



Below is a compilation of questions received during the DIR Procurement & Technology Webinars for Agency Procurement & Technology Professionals held between March 15 through April 5, 2018.

1. As we transition, would we need to coordinate with State Auditor's Office (SAO) regarding whether the current vendor will allow us to access to current files and data through their TeamMate application?

Answer: Yes, the State Auditor's Office will work with Wolters Kluwer (TeamMate vendor) to transfer all TeamMate licenses back to the respective agencies that currently have FY 18 licenses. These licenses are perpetual and can be used to access your files and data through the TeamMate application. Signing-off of the license transfers will be part the SAO's contract close out process.

The State Auditor's contract close-out will start July 2, 2018 and be completed by August 31, 2018. As of September 1, 2018, the State Auditor's Office will no longer offer new TeamMate licenses or maintenance on existing Teammate licenses.

2. Are you doing the same thing with Audit Data Analytics software, such as IDEA and ACL?

Answer: The Audit Management Software transition initiative is specific to the program previously administered by SAO for TeamMate licensing. While there is no current initiative specific to Audit Data Analytics software, the purpose of the Software Products and Related Services RFO solicitation (DIR-TSO-TMP-416) is to solicit responses from vendors to provide commercial off-the-shelf (COTS) software products, including Software as a Service (SaaS) and related services including, but not limited to, installation, configuration, training, maintenance, support, license compliance and license management services. Audit Data Analytics software would be within scope of this RFO and vendors offering Audit Data Analytics software may respond to this RFO.

3. Currently our audit documentation is within the TeamMate solution; will we have access to this database after the contract if TeamMate does not get the contract? Any transition ideas from TeamMate to another vendor?

Answer: Agencies will have access to their data. Contingencies will be explored in the event a TeamMate solution is not available through the DIR Cooperative Contracts program. You are encouraged to contact the vendor for support in archiving or securing your data in the event of a transition of services to another vendor. Also, please see Answer to Question #1.

4. Does the RFP include cloud and non-cloud services?

Answer: Yes; vendors submitting a response for cloud and non-cloud software offerings would be within scope of the RFO. The scope of the RFO allows for hosting (on premise and off premise) and Software as a Service (SaaS). Also, please see answer to Question #2 for additional information.

5. Can you speak in a little more detail of what audit software product categories you are addressing?

Answer: The current solicitation includes general software products which includes, but is not limited to Audit Management software services, licenses, on-premise and cloud services, hosting services, training, implementation and data tools and analytics.

6. Who is the workgroup made up or what groups is it made of?

Answer: The workgroup is part of the State Agency Internal Audit Forum (SAIAF). In February 2018, DIR presented to the SAIAF group on the upcoming changes with TeamMate. During that meeting, it was decided that a work group might be beneficial to help filter questions and answers and provide information to the SAIAF group.

The workgroup members all volunteered to participate in the work group and represent a variety of needs. In total, 20 internal auditors from a variety of state agencies are part of the work group. All workgroup members are currently using TeamMate, including some TeamCloud users, and have from 4 to 100 TeamMate licenses.

7. What contingencies will be in place in the event of delays in contracting?

Answer: DIR and SAO are committed to working on making the transition process as smooth as possible. Should there be any delay in the procurement and contracting process, DIR would consider alternate options for users and coordinate with SAO to communicate those options to existing TeamMate license holders.

8. At this time, are there any vendors that have submitted audit software information for consideration in the bid process?

Answer: Currently the procurement is in an open and active phase. DIR will continue to share information as it is available and allowable in accordance with procurement rules.

9. Would the contingency for software licensing for TeamMate be that we would each have to contract with Wolters Kluwer directly?

Answer: This is not a contingency, but rather a change in how agencies procure their audit management software. The SAO will no longer be administering TeamMate licenses on behalf of those agencies or entities that have purchased TeamMate through them in the past. The current Inter-Agency Contracts (IAC's) through the SAO for TeamMate licenses will expire on August 31, 2018. The objective of this transition will be for agencies or entities to acquire audit management software and services under the DIR Cooperative Contracts Program.

10. We've been using TeamMate, but maybe there is a different software that might meet our needs. Will there be an opportunity to evaluate the other software offerings? The short 6/1-8/1 deadline for procurement is a challenge. Otherwise, we might just go with TM again in the interest of time. Will vendors make their software available for at least a quick review?

