

1 [Approval of one-year extension of professional services contract for the San Francisco
2 Treasurer/Tax Collector for interactive voice response ("IVR") payment services for various
3 City and County departments.]

4 **Resolution approving one-year extension of professional services contract for the**
5 **San Francisco Treasurer/Tax Collector for services to process credit card payment**
6 **applications on interactive voice response ("IVR") systems for various City and County**
7 **departments.**

8
9 WHEREAS, Since September 1997, Official Payments Corporation ("OPC"; formerly
10 U.S. Audiotex, LLC) has provided to the Treasurer and Tax Collector and various City and
11 County Departments, including the Water Department and the Department of Parking and
12 Traffic services to develop, install, and operate credit card payment applications on interactive
13 voice response ("IVR") systems; and,

14 WHEREAS, The purpose of the contract with OPC is to standardize the credit card
15 payment applications and processing for city-wide IVR systems; to establish reasonable
16 convenience fee schedules for each City department; to permit 24-hour payment of City and
17 County taxes, fees and fines by telephone, using a credit card; and to obtain the IVR services
18 at no direct cost to the City and County; and,

19 WHEREAS, The current contract with OPC, on file with the Clerk of the Board of
20 Supervisors in File No. _____, which is hereby declared to be a part of this
21 resolution as if set forth fully herein, will expire on September 15, 2007; and,

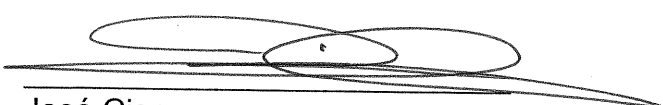
22 WHEREAS, The Treasurer and Tax Collector desires to extend the existing
23 professional services contract with OPC for an additional one-year term to allow time to issue
24 a city-wide Request for Proposals for IVR services; and,
25

1 WHEREAS, The extension will allow the City and County to continue to receive
2 approximately thirty million dollars (\$30,000,000) in payments for property taxes, water bills,
3 and parking citations by telephone from customers using a VISA, MasterCard or American
4 Express credit card; and will provide a convenient payment method to customers,
5 encouraging prompt payment of City and County obligations during the RFP process; and,

6 WHEREAS, The San Francisco Charter requires that contracts entered into by a
7 department or commission having a term in excess of ten years, or requiring anticipated
8 expenditures by the City and County of ten million dollars (\$10,000,000) shall be approved by
9 the Board of Supervisors (Section 9.118 (b)); now, therefore, be it

10 RESOLVED, That Board of Supervisors hereby approves a one-year extension of the
11 professional services contract between the Treasurer and Tax Collector and OPC for IVR
12 services.

13
14 APPROVED:

15
16 

17 José Cisneros
18 Treasurer and Tax Collector



City and County of San Francisco

City Hall
1 Dr. Carlton B. Goodlett Place
San Francisco, CA 94102-4689

Tails
Resolution

File Number: 071155

Date Passed:

Resolution approving one-year extension of professional services contract for the San Francisco Treasurer/Tax Collector for services to process credit card payment applications on interactive voice response ("IVR") systems for various City and County departments.

August 14, 2007 Board of Supervisors — ADOPTED

Ayes: 10 - Alioto-Pier, Ammiano, Daly, Dufty, Elsbernd, Jew, Maxwell,
Mirkarimi, Peskin, Sandoval
Absent: 1 - McGoldrick

File No. 071155

I hereby certify that the foregoing Resolution was ADOPTED on August 14, 2007 by the Board of Supervisors of the City and County of San Francisco.

8/17/2007

Date Approved

Angela Calvillo

Angela Calvillo
Clerk of the Board

Mayor Gavin Newsom