

December 10, 2025



Treasurer & Tax Collector
CITY AND COUNTY OF SAN FRANCISCO

Collection Solutions Services (CSS) Contract Amendment

Presented by Amanda Fried



Collection Solutions Software (CSS)



Core debt collection system used by San Francisco since 2016.



Collected:
\$146M in FY24-25
\$129M in FY23-24

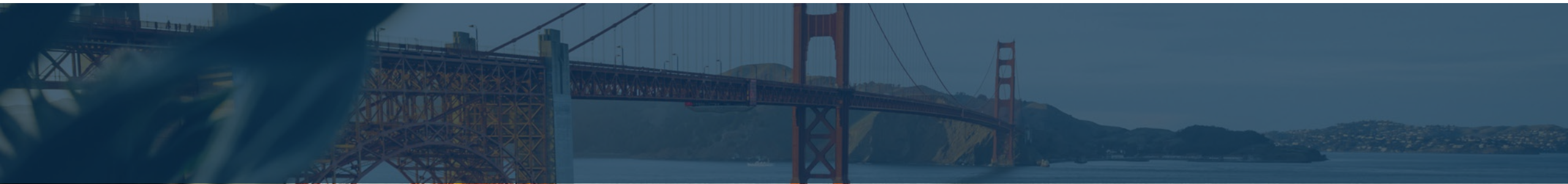


Manages 670,000 delinquent accounts totaling \$961M.



Collections for 40 Municipal Debts for 20 agencies.

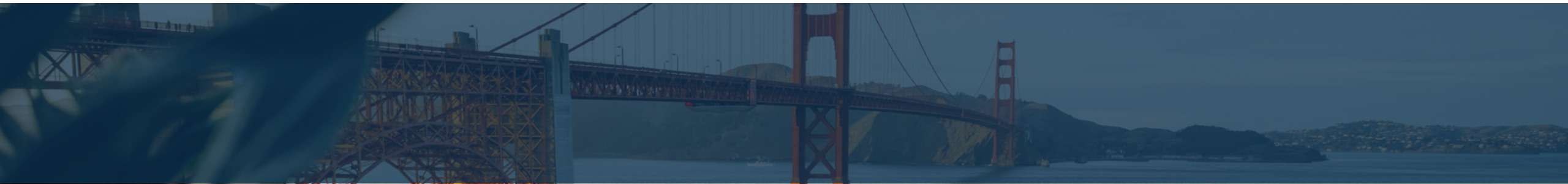
Including DPH, MTA, PUC, Fire, DPW, and more.





CSS Contract Amendment

- Extends contract through November 2030 (+5-year option)
- Increases contract amount by \$ 2.46 million
- Continues robust integration with multiple City systems
- CSS has met or exceeded all contractual service-level obligations





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Thank you! Questions?
