



STATE OF CALIFORNIA
Franchise Tax Board

02.01.2022

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 purchases exceeding \$1 million.

Genesys Software Maintenance Renewal

This request seeks approval to renew FTB's maintenance contract for Genesys software products. These products help management measure, report, and allocate contact center resources optimally and in a uniform manner. This optimization accelerates revenue collection by creating a framework to ensure continuous operations of the contact center platform. FTB is unable to perform many revenue generating functions and various collection and administrative tasks for the contact center without this renewal. FTB anticipates renewing the current contract in June 2022 with an estimated cost of \$3 million over a three-year term.

iCapture Support and Maintenance Renewal

This request seeks approval to renew FTB's IBML scanners' software support and maintenance agreement with iCapture. IBML scanners are used to scan paper tax returns and taxpayer correspondence while iCapture software is used to collect the data. FTB's current agreement expires in June 2022. The estimated value of the one-year renewal is approximately \$1.1 million.

Microsoft Software Renewal

This request seeks approval to renew the software agreement for onsite Microsoft servers. These software products are critical to FTB's back-end internal systems. FTB anticipates renewing the current contract upon expiration in May 2022 with an estimated cost of \$5 million over a three-year term.

Please contact me at (916) 845-6110 should you have questions regarding any of the above items.

Michael Banuelos
Director, Procurement Bureau

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