



CITY OF NEW HAVEN

OFFICE OF CONTROLLER

200 Orange Street, New Haven, CT 06510
Phone 203-946-8360, Fax 203-946-7244



Justin Elicker
Mayor

Dr. Kristy Sampieri
Controller

July 24, 2025

Honorable Tyisha Walker-Myers, President

Board of Alders of the City of New Haven
165 Church Street
New Haven, CT 06510

Dear President Walker-Myers:

Pursuant to Section 2-376 of the City's Code of General Ordinances, I respectfully submit for your review and consideration the attached Order authorizing the Mayor, Controller, and/or Budget Director to enter into a **three-year agreement with Concur Technologies Inc.** to implement a citywide invoice processing, travel and expense, and ACH payment system.

This agreement will replace the City's current platform, **Kefron** (formerly Oxygen), which has caused significant workflow and operational challenges, including:

- Delays in vendor payments (currently averaging 2–5 months),
- Lack of artificial intelligence for efficiency and accuracy,
- No fraud or duplication detection,
- Inability to manage ACH payments or employee travel and expenses.

Concur Technologies Inc. will provide a fully integrated, cloud-based financial operations platform with modern capabilities to address these issues. The scope of services includes:

- Invoice automation and real-time tracking,
- Employee travel and expense reporting,
- ACH payment processing,
- Fraud and duplicate detection through intelligent automation,
- Dashboards for transparency and fiscal oversight.



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Financial Overview:

- **Term:** September 1, 2025 –September 31, 2028 (3 years)
- **Year 1 Costs:**
 - Implementation:** \$144,225.00
 - Annual Service Fee:** \$106,500.00
 - Total Year 1 Cost: \$250,725.00**
- **Year 2 Cost:** \$213,000.00
- **Year 3 Cost:** \$213,000.00
- **Total 3-Year Agreement Cost: \$676,725.00**

It should be clarified that a **discount of approximately \$89,000 was applied to the first-year cost**. This adjustment is reflected in the total Year 1 pricing above and represents a significant cost savings compared to the standard pricing model.

This agreement represents a strategic investment in the City’s financial infrastructure, enabling more timely vendor payments, improved efficiency, and strengthened fiscal controls through an advanced, centralized system.

We appreciate your attention to this matter and respectfully request your support of the proposed order.

Sincerely,

Dr. Kristy Sampieri

Dr. Kristy Sampieri
Controller - City of New Haven
200 Orange Street, Suite 302
New Haven, CT 06510
Ph: 203.946.8360