

1 [Contract Amendment - Collections Solutions Software, Inc. - Service and Support
2 Agreement - Not to Exceed \$6,747,097.85]

3 **Resolution authorizing and approving the Office of the Treasurer and Tax Collector**
4 **to execute Amendment No. 4 for a service and support agreement with Collection**
5 **Solutions Software, Inc. to enable the City and County of San Francisco to collect**
6 **delinquent taxes and other debts, to extend the contract term for five years from**
7 **November 30, 2025, for a total term of December 1, 2016, through November 30,**
8 **2030, with one option to renew for an additional five years; and increasing the**
9 **contract amount by \$2,280,622.85 for a total amount not to exceed \$6,747,097.85 to**
10 **commence upon Board of Supervisors and Mayoral approval.**

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

15 WHEREAS, Since 2016, Collection Solutions Software, Inc. (CSS) has provided
16 critical debt collection services for the Office of the Treasurer & Tax Collector (TTX),
17 supporting the City's Bureau of Delinquent Revenue (BDR) in managing a high volume and
18 wide variety of overdue municipal obligations owed to the City and County of San
19 Francisco (CCSF); and

20 WHEREAS, The CSS platform is essential to CCSF's ability to collect outstanding
21 debts, as it houses and administers the full collections lifecycle, providing robust integration
22 with multiple City systems, and supports both standard and specialized recovery efforts;
23 and

24 WHEREAS, CSS has enabled numerous operational efficiencies, including faster
25 collections through improved integration, automation of outreach campaigns, and

1 enhanced business process enforcement tools such as the business license, certificate,
2 and supplier hold functions; and

3 WHEREAS, The software also offers real-time workflow tools and outreach via text
4 and email, alongside robust functionalities to maximize performance and support
5 compliance with data security regulations; and

6 WHEREAS, TTX sets an annual collections goal of \$110,000,000 and has
7 consistently exceeded this benchmark with the help of CSS, collecting approximately \$129
8 million in Fiscal Year (FY) 2023-2024 and \$119,000,000 in FY2022-2023, with FY2024-
9 2025 projected to surpass \$140,000,000; and

10 WHEREAS, TTX's total delinquent debt inventory supported by CSS spans more
11 than 669,000 accounts totaling approximately \$961 million across a broad range of taxes
12 and debt collection services for CCSF Departments; and

13 WHEREAS, CSS supports collection of delinquent taxes and fees such as the Gross
14 Receipts Tax, Business Registration Fee, Transient Occupancy Tax, and Parking Tax; and

15 WHEREAS, CSS supports collection of other municipal obligations on behalf of
16 CCSF departments such as the Zuckerberg General Hospital, Fire, Municipal
17 Transportation Agency, and Department of Public Works; and

18 WHEREAS, TTX has previously contracted with CSS to provide delinquent tax
19 collection services; and

20 WHEREAS, TTX wishes to extend the contract for five years with one option to
21 renew for an additional five years; and

22 WHEREAS, The contract in substantially final form is on file with the Clerk of the
23 Board of Supervisors in File No. 250882; now, therefore, be it

24 RESOLVED, That the Board of Supervisors authorizes the Office of the Treasurer &
25 Tax Collector and Collection Solutions Software, Inc. to execute an amended service and

1 support contract, to extend for an additional five years with one option to renew for an
2 additional five years, increasing the contract amount by \$2,280,622.85 for a total amount
3 not to exceed \$6,747,097.85 to commence upon Board of Supervisors and Mayoral
4 approval for the period of December 1, 2025, through November 30, 2030; and, be it

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

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