

## FISCAL IMPACT STATEMENT

**DATE:** July 24, 2025  
**FROM (Dept.):** Finance Department  
**CONTACT:** Kristy Sampieri **PHONE** 946-8360

**SUBMISSION ITEM (Title of Legislation):**

ORDER OF THE BOARD OF ALDERS OF THE CITY OF NEW HAVEN AUTHORIZING THE MAYOR/CONTROLLER TO ENTER INTO A MULTI-YEAR, THREE YEAR AGREEMENT WITH CONCUR TECHNOLOGIES INC. IN ORDER TO PROVIDE THE CITY OF NEW HAVEN AN UPDATED INVOICE, TRAVEL, EXPENSE, & ACH PAYMENT SYSTEM TO EXPEDITE AND STREAMLINE PAYMENT SUBMISSION & PROCESSING TIMES FOR ALL CITY VENDORS AND THOSE WANTING TO CONDUCT BUSINESS WITH THE CITY. THIS WILL BE STATE OF THE ART TECHNOLOGY WITH FRAUD AND DUPLICATION DETECTION, WHICH IS SOMETHING WE CURRENTLY DO NOT HAVE.

**List Cost:** Describe in as much detail as possible both personnel and non-personnel costs; general, capital or special funds; and source of funds currently budgeted for this purpose.

	GENERAL FUND	SPECIAL FUNDS	BOND FUNDING	CAPITAL/LINE ITEM/DEPT/ACT/OBJ CODE
<b>A. Personnel</b>	\$0	\$0	\$0	
1. Initial start up	\$0	\$0	\$0	
2. One-time	\$0	\$0	\$0	
3. Annual	\$0	\$0	\$0	
<b>B. Non-personnel</b>	\$0	\$0	\$0	
1. Initial start up	\$0	\$0	\$0	
2. One-time	\$0	\$0	\$0	
3. Annual	\$190,521.60	\$0	\$0	

**List Revenues:** Will this item result in any revenues for the City? If Yes, please list amount and type.

NO	<input checked="" type="checkbox"/>
YES	<input type="checkbox"/>

1. One-time
2. Annual

**Other Comments:** The City of New Haven, will be terminating its current invoicing platform known as **Kefron** (formerly Oxygen). This legacy system has caused significant workflow inefficiencies across both City and BOE departments. Specifically, Kefron has contributed to payment processing delays, with some vendor payments currently taking between **2 to 5 months** to be completed.

In addition to performance issues, Kefron lacks critical functionalities necessary for modern financial operations. It does not incorporate **artificial intelligence (AI) capabilities, fraud or duplicate payment detection, or ACH payment processing**, nor does it support **employee travel and expense reimbursement** features. These shortcomings have impaired the City's ability to operate efficiently and to meet vendor and regulatory expectations.

The transition to **Concur Technologies Inc.** represents a substantial improvement in financial management and operational efficiency. Concur provides a **comprehensive, cloud-based, unified platform** that addresses all of the deficiencies in the current system. It will streamline invoice processing, reduce payment cycle times, enhance security, and support electronic payments and travel and expense functions in a single integrated solution.

The annual cost for Concur will represent a **modest increase of approximately \$10,500** over the current cost of Kefron. However, **Concur has agreed to waive all implementation costs** and has committed to providing a **5% annual discount**, which helps to mitigate the financial impact of the transition.

Overall, the migration to Concur Technologies will strengthen the City's and BOE's financial infrastructure, enhance vendor relationships through more timely payments, and bring the City of New Haven into alignment with best practices in public sector financial management.