



STATE OF CALIFORNIA
Franchise Tax Board

02.19.2026

To: Selvi Stanislaus
From: Michael A. Banuelos

Memorandum

Subject: Request for Approval – Contracts Exceeding \$2 Million

This memorandum provides information for your notification to the Board pursuant to the Board's resolution requiring approval for any procurement activity which would result in the award of a contract exceeding \$2 million.

Genesys Software Renewal

This request seeks approval to renew our software maintenance contract for Genesys software products. These software products are a major component of our Contact Center Platform and support FTB's phone communications and our Live Chat Functionalities. Without this renewal, FTB is unable to perform many revenue generating functions and various collection and administrative tasks for the contact centers. Our existing agreement expires in June 2026 and the estimated cost for a one-year renewal is \$2.4 million.

IBML Hardware and iCapture Software Maintenance

This request seeks approval to renew our maintenance agreement for FTB's IBML scanners' hardware and software support. IBML scanners are used to scan paper tax returns and taxpayer correspondence and iCapture software is used to collect the data. FTB's current agreement expires in June 2026 and the estimated cost for a one-year renewal is \$2.1 million.

External Digital Identity

This request seeks approval to enter into a three (3) year Software as a Service (SaaS) agreement for a real-time identity verification and fraud prevention technology. The proposed tool will allow customers to be validated in real-time in order to prevent fraud. The estimated cost for a three-year agreement is \$3.4 million.

If you have any questions regarding the above items, please contact me at 916-845-6110.

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