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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

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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.