommended services on the separate sheet of paper in the Appendix of our response?
A: Yes
36. Q: Will the County accept a link to Wells Fargo Bank's audited financial statements instead of paper copies?
A: No
37. Q: Please find the specific use case for "Smart cards". Is the Smart Card co-branded VISA or MasterCard?
A: The County currently has no smart card program and has no immediate plans to implement one, but wishes to remain open to all possibilities in future developments for processing payments from customers.
38. Q: The County indicates that the Contractor shall develop scripts in accordance with County directives. Please advise with additional details related to this requirement.
A: It's an automated system; there is an automated voice that provides information to the caller based on their selections. The County will work with the awarded Contractor on any requirements needed for IVR scripts.
39. Q: Can the County confirm which agencies listed in Exhibit IV absorb the credit card processing fees? And please identify the credit card dollars and transaction count for the payments where the cost is absorbed by the County.
A: See attachment for breakdown of transactions FY13-FY15.
40. Q: Where the County is passing a convenience fee (flat dollar amount) to the constituent, please identify the payment categories (agencies) listed in Exhibit IV that apply. Also please provide the following: Average ticket for the applicable payment category where a convenience fee (flat dollar amount) is applied, number of annualized (or avg monthly) transactions where the convenience fee is applied. If applicable, please advise with the highest dollar (\$) amount of a credit card payment that is allowable where a convenience fee is applied.

A: All agencies defined as convenience fee in attached chart are flat dollar except for property taxes. No limit but the average transaction is fairly low. See attachment for breakdown of transactions FY13-FY15.

41. Q: Where the County is passing a Service Fee (percentage - % based) to the constituent, please identify the payment categories (agencies) listed in Exhibit IV that apply. In addition, please advise if the percentage (%) based Service Fee is the same for all credit card types processed and if the dollars processed per agency (reflected in Exhibit IV) were all subject to the Service Fee assessment.

A: Only property taxes has a % based fee which is currently the same for all credit card types, though e-check and VISA debit transactions are flat fee. All tax transactions are subject to fees.

42. Q: Are Payment Manager Services provided by the County's bank?

A: Yes

43. Q: Would the County entertain a proposal with an alternative to Payment Manager services?

A: Yes

44. Q: Do the lockboxes need to be located in Maryland?

A: Yes, the County desires to have a Maryland mailing address for its lockboxes.

45. Q: What is the transaction type to move funds from the custody account to the collection account?

A: This is not applicable.

46. Q: Who is the custody account with?

A: Wells Fargo

47. Q: Will the County plan to move their merchant services immediately?

A: The County plans to transition the merchant services over a period of time.

48. Q: Is the intent of including all three services in one RFP to combine all services into one provider?

A: The County is looking to award based on what it perceives to be in the best interest of the County. That may be combining all services into one provider and it may be a combination of providers. The County reserves the right to make multiple awards under this solicitation.

49. Q: Is the software customization for merchant services with one provider?

A: Yes

50. Q: Could you explain the use of financial centers?

A: Most of the County agencies use Dunbar and funds go right to the vault.

51. Q: Are tax payments made online?

A: Tax payments can be made online.

52. Q: If a banking service provider answers "no" to any of the questions in the matrix, can they provide an explanation for the response in the proposal?

A: Yes, the County will review any explanations for a "no" response.

53. Q: Is the payroll direct debit amount \$100,000?

A: During the current fiscal year, the dollar amount of weekly direct debit files range from \$114,667.52 to \$245,773.36. The average is around \$175,000 per week. The number of accounts debited ranges from 509 to 1154 with the average per week of 935.

54. Q: For remote deposit users, what is the percent of daily deposits?

A: Remote 67% and manual 33%

55. Q: Does the County use compensating balances?

A: Yes

56. Q: Is the \$3 million figure accurate in Section 3.1.2.1 on top of page 13 of the RFP?

A: This amount fluctuates monthly but it ranges between \$75- \$95 million

57. Q: For the price ranges of the letters of credit, does the County want firm pricing for each for the term of the contract or is it only for indicative purposes?

A: This is for indicative purposes only.

