

# **Administrative Matter PowerPoint**

Franchise Tax Board Meeting  
Monday, April 6, 2026

## **Slide 1: Administrative Matter**

Contracts Over \$2 Million

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April 6, 2026

## **Slide 2: Genesys Software Renewal**

- Critical software used to operate our contact center
- FTB interacts with millions of taxpayers each year through our contact center
- Will be replaced by our contact center modernization project in 2028

## **Slide 3: IBML Hardware and iCapture Software Maintenance**

- Scans millions of pages of tax returns each year and that data flows into our tax systems
- Allows us to expeditiously process paper checks

## **Slide 4: External Digital Identity Solution**

- Primary goal is to verify that a person is who they say they are
- Protecting the privacy and security of data entrusted to us is a foundational principle at FTB
- We are procuring a solution for an identity proofing solution

## **Slide 5: Questions?**

## **Slide 6: Public Comment**