

Appendix A: Scope of Work

1 CCSF OBJECTIVES

The objective of the proposed RFP is selection of one or more contractors to provide safe, efficient, reliable and competitively priced credit and debit card processing, authorization, settlement and associated services including exception management, convenience / service fee management, customer service, and reporting. The selected Respondent(s) will ensure 24 hours a day, 7 days per week processing debit and credit card acceptance to permit CCSF's constituents to pay for taxes, fees, licenses, reservations and other goods or services using their credit/debit cards. The selected Respondent(s) will ensure the security and privacy of all transaction-related data.

Vendor application must be compliant with all applicable state, federal and industry regulations, including NACHA, PCI-DSS (Payment Card Industry Data Security Standards, EMV Standards, Red Flag rules, Federal E-Signature Act and any other applicable paperless billing and payment laws throughout the contract term.

Respondents must demonstrate that they can process CCSF merchant card needs efficiently, accurately and timely.

The existing Bank of America Merchant Services contract is currently used by

- 14 Departments
- 94 Merchant Identifiers (MIDs) including Corporate Chain MIDs, 54 locations accepting payments in Fiscal Year 2023

The focus of this RFP is to support card present transactions:

- 113 Standalone Point-of-Sale Terminals.
 - *Note:* To keep the Cardholder Data Environment simple CCSF anticipates deploying either P2PE Validation solutions or connecting terminals via analogue phone lines. Where there are more sophisticated options associated with non-integrated terminals, we anticipate use of validated applications such as those found in the Clover App Store.
- Use of 74 Integrated Devices anticipated in Fiscal Year 2025
 - 22 devices connected via Montera
 - 52 terminals connected via VeriFone PAYware Connect.

The gateways and terminals are subject to change as CCSF's needs evolve and the metrics above are for guidance.

The table below shows actual annual volume for:

	Transactions	CCSF Revenue
Fiscal Year 2021	355,071	\$27,117,216
Fiscal Year 2022	510,197	\$64,530,782
Fiscal Year 2023	624,044	\$72,761,722

And based on Fiscal Year 2022, on its largest volume day, CCSF processed:

- \$572,134
- 3,449 transactions

CCSF has experienced growth of both online and in person credit card volume. Constituents favor credit card payments and utilize cash and paper checks less frequently. In response, more Departments are enabling credit card acceptance to transform how residents and businesses interact with CCSF.

Based on Fiscal Year 2023, this shows the card types and percentage revenue for the 624K transactions and \$73 M revenue:

Card Type	% Transactions	% CCSF Revenue
AMERICAN EXPRESS*	5%	5%
DEBIT CARD	4%	11%
DISCOVER	2%	1%
MASTERCARD	16%	14%
VISA	74%	70%

Below is a list of Departments and average ticket size:

By Department and DBA	Average Ticket
ADM	
SAN FRANCISCO CO CLERKS	\$51.37
DEPT OF ANIMAL CARE CNT	\$78.93
DEPARTMENT OF ELECTIONS	\$434.06
SF MEDICAL EXAMINER	\$197.48
AIR	
SF INTERNATIONAL AIRPORT	\$100.91
ASR	
ASSESSORS RECORDERS OFFI	\$59.80
BOS	
CCSF/BOS ASSESSMENT APPE	\$97.25
CRT	
SF SUPERIOR COURT TRAFFI	\$237.60
SAN FRANCISCO SUPERIORCT	\$254.29
DBI	
SF DEPT OF BUILDING INSP	\$1,127.97
DPH	
ENVIRONMENTAL HEALTH	\$1,051.51
SF BUREAU OF RECORDS DPH	\$64.20
FIR	
CITY OF SF FIRE DEPT	\$433.26
SF FIRE DEP OAK ST DO	\$367.07
SAN FRANCISCO FIRE DEPAR	\$580.04
LIB	
SAN FRANCISCO MAIN LIBRA	\$28.16
MTA	
CCSFMTA BAY AND TAYLOR S	\$41.48
CCSF MTA HYDE AND BEACH	\$37.38
CCSF MTA - VEHICLE TOW	\$1,200.93
FARE MEDIA SALES	\$1,960.01
POWELL AND MARKET	\$38.92
PRESIDIO	\$81.39

By Department and DBA	Average Ticket
SFMTA BALL PARK TVM	\$7.21
SFMTA CUSTOMER SVC CTR	\$137.44
PRT	
PORT OF SAN FRANCISCO	\$644.94
PORT OF SAN FRANCISCO SO	\$289.65
PUC	
SAN FRANCISCO WATER DEP	\$1,167.56
REC	
SF RECREATION & PARKS	\$8.25
LINCOLN PARK GOLF COURSE	\$64.03
REC AND PARK MARINA HARB	\$1,517.93
SHARP PARK GOLF COURSE	\$55.77
SFUSD	
SF UNIFIED SCHOOL	\$57.43

There is no guarantee of a minimum amount of work or compensation for any Respondent selected for contract negotiations.

Please note: CCSF currently benefits from a direct relationship with American Express and CCSF anticipates vendors will leverage CCSF’s existing contract with American Express or provide the same funding as currently structured between CCSF and American Express.

2 OPPORTUNITIES FOR IMPROVEMENTS

2.1.1 OPPORTUNITIES TO ONBOARD NEW PAYMENT METHODS

CCSF looks for ways to improve how we serve constituents and there may be opportunities to onboard new payment streams for CCSF services. We want to understand innovative payment acceptance options, gateways and the integration process to determine the full range of options available to Departments.

2.1.2 REFRESH EQUIPMENT

CCSF has worked with our current partner for 9 years as of December 2022 and this RFP provides an opportunity to refresh Point-of-Sale equipment and take advantage of newer technologies such as 5G cellular connectivity. CCSF wants Respondents to outline equipment that brings enhanced security, innovative features such as mobile device payments, as well as add-on solutions for Point-of-Sale terminals.

Note: Where CCSF has recently invested in new equipment, CCSF will also want to understand options to securely migrate or receive credits.

2.1.3 PCI COMPLIANCE

CCSF is interested in proposals which enhance security operations while simplifying validation, with services such as Point-to-Point (P2PE) Solutions.