

1 [Contract Amendment - CityBase, Inc. - Software as a Service Agreement - Not to Exceed
2 \$37,000,000]

3 **Resolution authorizing the Office of the Treasurer & Tax Collector to amend a**
4 **Software as a Service Agreement and support contract with CityBase, Inc., to extend**
5 **to a five-year term with two options to renew for a period of two years each, for a**
6 **new term of April 17, 2018, through April 16, 2023, and increasing the contract**
7 **amount by \$27,400,000 for a total amount not to exceed \$37,000,000 to commence**
8 **upon Board of Supervisors and Mayoral approval.**

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10 WHEREAS, Charter, Section 9.118(b), requires the Board of Supervisors to approve
11 by resolution contracts estimated to exceed \$10,000,000 or with a term exceeding ten
12 years; and

13 WHEREAS, CityBase has provided to the Office of the Treasurer and Tax Collector
14 (TTX) with a software as a service payment platform to enable City and County of San
15 Francisco (CCSF) departments and agencies to accept online credit card, debit and ACH
16 payments generating in excess of \$4 billion in revenue with over 480 thousand transactions
17 to date; and

18 WHEREAS, CityBase must pass through interchange and other costs associated
19 with payment acceptance and all these costs, a large portion of which are paid by
20 taxpayers, are tracked for full transparency; and

21 WHEREAS, The CityBase payment platform has been integrated into all underlying
22 systems of record, billing, and other source systems, and payments and digital services
23 configured to meet CCSF requirements for 16 departments while leveraging 29
24 integrations; and

1 WHEREAS, CityBase assumes all responsibility for maintenance, reliability, PCI
2 compliance, and data encryption functionality of the systems; and

3 WHEREAS, The CityBase payment platform is scalable, user-friendly and has
4 integrated multiple departments backend systems while still providing a consistent user
5 experience for CCSF online payments; and

6 WHEREAS, All departments using CityBase online gateway have a common
7 platform for revenue tracking, accounting and case management; and

8 WHEREAS, The CityBase platform offers a feature rich experience which simplifies
9 the process of understanding what obligations taxpayers owe to streamline their interaction
10 with CCSF while also making our processes more efficient by facilitating the allocation of
11 funds into multiple records to assist with reconciliation; and

12 WHEREAS, TTX has previously contracted with CityBase to provide the Software as
13 Service agreement and support contract; and

14 WHEREAS, TTX wishes to extend to a five-year term with two options to renew for a
15 period of two years each the Software as Service agreement and support contract; and

16 WHEREAS, The contract in substantially final form is on file with the Clerk of the
17 Board of Supervisors in File No. _____; now, therefore, be it

18 RESOLVED, That the Board of Supervisors authorizes the Purchaser and the Office
19 of the Treasurer & Tax Collector to execute an amended Software as Service Agreement
20 and support contract, to extend to a five-year term with two options to renew for a period of
21 two years each, increasing the amount by \$27,400,000 for a total amount not to exceed
22 \$37,000,000 to commence upon Board of Supervisors and Mayoral approval for the period
23 of April 17, 2018, through April 16, 2023; and, be it

1 FURTHER RESOLVED, That within 30 days of the contract being fully executed by
2 all parties, the Purchaser, the Office of the Treasurer & Tax Collector shall provide the final
3 contracts to the Clerk of the Board for inclusion into the official file.

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