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Treasurer & Tax Collector
CITY AND COUNTY OF SAN FRANCISCO

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:

	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**

Next Steps



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





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Questions?
