

[Contract Amendment - Retroactive - Collections Solutions Software, Inc. - Service and Support Agreement - Not to Exceed \$6,919,547.85]

Resolution retroactively authorizing and approving the Office of the Treasurer & Tax Collector to execute Amendment No. 4 for a service and support agreement with Collection Solutions Software, Inc. to enable the City and County of San Francisco to collect delinquent taxes and other debts, to extend the contract term for five years, from November 30, 2025, for a total term of December 1, 2016, through November 30, 2030, with one option to renew for an additional five years, increasing the contract amount by \$2,453,072.85 for a total amount not to exceed \$6,919,547.85 to commence upon Board of Supervisors and Mayoral approval.

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

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

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

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

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

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

WHEREAS, TTX sets an annual collections goal of \$110,000,000 and has consistently exceeded this benchmark with the help of CSS, collecting approximately \$129,000,000 in Fiscal Year (FY) 2023-2024 and \$119,000,000 in FY 2022-2023, with FY 2024-2025 projected to surpass \$140,000,000; and

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

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

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

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

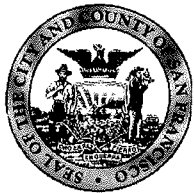
WHEREAS, TTX wishes to extend the contract for five years with one option to renew for an additional five years; and

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

RESOLVED, That the Board of Supervisors authorizes the Office of the Treasurer & 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 \$2,453,072.85 for a total amount
3 not to exceed \$6,919,547.85 to commence upon Board of Supervisors and Mayoral
4 approval for the period of November 30, 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.



City and County of San Francisco

Tails Resolution

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

File Number: 250882

Date Passed: December 16, 2025

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December 10, 2025 Budget and Finance Committee - RECOMMENDED

December 16, 2025 Board of Supervisors - ADOPTED

Ayes: 11 - Chan, Chen, Dorsey, Fielder, Mahmood, Mandelman, Melgar, Sauter, Sherrill, Walton and Wong

File No. 250882

I hereby certify that the foregoing
Resolution was ADOPTED on 12/16/2025 by
the Board of Supervisors of the City and
County of San Francisco.

f Angela Calvillo
Clerk of the Board

Daniel Lurie
Mayor

12/23/25

Date Approved