August 21, 2023



Treasurer & Tax Collector

Card Processing RFP focused on card present transactions

Agenda

- Why is the RFP needed
- How does the program work?
- Current Infrastructure
- Participating Agencies
- Recent Positive Results
- Proposal
- Next Steps
- Expectations of Wining Vendor
- Q & A







- **REFRESH CONTRACT** for revenue for in person payments across CCSF . We will reach the maximum (10 year) threshold with our current Bank of America Merchant Services contract.
- **FINANCIAL SAVINGS:** Help CCSF realize economies while we invest in improving services.
- SOLUTIONS TO ONBOARD NEW REVENUE STREAMS: Share innovative payment acceptance methods and revisit options available to Departments.
- **REFRESH EQUIPMENT:** Invest in newer technologies such as 5G cellular connectivity, enhanced security (such as P2PE), features such as a mobile device payments, as well as add-on solutions (apps) for POS terminals.
- **PCI COMPLIANCE:** Enhance security operations while simplifying validation.

How does the program work?







TTX partners with Departments on implementation/ PCI validation

Departments ultimately responsible for processing transactions

Current Infrastructure







List of Participating City Agencies (FY23)





Recent Positive Results



The table below shows recovery in person transactions from COVID levels:

	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 this shows the break down of FY23's transaction volume

Card Type	% Transactions	% CCSF Revenue
American Express	5%	5%
Debit Card	4%	11%
Discover	2%	1%
Mastercard	16%	14%
VISA	74%	70%



Proposal



- Transaction Fees and costs associated with processing transactions (such as Chargebacks)
- **Solutions** such as Equipment, Applications, Gateways and associated Data Security
- **Transition**, experience onboarding complex clients
- Reporting and training





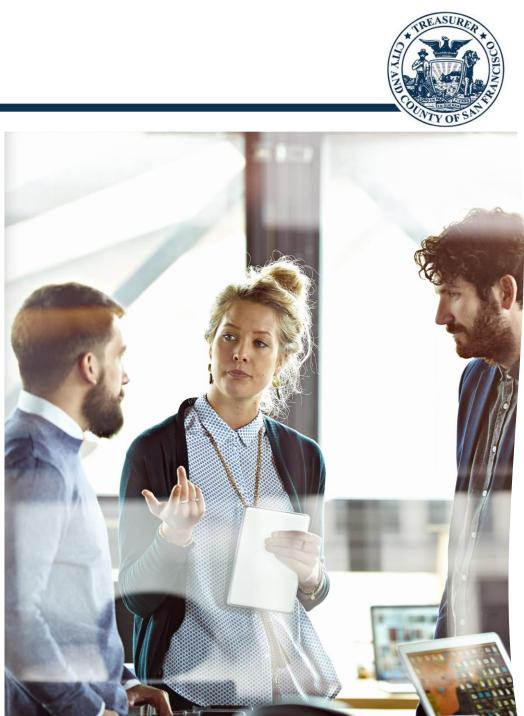
Request for Proposal (RFP) releasedOctober 2023RFP Questions and Responses	October 2023		
		November 2023	
	RFP Questions	NOVEITIDEI ZUZ	
	RFP Oral	January 2023	
	RFP Deadline	Interview and References	Implementation Begins
		RFP Award	
		RFP Negotiations begin	Implementation complete by August 2024

Note: Timeline subject to change

Expectations of Winning Vendor

Ongoing support to CCSF for costeffective revenue collection

- Regular meetings to review utilization
 - Feedback on quality
 - Feedback on experience servicing, usability
 - Feedback/discussion on deeper capacity building
 - Learn about new solutions
- Opportunity and roadblocks to deepen businesses relationships with the payment processor and departments





Treasurer & Tax Collector CITY AND COUNTY OF SAN FRANCISCO

Questions?