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3 (ITEM) From the Department of Family Care, requesting authorization to enter
4 into a Professional Services Contract with Superior Support Resources, Inc., for the
5 provision of Member Information, Documentation, and Authorization System hosting,
6 support, and maintenance services in an amount not to exceed \$1,789,881 for a period
7 of five years, beginning November 15, 2014, and ending December 31, 2019, by
8 recommending adoption of the following:
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10 **A RESOLUTION**

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12 WHEREAS, the Milwaukee County Board of Supervisors authorized the creation
13 of the Milwaukee County Department of Family Care (MCDFC) on June 24, 2010, to
14 continue operating the Managed Care Organization (MCO) under the State Family Care
15 program previously authorized under the Milwaukee County Department on Aging since
16 2000; and
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18 WHEREAS, the MCDFC as an MCO has worked to develop a proprietary data
19 application system called Member Information, Documentation, and Authorization
20 System (MIDAS) to assist the Department – MCO in managing the Family Care
21 program; and
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23 WHEREAS, MIDAS is a multi-featured database/web application system
24 designed to maintain client records, enrollment data, eligibility information, care plans
25 and case notes, Medicare and Medicaid information, assessments, service
26 authorizations, claims history, capitation and member obligation receivables, provider
27 network and support contact information, and other features critical to effective
28 administration of the Family Care program; and
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30 WHEREAS, the MIDAS system is also designed to provide a large number of
31 user and management reports and maintain flexibility within its internal security system
32 to allow numerous combinations of rights and access to the system (i.e., MCDFC
33 management, MCDFC and Care Management Unit (CMU) case managers, service
34 providers, etc.); and
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36 WHEREAS, in 2014, the MCDFC MCO issued a publicly solicited Request for
37 Proposals (RFP) seeking multiple vendors to submit proposals to provide complete
38 information technology development and support to their proprietary service
39 management software application; and
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41 WHEREAS, the RFP sought agencies with experience and a demonstrated
42 record of having experience in quality review, a diverse and balanced staff, and ability to
43 train and assist the CMUs; and further required applicants to have (1) experience
44 working with Family Care or other home-and-community-based waiver programs; (2) a
45 documented track record with quality review experience; and (3) the ability to insure that
46 Disadvantaged Business Enterprise (DBE) standards were met; and

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WHEREAS, Superior Support Resources, Inc. (SSR), submitted a proposal and this proposal was the only proposal received and reviewed; and

WHEREAS, SSR, is an approved DBE Vendor with 100% participation; and

WHEREAS, SSR, will provide expertise in technical and support services for Milwaukee County's own needs in utilizing the MIDAS system; and has unique experience with MIDAS and qualifications to perform the services requested as evidenced by services previously provided; and

WHEREAS, the vendor provides staff to the MCDFC with expertise and knowledge of MIDAS unavailable from any other vendor; and

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

WHEREAS, a 2014 Professional Services Contract with Superior Support Resources, Inc. for \$1,789,881 will be funded through rates and fees charged by MCDFC in 2014; and

WHEREAS, the Committee on Health and Human Needs, at its meeting of October 29, 2014, recommended adoption of the Director's request (vote 5-0); and

WHEREAS, the Committee on Finance, Personnel, and Audit, at its meeting of November 3, 2014, also recommended adoption of the Department's request (vote 9-0); now, therefore,

BE IT RESOLVED, that the Director, Department of Family Care, is hereby authorized to enter into a Professional Services Contract with Superior Support Resources, Inc., for a period of five years beginning November 15, 2014, and ending December 31, 2019, with total fees, services, and expenses not to exceed \$1,789,881 and all services will be performed by qualified staff and under the direction of the Director of Milwaukee County Department of Family Care (MCDFC); and

BE IT FURTHER RESOLVED, that agreements will be contingent upon Milwaukee County Board of Supervisors authorization of the MCDFCs continued participation as a Managed Care Organization and available funding under Family Care for the period November 15, 2014, through December 31, 2019.

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