


**COUNTY OF MILWAUKEE
INTEROFFICE COMMUNICATION**

DATE: October 14, 2013

TO: Supervisor Marina Dimitrijevic, Chairwoman, Milwaukee County Board of Supervisors
Supervisor Peggy Romo-West, Chair, Committee on Health and Human Needs
Supervisor David Cullen, Co-chair, Committee on Finance, Personnel and Audit
Supervisor Willie Johnson, Jr., Co-chair, Committee on Finance, Personnel and Audit

FROM: Maria Ledger, Director, Department of Family Care 

SUBJECT: From the Director of Department of Family Care, requesting authorization to enter into a professional services contract with Superior Support Resources, Inc. for the period of January 1, 2014 thru December 31, 2014, with the option of up to two one-year extensions without a Request for Proposal

I respectfully request that the attached resolution be scheduled for consideration by the Committee on Health and Human Needs at its meeting on October 30th, 2013 and the Committee on Finance, Personnel and Audit at its meeting on October 31st, 2013.

The resolution authorizes the Director of Department of Family Care to enter into a professional services contract with Superior Support Resources, Inc. for the period of January 1, 2014 thru December 31, 2014, with the option of up to two one-year extensions without a Request for Proposal

The Department of Family Care Managed Care Organization (MCDFC MCO) has worked to develop a proprietary data application system called MIDAS (Member Information, Documentation, and Authorization System) to assist the MCO in managing the Family Care program. MIDAS is a multi-featured database/web application system to maintain 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.

The MIDAS system 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 CMU case managers, service providers, etc.

In 2013, MCDFC issued a publicly solicited Request for Proposal (RFP) seeking IT 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.

Superior Support Resources, Inc., (SSR), submitted a proposal, in collaboration with Cayen Systems. SSR is a certified DBE vendor, which has been providing the IT development staff to MCDFC since 2009. SSR clearly has the requisite expertise in technical and support services for the Milwaukee County Department of Family Care's own needs in utilizing the MIDAS system. Cayen Systems is a leading developer of online data management software for educators and non-profit organizations. They provide comprehensive software solutions for information management, tracking, and data reporting.

By working with two vendors in a collaborative fashion, MCDFC is insuring the institutional knowledge of its proprietary system is diversified, insulating the Department against the vagaries of any possible staffing or business changes with a vendor.

Cc:

County Executive Chris Abele
Chairwoman Marina Dimitrijevic, County Board
Amber Moreen, Chief of Staff, Office of the County Executive
Kelly Bablitch, Chief of Staff, County Board
Don Tyler, Director, DAS
Josh Fudge, Director, Office of Performance, Strategy & Budget, DAS
Matthew Fortman, Fiscal & Management Analyst, DAS
Scott Manske, Comptroller
Steve Cady, Analyst, County Board Staff
Jennifer Collins, Analyst, County Board Staff
Jodi Mapp, Committee Clerk, County Board Staff
Jim Hodson, Chief Financial Officer, MCDFC