



Date: March 16, 2021
Current Meeting: March 18, 2021
Board Meeting: March 25, 2021

BOARD MEMORANDUM

TO: Indianapolis Public Transportation Corporation Board of Directors
THROUGH: President/CEO Inez P. Evans
FROM: Deputy Chief Financial Officer Hardi Shah
SUBJECT: Consideration and Approval of D365 Implementation & On-Going Support

ACTION ITEM A – 2

RECOMMENDATION:

In a manner consistent with IPTC procurement and awards standards, it is requested the IPTC Board of Directors authorize the President/CEO to enter into contract negotiations, and upon successful negotiations enter into a contract, with Crowe LLP, in an amount not to exceed \$968,000 for the D365 Implementation plus one (1) year of functional support.

BACKGROUND:

Microsoft Dynamics 2012 was implemented as the agency’s ERP system in 2017. IPTC has recognized the need to upgrade and migrate its current ERP platform Microsoft Dynamics AX 2012 to a cloud based D365. The components of the upgrade include General Ledger, Budgeting, Accounting, Projects & Grants Management, Procurement, Vehicle Maintenance, and inventory. The current Microsoft Dynamics AX 2012 platform is in its last leg and this migration and upgrade to D365 will provide a greater degree of support to the internal users and external customers since ERP system is the primary system of recordkeeping and housing all the finance and inventory data for all IPTC needs. It should provide a single, comprehensive, and integrated solution to manage the Agency’s business functions. IPTC proposes the Implementation of D365 plus one (1) year of user, admin, policy and workflow support.

DISCUSSION:

The Request for Qualifications was released on November 11th, 2020. This procurement intended to seek the most qualified partner who can not only do the migration but also an upgrade/enhancement. Pursuant to this RFQ, a two-step approach was planned for this project; 1) Discovery phase 2) Submittal of the Cost Proposal with the Discovery report/findings for the implementation and support. Three out of four bids were considered responsive and responsible. Based on the qualifications received on December 14, 2020, Crowe LLP was the selected vendor and chosen to do up to 60 hours of paid discovery work to identify pain points with the existing AX system and critical areas that needed some enhancements. After the discovery period ended, the work plan and cost proposal were submitted by Crowe LLP on February 8, 2021.

ALTERNATIVES:

The Board of Directors could choose not to replace this contract at this time. However, if the alternative is selected, IPTC will have no support from Microsoft and with limited support from the existing support vendor for troubleshooting, debugging, and error message assistance, we are at extreme risk of financial system failure.

FISCAL IMPACT:

The total cost of this 11~12-month implementation project is not to exceed \$968,000. Included in this total is support assistance for the first-year post implementation. This project is part of the IPTC Capital Improvement Plan and funding will come out of the IPTC Local funds.

DBE/XBE DECLARATION:

As this procurement was funded by non-federal dollars, no DBE goal was required to be established. However, Crowe LLP has proposed 2% of the overall project cost will be delivered by Koehler Partners (WBE).

STANDING COMMITTEE DISCUSSION/RECOMMENDATION:

This action will be reviewed by the Finance Committee on March 18, 2021.