



Date of Memo: May 15, 2023  
Current Meeting: May 19, 2023  
Board Meeting: May 25, 2023

**BOARD MEMORANDUM**

**TO:** Indianapolis Public Transportation Corporation (IPTC) Board of Directors  
**THROUGH:** President/CEO Inez P. Evans  
**FROM:** Chief of People Denise Jenkins-Agurs  
**SUBJECT:** Consideration and approval of adding ADP Comprehensive Benefits Services

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**ACTION ITEM A – 9**

**RECOMMENDATION:**

In a manner consistent with IPTC procurement and contract award standards, it is requested that the Board authorize IPTC’s President/CEO to enter into a contract amendment with ADP to provide a Comprehensive Benefits solution for an added amount not to exceed \$341,434. The current contract with ADP will expire on May 31, 2025.

**BACKGROUND:**

IPTC People Department has experienced turnover in key functional areas that support the overall employee experience in 2022 and 2023. One key role that experienced a loss of talent is the Sr. Director of Benefits and HRIS. The role had key responsibility for the provision of benefits administration including plan design, data collection, regulatory compliance, contract management, and benefit education. In addition, the role was charged with compensation administration, disability, and human resource information system management.

A review of the overall strategic allocation of HR resources found that the People Department could absorb management of the latter position duties, but benefit administration and management could not be leveraged comprehensively and could be more effectively administered by the vendor that facilitates our current benefit, payroll, and data engagement. Further, it would be difficult to expeditiously identify talent in the current competitive job market at the senior level through our recruitment efforts, that could perform and have an immediate impact with a combination of data management, benefits administration, and institutional knowledge and skills.

**DISCUSSION:**

Currently, ADP provides our Workforce Now data management, recruitment, and payroll system support. Adding the ADP management of the benefits administration would provide service continuity. Adding these services would lessen the tactical requirement of additional staff to effectively address daily tasks and direct engagement required with eligibility determination, open enrollment, carrier and plan management, employee communication/marketing, new hire onboarding, reporting, compliance, premium administration, and service delivery. Further, we would have a consistent model of service delivery that would help drive effective benefits management engagement.

**ALTERNATIVES:**

This is an added service to the ADP Workforce Now platform that we are already using. If the Board doesn’t approve this request, we will have to hire additional staff to manage our benefits program.

**FISCAL IMPACT:**

Funding for this action item will come from a combination of planned underspending and a realignment of existing appropriations within the 2023 operating budget.

**DBE/XBE DECLARATION:**

N/A

**STANDING COMMITTEE DISCUSSION/RECOMMENDATION:**

This action will be reviewed by the Service Committee on May 16, 2023 and Finance Committee on May 19, 2023.