

News Release 71-16-G – BOE Selects Fast Enterprises for Landmark Information Technology Modernization Project – California State Board of Equalization

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BOE Selects Fast Enterprises for Landmark Information Technology Modernization Project

Centralized Revenue Opportunity System (CROS) Project to Increase Taxpayer Services, State Revenue, and Transparency

Sacramento – The California State Board of Equalization (BOE) approved Fast Enterprises as the contractor for its [CROS project](#) during its meeting on August 30, 2016 in Sacramento. The Board voted unanimously to approve the \$85.171 million dollar contract.

"We trust this new partnership will lead to better experiences for California taxpayers," said BOE Member George Runner. "We look forward to working together to efficiently complete this vital project." "The IT Modernization Project will be mutually beneficial for the permit holders and the Board of Equalization while greater voluntary tax compliance is anticipated with the new system," said BOE Member Jerome E. Horton.

"This is a significant milestone for the CROS Project," said State Controller Betty Yee, who was instrumental with the initial conception of the project. "I am confident that the extensive stakeholder input has been instructive relating to how CROS may improve the taxpayer experience with the BOE, as well as the oversight and accountability responsibilities of the BOE."

The Board's approval is a significant step toward finalizing the procurement process which included competitive bidding, and begins the implementation phase of the CROS project. Following the vote, BOE Executive Director David J. Gau, Fast partner James G. Harrison, and California Department of Technology Deputy Director for Statewide Technology Procurement, Marnell Voss, signed the contract.

The project will also improve self-service options for taxpayers, including:

- Expanding online services
- Providing better access to customer-centric records
- Improving program processes
- Developing a more effective case-management system
- Creating a system that is more intuitive and user-friendly

- Establishing a data warehouse
- Creating business intelligence capability

It will increase transparency by enabling BOE taxpayers to more easily access their account information. Once implemented, the CROS Project is expected to increase BOE revenue collection by \$40 to \$190 million annually.

Fast Enterprises has a successful track record of helping agencies implement modern tax systems.

Vice Chair Diane L. Harkey was elected to the Board of Equalization in November 2014 to represent the Fourth Equalization District, which includes approximately 9.5 million Californians located in Orange County, Riverside, San Diego, Imperial, and a portion of San Bernardino Counties. Previously, Ms. Harkey served in the California State Assembly from 2008 to 2014. As a Member of the State Assembly, she served as Vice Chair for the Assembly Committees on Revenue and Taxation and Appropriations. Ms. Harkey graduated with a degree in Economics from the University of California, Irvine.

George Runner represents the State Board of Equalization's First District and is a leading advocate for California taxpayers. Prior to being elected to the BOE, Runner served in the State Legislature where he authored California's Amber Alert and Blue Alert. As a member of the Senate Revenue and Taxation committee, he led the fight against tax increases and supported tax relief for all Californians. A thoughtful conservative, Runner's priorities include improving the economy, business growth, education excellence, and public safety for all Californians.

The five-member California State Board of Equalization (BOE) is a publicly elected tax board. The BOE collects \$60.5 billion annually in taxes and fees supporting state and local government services. It hears business tax appeals, acts as the appellate body for franchise and personal income tax appeals, and serves a significant role in the assessment and administration of property taxes. For more information on other taxes and fees in California, visit www.taxes.ca.gov.

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