



STATE OF CALIFORNIA
Franchise Tax Board

03.03.25

To: Selvi Stanislaus
From: Michael A. Banuelos

Memorandum

Subject: Request for Approval – Contracts Exceeding \$2 Million

This memorandum provides information for your notification to the Board pursuant to the Board's resolution requiring approval for any procurement activity which would result in the award of a contract exceeding \$2 million.

Microsoft Software Renewal

This request seeks approval to renew our software agreement for Microsoft software. These software products support our back-end internal systems. These products are crucial as they provide tools that our technologists rely on to deliver essential applications and services to the department and taxpayers. Our existing agreement expires in May 2025. We are anticipating a three-year agreement estimated at approximately \$4.1 Million.

Genesys Software Renewal

This request seeks approval to renew our software maintenance contract for Genesys software products. These software products are a major component of our Contact Center Platform and support FTB's phone communications and our Live Chat Functionalities. Without this renewal, FTB is unable to perform many revenue generating functions and various collection and administrative tasks for the contact centers. Our existing agreement expires in June 2025. The estimated cost for a one (1) year agreement is \$2.1 million.

If you have any questions regarding the above items, please contact me at 916-845-6110.

Michael A. Banuelos
Director, Procurement Bureau

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