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ORDER OF THE BOARD OF ALDERS OF THE CITY OF NEW HAVEN APPROVING  
THE EXECUTION OF A MULTI-YEAR AGREEMENT BETWEEN THE CITY OF NEW  
HAVEN AND GRANICUS FOR ITS SMARTGOV LICENSING, PERMITTING AND CODE  
ENFORCEMENT SOFTWARE

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WHEREAS, staff and residents and contractors expressed frustration with the existing permitting and licensing platform; and,

WHEREAS, it was determined that there were efficiencies and benefits to be achieved through a new software platform; and,

WHEREAS, the City of New Haven through its Chief Administrators Office and IT Division conducted a request for proposals for an enterprise software to administer licenses, permits and code enforcement; and,

WHEREAS, over 20 responses were received to the request for proposals; and,

WHEREAS, a review team consisting of representatives from Health, Building, City Plan, Chief Administrators Office and IT reviewed the proposals; and,

WHEREAS, the top proposals were invited to deliver presentations which were attended by the review team and reviewers from additional departments; and,

WHEREAS, after two rounds of presentations Granicus was chosen as the preferred vendor meeting all our requirements including:

- The software will improve customer experiences
- The software will be user friendly for staff – streamlining processes and increasing productivity
- The software will enable the city to effectively collect, analyze and use data
- The respondent will help the City to successfully and fully implement the proposed software solution.

WHEREAS, the proposal was within the allocated budget for both implementation and ongoing licensing.

NOW, THEREFORE BE IT ORDERED that the Board of Alders of the City of New Haven authorizes the execution of a multi-year agreement between the City of New Haven and Granicus for its SmartGov Licensing, Permitting and Code Enforcement Software; and,

BE IT FURTHER ORDERED that the Mayor of the City of New Haven is authorized to execute the Agreement as well as any such additional instruments, indemnities or amendments as necessary or expedient to implement the agreement.

