



## Legislation Text

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**File #:** 18-0379, **Version:** 1

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### **ITEM TITLE:**

Approval of Software Agreement with MOLO-Marine Management Software for Port and Harbor Billing Services

**SUBMITTED BY:** Jeremy Talbott, Ports & Harbors Director

### **FISCAL NOTES:**

Expenditure Required: \$296,911 (includes estimated bank fees based on historical data)

Unencumbered Balance: [Click here to enter text.](#)

Funding Source: 350-5050-55000

### **RECOMMENDATION:**

Recommend Approval

### **SUMMARY STATEMENT:**

This is a continuation from the recovery effort from the July 2018 Ransomware attack. The software previously used by the Ports & Harbors Departments was found to be vulnerable to future exploits in an audit by the IT Department.

The IT, Finance, and Ports & Harbors Departments agreed that it was in the cities best interest to find a hardened alternative for management and billing services.

The selection team reviewed 4 separate systems and compared them against the main objectives list;

- Strong Cyber security, and defense against future attacks.
- Ease of use for the Customers
- Strong fiscal controls
- Ease of use for the staff
- Modern and non-antiquated with a history of proven success in the industry.
- Non-sole proprietor. (The product must have a team of people behind it for support and improvements)

There are very few companies offering marina management Software within the industry. After the selection process it was determined that only one vendor met all of the objectives listed above,

**MOLO Marina Management.**

By leveraging our available capital into a long term three year contract we were able to reduce the cost over three years by over \$70,000 dollars. MOLO's integrated banking solutions provide the advantage of a better rate than we currently have negotiated with Wells Fargo. In 2017 the Harbor had \$36,943.63 in credit card fees at 3.62%. MOLO offers a 1.9% fee for transaction under \$5,000.

MOLO provides a hardened web-based solution that is modern and has a dedicated team of engineers that are continually improving their product with user requested functionality. 24/7 hour tech monitoring support with built in real time service request management.

Our customers will enjoy online payment options linked directly from their invoices such as automatic bill pay and several online payment options.

Our teams will take full advantage of real time Marine Management at the point of customer contact, with the ability to make changes, gather signatures, solve problems and take payment from any mobile device connected to the internet.

MOLO is integrated with the new electric metering system in the New Harbor and will have the ability to save hours of staff time by automatically reading the meter software and downloading the data into the individual customer accounts.

	<b>Year 1</b>	<b>Year 2</b>	<b>Year 3</b>	<b>3 Year Total</b>
<b>Software</b>	\$ 58.037	\$ 16.937	\$ 16.937	\$ 91.911
<b>Hardware</b>	\$ 5.000			\$ 5.000
<b>Bank Fees (Est.)</b>	\$ 60.000	\$ 70.000	\$ 70.000	\$ 200.000