

1 [Contract Amendment - 21 Tech, LLC - Service and Support Agreement - Not to Exceed
2 \$18,200,000]

3 **Resolution authorizing the Office of the Treasurer & Tax Collector to amend a**
4 **service and support agreement with 21 Tech, LLC which enables the City and**
5 **County of San Francisco to accept online tax filings, to extend the contract term for**
6 **an additional 10 years, increasing the contract amount by \$10,000,000 for a total**
7 **amount not to exceed \$18,200,000 to commence upon Board of Supervisors and**
8 **Mayoral approval for the period of May 31, 2023, through May 31, 2033.**

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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 10
12 years; and

13 WHEREAS, Since 2013, 21 Tech, LLC has built and supported online tax filing and
14 payment forms for the City and County of San Francisco (CCSF) including the Business
15 Tax Payment Portal and filing forms for New Business Registration, Business Registration
16 Renewal, Gross Receipts Tax, Homelessness Gross Receipts Tax, Commercial Rents Tax,
17 Commercial Vacancy Tax, Overpaid Executive Tax, Administrative Office Tax, Transient
18 Occupancy Tax, Parking Tax, and Cigarette Litter Abatement Fee; and

19 WHEREAS, Over the last three years, online tax forms built and supported by 21
20 Tech, LLC have enabled over 350,000 tax filings, resulting in more than \$2.4 billion in tax
21 revenue; and

22 WHEREAS, 21 Tech, LLC has been instrumental in meeting the challenges of
23 rapidly changing requirements by partnering with the Office of the Treasurer & Tax
24 Collector (TTX) to implement and support multiple COVID-related changes and relief
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1 programs, such as the deferral of tax and fee due dates, Business Registration fee relief,
2 and First Year Free; and

3 WHEREAS, Partnership between TTX and 21 Tech, LLC has increased automation
4 and efficiency including implementation of automatic and immediate identification of eligible
5 new businesses and new locations for First Year Free, reducing staff review and refund
6 work, and integrations with our existing systems that results in less than one percent of
7 online filings requiring manual intervention; and

8 WHEREAS, 21 Tech, LLC has also demonstrated a strong commitment to customer
9 service and collaboration by working closely with TTX to understand specific needs of
10 CCSF taxpayers and have provided customized solutions; and

11 WHEREAS, All online applications must integrate with TTX's proprietary software
12 system, Aumentum, that houses all of CCSF Business Taxes and 21 Tech, LLC is the only
13 company provisioned with the source code to integrate with the application outside of the
14 Aumentum's owning company, Harris Technology; and

15 WHEREAS, TTX has previously contracted with 21 Tech, LLC to provide online tax
16 form services; and

17 WHEREAS, TTX wishes to extend the contract for 10 years and increase the
18 contract amount by \$10,000,000; and

19 WHEREAS, The contract in substantially final form is on file with the Clerk of the
20 Board of Supervisors in File No. 230405; now, therefore, be it

21 RESOLVED, That the Board of Supervisors authorizes the Office of the Treasurer &
22 Tax Collector and 21 Tech, LLC to execute an amended service and support contract, to
23 extend the contract term for an additional 10 years, increasing the contract amount by
24 \$10,000,000 for a total amount not to exceed \$18,200,000 to commence upon Board of
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1 Supervisors and Mayoral approval for the period of May 31, 2023, through May31, 2033;
2 and, be it

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

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