

1 From the Department of Family Care to enter into a professional services
2 contract with Superior Support Resources, Inc. for \$998,000.

3
4 **A RESOLUTION**

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6 WHEREAS, the Milwaukee County Board of Supervisors authorized the
7 creation of the Milwaukee County Department of Family Care on June 24,
8 2010 to continue operating the Managed Care Organization (MCO) under the
9 State Family Care program previously authorized under the Milwaukee County
10 Department on Aging since 2000; and

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12 WHEREAS, the Department – MCO has worked to develop a proprietary
13 data application system called MIDAS (Member Information, Documentation,
14 and Authorization System) to assist the Department – MCO in managing the
15 Family Care program; and

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

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

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30 WHEREAS, in 2013, the Department of Family Care (MCO) issued a
31 publicly solicited Request for Proposal (RFP) seeking IT Development and
32 Support which required respondents to submit a collaborative proposal with
33 another vendor in order to assure diversity, stability, and innovation in
34 development, for which each respondent would be awarded their own
35 Professional Services Contract for their portion of the services; and

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37 WHEREAS, Superior Support Resources, Inc. submitted a proposal, in
38 collaboration with Cayen Systems; and

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40 WHEREAS, Superior Support Resources, Inc. (SSR) has been providing
41 Development and Support Services to the MCO since January 2009; and

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43 WHEREAS, Superior Support Resources, Inc. is an approved DBE
44 Vendor with 100% participation; and

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46 WHEREAS, Superior Support Resources will provide expertise in
47 technical and support services for Milwaukee County's own needs in utilizing
48 the MIDAS system; and

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

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

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58 WHEREAS, a 2014 Professional Services contract with Superior Support
59 Resources, Inc. for \$998,000 will be funded through rates and fees charged the
60 Milwaukee County Department of Family Care in 2014; and

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62 WHEREAS, now therefore,

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64 BE IT RESOLVED, that the Director, Department of Family Care, is
65 hereby authorized to

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

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

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