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

Resolution approving an extension of up to one-year for a 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 while contract with new vendor is negotiated.

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

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

WHEREAS, The current contract with OPC, on file with the Clerk of the Board of Supervisors in File No. <u>081067</u>, which is hereby declared to be a part of this resolution as if set forth fully herein, will expire on September 15, 2007; and,

WHEREAS, The Treasurer Tax Collector issued a request for proposals and on May 16, 2008 selected the winning bidder; and is currently in the process of discussing the terms of the new contract with the proposed vendor;

WHEREAS, The Treasurer and Tax Collector desires to extend the existing professional services contract with OPC for a maximum of one year term to allow time to execute a contract with the new vendor and to transition the IVR function from OPC to the new vendor; and,

WHEREAS, The extension will allow the City and County to continue to receive approximately eighteen million dollars (\$18,000,000) in payments for property taxes, water bills, and parking citations by telephone from customers using a VISA, MasterCard or American Express credit card; and will provide a convenient payment method to customers, encouraging prompt payment of City and County obligations during the RFP process; and,

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

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

RECOMMENDED:

APPROVED:

José Cisneros Treasurer and Tax Collector



## City and County of San Francisco Tails

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

## Resolution

File Number:

081067

**Date Passed:** 

Resolution approving an extension of up to one-year for a 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 while contract with new vendor is negotiated.

August 12, 2008 Board of Supervisors — ADOPTED

Ayes: 11 - Alioto-Pier, Ammiano, Chu, Daly, Dufty, Elsbernd, Maxwell, McGoldrick, Mirkarimi, Peskin, Sandoval

File No. 081067

I hereby certify that the foregoing Resolution was ADOPTED on August 12, 2008 by the Board of Supervisors of the City and County of San Francisco.

Angela Calvillo
Clerk of the Board

Mayor Gavin

8.22.08

**Date Approved** 

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