58. Q: Is Section G Response Matrix only for proposers of banking services?

A: Yes

59. Q: Does the County pay Merkle directly for its lockbox services?
A: Yes
60. Q: Can you provide 2 months of current merchant processing statements?
A: Not at this time.
61. Q: How many merchant accounts are needed for reporting propose?
A: Not applicable.
62. Q: Are all of the accounts under one Federal Tax Id? If no, how many Federal Tax Ids are involved?
A: Yes
63. Q: How many County departments accept credit cards? What are the names of the departments?
A: Nine including Finance, Police, DILP, Health Dept., Landfill, Recreation and Parks, Detention Center, Senior Center and Water & Sewer.
64. Q: Specifically, what services are the cards being taken for?
A: Taxes payments, water/sewer payments, pet licenses, permits, speed & red light camera citations, mulch sales and false alarm payments.
65. Q: What is the average annual dollar volume for Visa/MasterCard/Discover? What is the average transaction dollar amount?
A: See attachment for breakdown of transactions FY13-FY15.
66. Q: Do you take American Express?
A: Yes
67. Q: What is the average annual dollar volume for American Express? What is the average transaction dollar amount?
A: See attachment for breakdown of transactions FY13-FY15.
68. Q: What equipment /software is being used for credit card acceptance?
A: Finance accepts online payments, Landfill has hand held equipment (Hypercom Optimum M 4230)
69. Q: Do any of your locations take Pin Based Debit?
A: No
70. Q: How is the Govolution convenience fees handled on the deposit side?
A: The customers pay the fees themselves for Red-light, Taxes, Alarms and Speed Cameras which do not affect the deposit. DILP, Landfill and water/sewer pays the fees and they also do not affect the deposit side.
71. Q: If the County issues a \$500 tax bill, does Govolution collect the \$500 on behalf of the County and charge a convenience fee to the taxpayer to cover all associated costs with credit card processing? Does Govolution then pay the County \$500 and keep the rest of the transaction fees?
A: Yes & Yes
72. Q: If a supplier cannot agree to the Living Wage requirement, will they be disqualified?
A: If the annual awarded value for the services exceed \$100,000, the awarded Contractor must comply with the County's Living Wage requirement.
73. Q: How many lock box accounts does the County have?
A: Five
74. Q: Can you provide an annual breakdown of the annual credit card dollar amount collected in the lockbox? (Visa, MasterCard, Discover, Amex)
A: See attachment for breakdown of transactions FY13-FY15.
75. Q: Can you provide the average credit card transaction dollar amount within the lockbox?
A: See attachment for breakdown of transactions FY13-FY15.
76. Q: How much is the County spending on an annual basis for lockbox services?
A: \$125,000 annually
77. Q: On average, what is the percentage annual increase of the Living Wage rate for Howard County?
A: The Living Wage rate has increased on average about 1.0% per year over the last four years.

78. Q: The volumes on the price proposal Section F, Lockbox Services, do not sync with the narrative in Section 3.3. Can the county provide a monthly report for 2015 showing all items that went through the lockbox function?
A: See attachment for breakdown of transactions FY13-FY15.
79. Q: What does item No. 9, UPS, on Price Proposal Page 2 (see page 45 of 70) represent?
A: This represents the price to UPS Next Day an item.
80. Q: Where should the cost for the daily overnight mail be put or does the vendor use the County's shipping number?
A: The County does not provide a UPS account number.
81. Q: Where should the vendor put the cost for the courier pickup/deliver on the pricing schedule for Lockbox services?
A: Use Item No. 9 for the charges.
82. Q: Is the vendor returning the processed records to the County, storing them or shredding them?
A: The current process is to image the checks and stubs but send the County any correspondence.
83. Q: How long does the vendor need to store the images of processed work for the County to view?
A: The current process is storing seven years online and then archiving.
84. Q: With bill payment companies sending payments to the lockbox vendor, are the payments received electronically or are they received via paper check? If electronically, what is the file format of these requests? If paper, are we to assume that the form will not be sent with the payment, (i.e. check-only)?
A: The County has a separate contract with a provider to process bill payments electronically, however some bill payments still manage to get to County lockboxes. These are sent to the County as check-only or check and list.
85. Q: Page 12 of 70: Does the County expect Contractors to respond to "Section D Specifications - 3 Contractor's Requirements"? Per Technical/Price Submittal instructions on page 33 of 70?
A: The Contractor's technical submittal shall include the items listed in Section E, Paragraph 2.1
86. Q: Page 13, 3.1.2.2: What is the aggregate average monthly balance for all accounts?
A: \$48 million
87. Q: Page 13, 3.1.2.5, and page 63 Exhibit III: Please provide a breakdown of banking center deposit activity for each of the locations listed on the map. The number of deposits per location, breakdown of cash and checks per deposit per location.
A: See attachment for breakdown of transactions FY13-FY15.
88. Q: Page 18, 3.2.7 Electronic Bill Presentment: Please describe the current process in place with the County's current bank?
A: The County receives both paper and electronic bills currently.
89. Q: Page 14, 3.1.3.4 - Please provide the breakdown of the dollar and transaction volumes that are paid via card, ACH and check.
A: See attachment for breakdown of transactions FY13-FY15.
90. Q: Page 41 of the pricing section. Since various banks calculate volumes differently, please provide an average of the amount of cash deposited at the Vault on a daily basis.
A: Monthly average \$14,033,592.56
91. Q: Pg 12, 1 BACKGROUND. What is the vendor and name of the POS system used at the various sites?
A: Wine in the Woods is using Mission Tix kiosks and software and our current merchant services vendor is providing backend processing. Health Department is using a swipe reader attached to PC and swiping card as part of a Web-Based application written by our current merchant services vendor. Landfill is using mobile devices (Equinox M4230) to process transaction with our current merchant services vendor.
92. Q: Pg 12, 1.3. Does Govolution process payments from your POS systems? What is the equipment, software, and process used?
A: Yes, see Question 91 for the type of equipment and support.
93. Q: Does the County own the POS swipe machines?
A: The County owns the swipe readers but not the kiosks used at Wine in the Woods.

