



Date: May 10, 2022
Current Meeting: May 19, 2022
Board Meeting: May 26, 2022

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation (IPTC) Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Chief Information Officer Marcus Burnside
SUBJECT: Consideration and approval of Microsoft Dynamics Support Contract

ACTION ITEM A – 6

RECOMMENDATION:

In a manner consistent with IPTC procurement award standards, it is requested that the Board authorize the President/CEO to enter into an independent contract agreement with Hurst Consulting, Inc. to provide Microsoft Dynamics 365 support for eighteen months in an amount not to exceed \$375,000.

BACKGROUND:

IPTC has recently migrated its Enterprise Resource Planning (ERP) platform from Microsoft Dynamics AX (on-premise) to Microsoft Dynamics 365 (cloud-based). Crowe Horwath LLP was selected as our Cloud Service Provider (CSP) at the December 2020 Board of Directors Meeting. The new cloud-based platform will allow IPTC to leverage new ERP features and modules for enhanced enterprise capabilities, increased accessibility and scalability for business continuity and reduced cybersecurity threats to the ERP platform.

DISCUSSION:

The new Microsoft Dynamics 365 (D365) environment has been in production since May 1, 2022. Crowe Horwath LLP will be offering post-project Infrastructure support through the D365 implementation warranty period, concluding July 31, 2022. This procurement will allow IPTC to transition D365 support to Hurst Consulting, Inc., before the expiration of the warranty period. Additionally, Hurst Consulting, Inc. will assist IPTC with recommendations and requests from our Governance and Audit group.

ALTERNATIVES:

The Board could choose not to contract the D365 support. However, IPTC will not have the platform support it needs without engaging with our CSP at a higher hourly rate and risk having requests go unaddressed due to being out-of-scope with the CSP.

FISCAL IMPACT:

The Independent contract with Hurst Consulting, Inc. is for 1,000 hours in FY2022 from June 1, 2022, through December 31, 2022, totaling \$150,000, and 1,500 hours in FY2023 from January 1, 2023, to November 30, 2023, totaling \$225,000. IPTC and Hurst Consulting, Inc. will have the option to extend the independent contract thirty days before the contract expiration.

DBE/XBE DECLARATION:

There is no DBE goal associated with this contract award.

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on May 19, 2022.