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(ITEM) From the Director, Department of Family Care, requesting authorization to enter into a Professional Services Contract with Superior Support Resources, Inc., for Member Information, Documentation, and Authorization System (MIDAS) development and support, for the period of January 1, 2014, through December 31, 2014, with two one-year extension options without a Request for Proposals and with total fees not to exceed \$998,000 annually, by recommending adoption of the following:

A RESOLUTION

WHEREAS, the Milwaukee County Board of Supervisors authorized the creation of the Milwaukee County Department of Family Care (MCDFC) on June 24, 2010, to continue operating the Managed Care Organization (MCO) under the State Family Care Program previously authorized under the Milwaukee County Department on Aging since 2000; and

WHEREAS, the Department - MCO has worked to develop a proprietary data application system called Member Information, Documentation, and Authorization System (MIDAS) to assist the Department - MCO in managing the Family Care Program; and

WHEREAS, MIDAS is a multi-featured database/web application system that maintains client records, enrollment data, eligibility information, care plans and case notes, Medicare and Medicaid information, assessments, service authorizations, member obligation receivables, provider network and support contact information, and other features critical to effective administration of the Family Care Program; and

WHEREAS, MIDAS is also designed to provide a large number of user and management reports and maintain flexibility within its internal security system to allow numerous combinations of rights and access levels to the system (i.e., MCDFC management, MCDFC and Care Management Unit case managers, service providers, etc.); and

WHEREAS, in 2013, the Department - MCO issued a publicly solicited Request for Proposals (RFP) seeking Information Technology Development and Support, which required respondents to submit a collaborative proposal with another vendor in order to assure diversity, stability, and innovation in development for which each respondent would be awarded their own Professional Services Contract for their portion of the services; and

WHEREAS, Superior Support Resources, Inc., (SSR) submitted a proposal in collaboration with Cayen Systems; and

WHEREAS, SSR has been providing development and support services to the Department - MCO since January 2009; and

45 WHEREAS, SSR is an approved Disadvantaged Business Enterprise vendor with
46 100% participation; and

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48 WHEREAS, SSR will provide expertise in technical and support services for
49 Milwaukee County's own needs in utilizing the MIDAS system; and

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51 WHEREAS, the vendor has unique experience with MIDAS and the qualifications to
52 perform the services requested as evidenced by service provided; and

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54 WHEREAS, a three-year agreement is the most cost effective and beneficial option
55 for the County providing a consistent development and support environment; and

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57 WHEREAS, a 2014 Professional Services Contract with SSR for \$998,000 will be
58 funded through rates and fees charged to MCDFC in 2014; and

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60 WHEREAS, the Committee on Health and Human Needs, at its meeting of
61 October 30, 2013, recommended adoption of the Department's request (vote 6-0); and

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63 WHEREAS, the Committee on Finance, Personnel and Audit, at its meeting of
64 October 31, 2013, also recommended adoption of the Department's request (vote 8-0);
65 now, therefore,

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67 BE IT RESOLVED, that the Director of the Milwaukee County Department of Family
68 Care (MCDFC), is hereby authorized to (1) enter into a Professional Services Contract with
69 Superior Support Resources, Inc., for the period of January 1, 2014, through December 31,
70 2014, with the option of up to two (2) one-year extensions without a Request for Proposals,
71 with total fees not to exceed \$998,000 annually; (2) all services will be performed by
72 qualified staff and under the direction of the Director of MCDFC; and (3) total anticipated
73 expense in 2014 is \$998,000 annually; and

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75 BE IT FURTHER RESOLVED, that agreements will be contingent upon County Board
76 authorization of MCDFC's continued participation as a Managed Care Organization under
77 Family Care for the period January 1, 2014, through December 31, 2016.

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jmj
11/04/13

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