

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.**

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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. 071155, which is hereby declared to be a part of this resolution as if  
21 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,

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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.

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14 RECOMMENDED:

APPROVED:

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17 José Cisneros  
Treasurer and Tax Collector

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