94. Q: Pg 46, Section F. In the table, what is meant by "Agency Funded" transactions?
A: Processing costs absorbed by a County agency.
95. Q: Are these charges that are not passed to the customer, but rather paid by the agency?
A: Yes
96. Q: Pg 46, Section F. What types of payments are agency funded?
A: See attachment for breakdown of transactions FY13-FY15.
97. Q: Pg 46, Section F. How is the "Total Proposal Price" calculated? Can you share the formula?
A: As listed on page 46, the Total Proposal Price is the sum of all percentages **or** the sum of all flat fees.
98. Q: Pg 49, Item No. 26. Are the unstaffed workstations essentially kiosks?
A: They are unstaffed workstations which are currently not in use because of PCI compliance issues, but the County is working on a PCI compliance solution for the future.
99. Q: What equipment and software is used to accept payments at these workstations? Does Govolution process these payments?
A: Govolution processes the payments and no equipment other than a PC and internet access is required.
100. Q: Pg 21, 3.4.1. What is meant by "e-cash"? Can you provide an example of this type of payment?
A: The County is looking for Contractor who can be flexible with payment methods as they develop and change in the future. An example today is Apple's iPay.
101. Q: Pg 26, 3.4.37. This requirement states that the charge back fee should be collected from the cardholder. However, in the pricing table on page 46, there is a line item for "Chargebacks". Can the County detail how a chargeback is handled by your current vendor Govolution today?
A: In the convenience fee model the Contractor must include costs for chargeback's in the convenience fee it charges. The County pays for chargeback's in the agency funded model.
102. Q: What cost are you expecting on page 46?
A: Costs for agency funded chargebacks.
103. Q: For the Living Wage, who falls under the policy? What do they consider to be a measurable work related employee?
A: Reference Section I (page 52 of 70) which describes the legislation in more detail.
104. Q: The RFP indicates the County has retail processing with manual data entry, and wholesale with scan lines. These descriptions seem to be flipped. Please clarify if the County has 3 wholesale lockboxes and 1 retail, or 3 retail and 1 wholesale.
A: The County uses scan lines for tax, water & sewer and red-light. Manual entry is required for false alarm
105. Q: Section 2.1.5.1 asks for a one-page resume of the Contractor's personnel. Please clarify if this should be limited to one page total, or one page per person.
A: Resumes should be limited to one page per individual.
106. Q: Please provide more detail for look ups on each type of work. Are look ups manual or automated using customer provided files?
A: County provides files with information to assist with lookup and sends then via automated ftp. Contractor can use data to manually lookup or automate the lookup process at its discretion.
107. Q: Please clarify "The Contractor shall be required to maintain, support, and develop any future applications in addition to the proposed services under this solicitation", from section 3.4.3
A: The County will be expanding its credit card program in the future and needs someone who is flexible and able to find solutions for its requirements.
108. Q: When does the County's current contract term with Govolution expire?
A: The current renewal option is valid through June 30, 2016.
109. Q: Please clarify "Provide the County with an economical financial collection, receipt, and deposit service minimizing cash shrinkage and other risks associated with handling money and checks", from section 3.4.5.2
A: The County is seeking to save money and reduce risks.

