

## City of New Haven

### Signature Copy

Order: LM-2025-0043

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File Number: LM-2025-0043

ORDER OF THE BOARD OF ALDERS OF THE CITY OF NEW HAVEN AUTHORIZING  
THE MAYOR/CONTROLLER TO ENTER INTO A MULTI-YEAR AGREEMENT WITH  
PAYMENTUS CORPORATION TO PROVIDE A UNIFIED PAYMENT SYSTEM FOR  
RESIDENTS AND CITY AGENCIES

WHEREAS, the City of New Haven seeks to modernize its financial infrastructure to improve efficiency, reduce costs, and provide equitable access to payment services for its residents; and,

WHEREAS, consolidating payment systems and improving reconciliation processes are estimated to generate significant cost savings for the City, ranging from \$105,000 to \$280,000 annually, and reduce conveyance charges for residents, saving an estimated \$70,000 to \$75,000 annually; and,

WHEREAS, the implementation of a unified payment system will enhance accessibility and inclusivity by providing diverse payment options, including physical kiosks, ensuring that unbanked and underbanked populations can fully participate; and,

WHEREAS, the proposed system will streamline operational workflows by standardizing payment reconciliation, reducing administrative burdens, improving cash flow visibility and transparency, and enabling real-time monetary tracking; and,

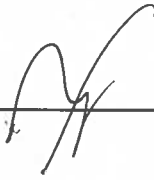
WHEREAS, these improvements will enhance the resident experience by making it more convenient for residents to meet their financial obligations to the City using preferred methods from any location worldwide; and,

NOW, THEREFORE BE IT ORDERED THAT the Board of Alders of the City of New Haven hereby authorizes the Mayor, Controller, and/or Budget Director to enter into a multi-year agreement with Paymentus Corporation to provide the City of New Haven a unified payment system for residents and City agencies, and to execute any revisions, amendments, or modifications deemed necessary or desirable by the Mayor, Controller, and/or Budget Director, including those involving indemnification provisions; and,

BE IT FURTHER ORDERED THAT the Board of Alders of the City of New Haven authorizes the Mayor, Controller, and/or Budget Director to act as the authorized representative of the City with respect to all other matters pertaining to this multi-year agreement.

This Order was Passed by the Board of Alders on 3/3/2025.

Attest, City Clerk



Date

2/10/2025

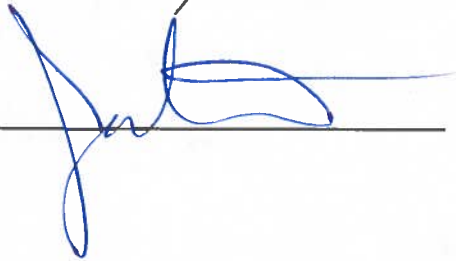
Signed, City Clerk



Date

3/13/2025

Signed, Mayor



Date

3/14/2025