Answer: Once audit management software contracts are awarded, agencies or entities may immediately explore opportunities to evaluate those software offerings through the DIR contracts. This does not preclude agencies or entities from following their own procurement policy or procedure for evaluating products or from following any state procurement law. All contracted vendors are encouraged to market their products and related services in accordance with the contract.

11. What would I need to do if I do not currently have any audit management software?

Answer: Agencies are encouraged to search the DIR Cooperative Contracts if they are interested in purchasing audit management software. DIR anticipates posting of the new cooperative contracts to be available on the DIR webpage by June 1, 2018.

Please note: DIR will be sending out email notifications to announce when new cooperative contracts have been awarded. Also, information on Bulk Purchase initiatives will be communicated and posted on the DIR website.

12. Is there a possibility to extend our TeamMate deadline (3-6 months), while we work out audit software solution and evaluation?

Answer: Unfortunately, there are no additional renewal options or contract extensions beyond August 31, 2018 on the current State Auditor's Office TeamMate agreement.

13. How do we sign up to receive news on the transition activities?

Answer: Please contact Lisa Llamas at lisa.llamas@dir.texas.gov. In addition, DIR will post Audit Management Software transition updates on the Hot Topics page on the DIR website. Webinar participants have automatically been added to the email database to receive communication and updates on the transition activities. TeamMate license holders will also be sent email notifications.

14. Will we have a separate contract with TeamMate to keep our old database for records retention? But if we don't have access to TeamMate software, we can't access the database.

Answer: DIR is not contracting to keep the auditor's database for records retention. You are encouraged to contact the vendor for support in archiving or securing your data in the event of a transition of services to another vendor. Also, please see Answer to Question #1.

15. What if the use of TeamMate will be needed to continue to coordinate with other external agencies, can the current contract be renewed?

Answer: Please see Answer to Question #12.

16. When will SAO provide information on the TeamMate contract closeout activities?

Answer: SAO anticipates contract closeout activities to begin on July 2, 2018 and be completed by August 31, 2018.

17. Our agency currently has several TeamMate licenses and we will need to purchase another TeamMate license for FY 19. What will the price be in FY 19 to renew maintenance? Will we be notified of FY 19 pricings and renewal process?

Answer:

Currently the procurement is in an open and active phase. Once new contracts are awarded, agencies may contact the vendors directly to obtain pricing information. DIR will communicate throughout the transition process as updates become available. This will include any information about new contracts and how agencies can obtain information on FY 19 licenses or renewals.

State agencies are encouraged to visit the DIR website in early June 2018, to check on the availability of the cooperative contracts available for audit management services.

18. If the Audit Management Services Cooperative Contracts include TeamMate Cloud offering (SaaS), will DIR review the SaaS solution to ensure it can protect the confidentiality, integrity and availability of the data stored in it?

Answer: Generally, each agency is required to work with their current vendor, and any other vendor(s) they may be considering ensuring their Audit Management Software, whether an on-premise or a SaaS Solution, meets all the requirements for their specific agency's internal requirements for Architectural, Security, Privacy, Data Classification, and Data Storage needs.

All Audit Management Software vendors should provide the agency with all required documentation for all Architectural, Security, Privacy, Data Classification, and Data Storage requirements meet by the vendor's Audit Management Software. The documentation provided by the vendor should be reviewed and verified with both the Audit Management Software Vendor and the Agency's internal IT, Security and General Counsel to confirm that the Audit Management Software meets or exceeds the requirements needed by the agency.

The Audit Management Software vendor should also provide the proper instructions, and guidance to the agency on any data conversions, or specific data formats that maybe necessary if the agency is looking to transition from their current Audit Management Software to a different Audit Management Software Solution.

19. Question: What if TeamMate isn't awarded a Cooperative contract and the vendor/product awarded the contract doesn't meet our requirements for documenting audit work. What are our options?

Answer: In the event that no Cooperative contract is awarded to meet agencies needs for audit management software, DIR would consider alternate options for users and coordinate with SAO to communicate those options to existing TeamMate license holders.

For more information on FY 18 or FY 19 Audit Management Services, please feel free to reach out to both State Auditor's Office and DIR point of contacts listed below:

| FY 18 TeamMate Point of Contacts | FY 19 Audit Management Point of Contacts |
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| State Auditor's Office | DIR |
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