110. Q: Please clarify “The use of standard financial formats compatible with the County’s current banking as well as any future banking service providers”, from section 3.4.7.1
A: The County prefers to use industry formats so conversion to a new bank is easier.
111. Q: Please clarify “Modularity of hardware and functions permitting expansion of functions for all agencies”, from section 3.4.7.5
A: The solution shall be easy to implement when rolling out to all necessary County agencies and flexible to grow when/if needed in the future.
112. Q: Please clarify “Making no changes on the current service levels, e.g., if the agency accepts in- modes would represent a change in service level”, from section 3.4.12.4.
A: The County needs all of the related services which it currently has in place.
113. Q: Please clarify “Full user and technical documentation, including record and file formats”, from section 3.4.17.1
A: Documentation would need to be provided to the County for programming purposes.
114. Q: Please clarify “There is to be no installation of the Contractor’s system on the County side”, from Section 3.4.32
A: No Contractor shall be permitted to install its software on the County Network.
115. Q: Can the County provide a current merchant service statement?
A: No, the County’s current provider uses convenience fee and transaction pricing for agency funded, therefore, the County does not see the traditional Merchant Services statement.
116. Q: Are the County terminals dial or internet based?
A: Internet Based
117. Q: Are the terminals EMV (chip capable) and if so is the EMV chip currently turned on?
A: No using only swipes at this point.
118. Q: Does New Hope Housing pay quarterly, bi-annual or annual fees and if so what are they?
A: This information is not available at this time.
119. Q: If a Contractor is unable to provide an attestation of compliance for all business partners, and cannot disclose information of what percentages of its merchants are PCI compliant, will this prevent them from being awarded the bid?
A: This information is important to the County.
120. Q: If Howard County is currently using Payment Manager Service, what files are currently being transmitted? ACH, Wire, Check, Card?
A: ACH and Wire are the only files that are currently being transmitted.
121. Q: Will Howard County consider a proposal that does not integrate payment files (as outlined in 3.1..3.4)?
A: No
122. Q: The County reserves the right to award merchant services at a later date from its banking and lockbox services award(s) if it is deemed to be in the best interest of the County. If there is a decision to make a vendor change, would it be expected to be done in 2016? Or, are there other factors that would delay an implementation?
A: Implementation of new merchant services would be expected to be phased in. The degree of customization required by Howard County and the variety of applications, platforms and County departments involved better lends itself to a transition of applications rather than a single cutover of operations.
123. Q: For merchant service processing, is invoicing mandatory? Can a Contractor can offer gross settlement but require debiting for processing fees, including brand assessments and fines.
A: Invoicing is mandatory
124. Q: The County now offers convenience fees in a combination of flat fee and percentage. Is that something that the County requires and wants to continue?
A: The County uses a convenience fee model on some of its applications, but absorbs the fees on other applications. The structure of the pricing to our customers under the convenience fee model and the cost to the County to absorb fees should be including in the pricing proposal.

125. Q: Would the County accept training via telephone and WebEx training as an alternative to in-person training?
A: Yes
126. Q: Would you please confirm that the dollar and transaction numbers in Exhibit IV are totals for the 8 year period (2008 – 2015) or an annual average over that period?
A: The dollar and transaction numbers are totals for the 8 year period.

Attachment

- Detailed FY13 to FY15 merchant service transactions

All other specifications, terms and conditions remain the same.

Please acknowledge addenda by signing below and returning with the bid. Failure to acknowledge this addendum may be cause for rejection of the bid.

