



STATE OF CALIFORNIA
Franchise Tax Board

05.04.18

To: Selvi Stanislaus
From: Michael A. Banuelos

Subject: Board Approval for Contracts Exceeding \$1 Million

Memorandum

This memorandum provides information for your notification to the Board pursuant to the Board's resolution requiring approval for contracts exceeding \$1 million.

Genesys Software Maintenance Renewal

This request seeks approval to renew our software maintenance contract for Genesys software products. These software products help management measure, report, and allocate contact center resources optimally and in a uniform manner across FTB. This optimization accelerates revenue collection by creating a framework to ensure continuous operations of the contact center platform and ensure the right resources are in place at the right times to answer call and live chat volumes and resolve cases. FTB would not be able to perform many of its revenue generating functions and various collection related or administrative tasks that involve our contact center environment without this renewal. FTB anticipates renewing the current contract in June 2018 and the estimated cost is \$2.2 million over a two-year term.

If you have any questions regarding any of the above items, please contact me at 845-6110.

Michael A. Banuelos, Director
Procurement Bureau