



**CITY OF NEW HAVEN**  
**JUSTIN ELICKER**  
**MAYOR**

**CITY HALL**

**JUSTIN MCCARTHY**  
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June 25, 2025

The Honorable Tyisha Walker-Myers  
President, Board of Alders  
City of New Haven  
165 Church Street  
New Haven, CT 06510

Dear Alder President Walker-Myers,

Attached please find an order authorizing the City to enter into a multi-year agreement with Granicus Software to implement SmartGov enterprise software for permitting, licensing and code enforcement.

Our current software solution is currently not working in a way that is user friendly for applicants or easy to use for staff. These challenges lead to lost time trouble shooting and searching for information. After an extensive review process and RFP that had over 20 respondents the City selected Granicus and its SmartGov solution. The review panel consisted of superusers from Health, Building, Public Works, City Plan and CAO with support from the IT team. The group scored Granicus well on both the user interface, customization and ease of use. The City already works with Granicus through its Legistar and Website platforms and believe that there will be additional synergies in adding this new platform which was offered at a competitive and reasonable price point.

While we are still negotiating final costs based upon integrations, the implementation and first year licensing will not exceed the \$265,000 in capital funds currently available for this project. The project will revert to the standard software annual renewal agreements thereafter.

Based upon the summer schedule we respectfully request consideration such that final approval may be granted no later than your August meeting or first meeting in September which would allow us to have first phase implementation in time for the annual health license renewal period in early 2026.

If you have any questions, please do not hesitate to contact me at 203-946-7903 or [rbombero@newhavenct.gov](mailto:rbombero@newhavenct.gov).

Best,

Rebecca Bombero  
Deputy Chief Administrative Officer