ADDENDUM RECEIVED BY:

Signature

Company Name

Title

DPH

		FY2015											
		Total		VISA		MC		AMEX		Discover		e- checks	
	Funded	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt
Taxes	Conv Fee	4,570	14,123,326.99	1,280	2,280,127.35	397	549,924.36	362	740,429.90	76	151,692.62	2,455	10,401,152.76
W&S	Agency	37,768	8,245,945.42	20,571	3,355,672.71	8,383	3,367,721.26	2,111	379,123.06	574	85,558.02	6,129	1,057,870.37
ACELA	Agency	7841	3,474,525.41	6,943	3,076,692.25	898	397,833.16	-	-	-	-	-	-
Landfill	Agency	18365	872,820.35	13,296	631,921.93	3,491	165,923.15	1,291	61,359.27	286	13,616.00	-	-
Health Dept	Agency	4274	254,256.11	2,895	172,207.66	1,247	74,191.93	-	-	132	7,856.51	-	-
Red Light	Conv Fee	18876	1,453,664.50	13,357	1,028,613.00	4,081	314,282.26	1,016	78,207.15	423	32,562.08	-	-
Speed Cameras	Conv Fee	11200	448,010.00	7,794	311,770.16	2,345	93,813.29	810	32,391.12	251	10,035.42	-	-
False Alarm	Conv Fee	455	17,156.00	284	10,701.91	156	5,875.93	-	-	15	578.16	-	-
R&P - Wine	Agency	9457	475,553.59	6,437	323,709.33	2,172	109,234.66	562	28,247.88	286	14,361.72	-	-
		112806	29,365,258.37	72857	11,191,416.31	23170	5,078,800.01	6152	1,319,758.39	2043	316,260.54	8584	11,459,023.13

		FY2014											
		Total		VISA		MC		AMEX		Discover		e- checks	
	Funded	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt
Taxes	Conv Fee	3,846	12,611,335.16	1,031	1,873,054.12	319	579,925.40	275	595,957.12	81	138,887.33	2140	9,423,511.19
W&S	Agency	32,942	6,479,319.43	17,887	2,761,250.10	7,046	2,319,388.27	1,802	298,416.53	571	82,341.13	5636	1,017,923.40
ACELA	Agency	6814	2,569,849.53	6,034	2,275,601.76	780	294,247.77	-	-	-	-	-	-
Landfill	Agency	16512	746,626.70	11,955	540,557.73	3,139	141,933.74	1,161	52,487.86	258	11,647.38	-	-
Health Dept	Agency	4223	22,673.83	2,860	15,356.99	1,232	6,616.22	-	-	130	700.62	-	-
Red Light	Conv Fee	16238	1,253,395.25	11,490	886,902.48	3,511	270,984.05	874	67,432.66	364	28,076.05	-	-
Speed Cameras	Conv Fee	3042	441,675.00	2,117	307,361.63	637	92,486.75	220	31,933.10	68	9,893.52	-	-
False Alarm	Conv Fee	0	-	-	-	-	-	-	-	0	-	-	-
R&P - Wine	Agency	10266	514,248.62	6,988	350,049.04	2,358	118,122.91	610	30,546.37	310	15,530.31	-	-
		93883	24,639,123.52	60362	9,010,133.84	19022	3,823,705.11	4942	1,076,773.64	1782	287,076.34	7776	10,441,434.59

		FY2013											
		Total		VISA		MC		AMEX		Discover		e- checks	
	Funded	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt	Items	Amt
Taxes	Conv Fee	2,644	10,352,434.42	701	1,719,969.03	190	363,189.54	212	634,570.44	56	152,804.35	1485	7,481,901.06
W&S	Agency	30,946	5,292,790.61	16,653	2,379,068.99	6,765	1,734,241.28	1,649	266,787.27	514	68,876.20	5365	843,816.87
ACELA	Agency	5061	2,761,179.55	4,482	2,445,024.49	579	316,155.06	-	-	-	-	-	-
Landfill	Agency	13034	517,471.35	9,437	374,649.26	2,478	98,371.30	916	36,378.24	203	8,072.55	-	-
Health Dept	Agency	4094	216,516.13	2,773	146,646.37	1,195	63,179.41	-	-	127	6,690.35	-	-
Red Light	Conv Fee	13222	1,032,840.00	9,356	730,837.58	2,859	223,300.01	711	55,566.79	296	23,135.62	-	-
Speed Cameras	Conv Fee	7488	299,520.00	5,211	208,435.97	1,568	62,719.49	541	21,655.30	168	6,709.25	-	-
False Alarm	Conv Fee	0	-	-	-	-	-	-	-	0	-	-	-
R&P - Wine	Agency	7623	456,674.29	5,189	310,858.19	1,751	104,898.08	453	27,126.45	230	13,791.56	-	-
		84112	20,929,426.35	53802	8,315,489.88	17385	2,966,054.17	4482	1,042,084.49	1594	280,079.88	6850	8,325,717.93