



CITY OF NORMAN, OK STAFF REPORT

MEETING DATE: 05/13/2025

REQUESTER: Shaakira Calnick, Internal Auditor

PRESENTER: Shaakira Calnick, Internal Auditor

ITEM TITLE CONSIDERATION OF APPROVAL, ACCEPTANCE, REJECTION, AMENDMENT, AND/OR POSTPONEMENT OF CONTRACT K-2425-110: BY AND BETWEEN THE CITY OF NORMAN, OKLAHOMA AND WOLTERS KLUWER FINANCIAL SERVICES, INC., FOR THE LICENSING OF TEAMMATE+ GLOBAL AUDIT SOLUTIONS, AN AUDIT PROCESS MANAGEMENT SOFTWARE, FOR THE AMOUNTS AS OUTLINED IN THE STAFF REPORT.

BACKGROUND:

The Office of the City Auditor was established to promote transparency, accountability, and efficiency in city operations. As the internal audit function has expanded, the need for a centralized and secure platform to manage audit processes, documentation, work papers, findings, and follow-up activities has become critical. Currently, the audit office relies on manual processes and general-purpose software that lack automation, audit trail functionality, and compliance controls.

To align with professional standards set by the Institute of Internal Auditors (IIA), including documentation, risk assessment, and quality assurance requirements, the City Auditor seeks to implement a purpose-built audit management software system.

DISCUSSION:

The proposed contract is with Wolters Kluwer Financial Services, Inc., a provider of audit management software solutions designed specifically for internal audit functions in government and public-sector entities. The Order Form, the Statement of Work, and the Teammate Master Agreement are the three documents that comprise the contract. The Teammate software offers modules for:

- Annual risk assessments and audit planning
- Project and work paper management
- Automated issue tracking and follow-up
- Reporting dashboards and performance metrics
- Secure user-based access controls

Following a review of available platforms and vendor demonstrations, Wolters Kluwer Financial Service was selected for its ease of use, scalability, GAGAS compliance support, and strong customer service record. Implementation includes installation & deployment, software configuration and licensing, champion and end-user training, and one year of technical support. Years two and three will require annual license and support renewal payments.

Procurement of the software followed city purchasing procedures, including competitive pricing and technology compatibility reviews by the Information Technology department.

The contract is for a three-year term, with the understanding that such term is dependent upon sufficient annual appropriations from Council. The total projected cost for the first year of the contract (from date of execution (May 13, 2025) to one year thereafter (May 13, 2026)) is \$26,395.28, which includes software licensing, foundation and implementation, and training. Funding is available in the Internal Audit Department's adopted FY2025 operating budget under accounts Telecom Equipment – Computer Software (10-10005-45304) and Maintenance & Reports Contract Data Procurement (10-10005-44226). The costs for the second (May 2026 to May 2027) and third (May 2027 to May 2028) years of the agreement are not fully known at this time as the licensing fee rate (\$6,510.88) is subject to change annually and will also vary dependent upon what optional add-on services are or not utilized alongside the base license subscription. All contract terms are also subject to any potential service and/or training cancellation fees or termination fees outlined in the Master Agreement and Statement of Work. The costs for years two and three will be requested to be appropriated at a separate time, if applicable (i.e. the cost exceeds what has already been allocated to date).

RECOMMENDATION

Staff recommends that the City Council approve this contract with Wolters Kluwer Financial Service for the acquisition and implementation of an audit process management software. This investment will enhance the independence, effectiveness, and efficiency of the Office of the City Auditor and ensure alignment with internal audit standards.