

1 [Contract Amendment - 21 Tech, LLC - Service and Support Agreement - Not to Exceed  
2 \$18,150,173]

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 \$9,950,173 for a total**  
7 **amount not to exceed \$18,150,173 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 \$9,950,173; 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 \$9,950,173 for a total amount not to exceed \$18,150,173 to commence upon Board of  
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1 Supervisors and Mayoral approval for the period of May 31, 2023, through May 31, 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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**City and County of San Francisco**  
**Tails**  
**Resolution**

City Hall  
1 Dr. Carlton B. Goodlett Place  
San Francisco, CA 94102-4689

**File Number:** 230405

**Date Passed:** May 09, 2023

Resolution authorizing the Office of the Treasurer & Tax Collector to amend a service and support agreement with 21 Tech, LLC which enables the City and County of San Francisco to accept online tax filings, to extend the contract term for an additional 10 years, increasing the contract amount by \$9,950,173 for a total amount not to exceed \$18,150,173 to commence upon Board of Supervisors and Mayoral approval for the period of May 31, 2023, through May 31, 2033.

May 03, 2023 Budget and Finance Committee - AMENDED, AN AMENDMENT OF THE WHOLE BEARING NEW TITLE


May 03, 2023 Budget and Finance Committee - RECOMMENDED AS AMENDED

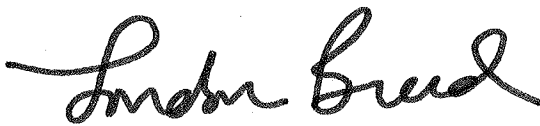
May 09, 2023 Board of Supervisors - ADOPTED

Ayes: 10 - Chan, Dorsey, Engardio, Mandelman, Melgar, Peskin, Preston, Safai, Stefani and Walton  
Excused: 1 - Ronen

File No. 230405

**I hereby certify that the foregoing Resolution was ADOPTED on 5/9/2023 by the Board of Supervisors of the City and County of San Francisco.**

  
\_\_\_\_\_  
Angela Calvillo  
Clerk of the Board

  
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London N. Breed  
Mayor

5/19/23  
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Date Approved