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
Why is the RFP needed?

• **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 responsible for contract / vendor relationship

TTX partners with Departments on implementation/ PCI validation

Departments ultimately responsible for processing transactions
Current Infrastructure

- 14 Agencies
- 94 Open Merchant MIDs inc. Corporate Chains
- 54 Locations accepting transactions in FY23
- 163 Point Of Sale Terminals
List of Participating City Agencies (FY23)

ADM  AIR  ASR  BOS  CRT
DBI  DPH  FIR  LIB  MTA
PRT  PUC  REC  SFUSD
Recent Positive Results

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

<table>
<thead>
<tr>
<th>Fiscal Year</th>
<th>Transactions</th>
<th>CCSF Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>2021</td>
<td>355,071</td>
<td>$27,117,216</td>
</tr>
<tr>
<td>2022</td>
<td>510,197</td>
<td>$64,530,782</td>
</tr>
<tr>
<td>2023</td>
<td>624,044</td>
<td>$72,761,722</td>
</tr>
</tbody>
</table>

And this shows the break down of FY23’s transaction volume:

<table>
<thead>
<tr>
<th>Card Type</th>
<th>% Transactions</th>
<th>% CCSF Revenue</th>
</tr>
</thead>
<tbody>
<tr>
<td>American Express</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Debit Card</td>
<td>4%</td>
<td>11%</td>
</tr>
<tr>
<td>Discover</td>
<td>2%</td>
<td>1%</td>
</tr>
<tr>
<td>Mastercard</td>
<td>16%</td>
<td>14%</td>
</tr>
<tr>
<td>VISA</td>
<td>74%</td>
<td>70%</td>
</tr>
</tbody>
</table>
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**
Next Steps

September 2023
- Request for Proposal (RFP) released

October 2023
- RFP Questions and Responses
- RFP Deadline

November 2023
- RFP Oral Interview and References
- RFP Award
- RFP Negotiations begin

January 2023
- Implementation Begins
- Implementation complete by August 2024

Note: Timeline subject to change
Expectations of Winning Vendor

Ongoing support to CCSF for cost-effective 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
Questions?