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(ITEM ) From the Department of Family Care, requesting authorization to enter into a Professional Services Contract with Superior Support Resources, Inc., for the provision of Member Information, Documentation, and Authorization System hosting, support, and maintenance services in an amount not to exceed \$1,789,881 for a period of five years, beginning November 15, 2014, and ending December 31, 2019, 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 MCDFC as a 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 designed to maintain client records, enrollment data, eligibility information, care plans and case notes, Medicare and Medicaid information, assessments, service authorizations, claims history, capitation and member obligation receivables, provider network and support contact information, and other features critical to effective administration of the Family Care program; and

WHEREAS, 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 to the system (i.e., MCDFC management, MCDFC and Care Management Unit (CMU) case managers, service providers, etc.); and

WHEREAS, in 2014, the MCDFC MCO issued a publicly solicited Request for Proposals (RFP) seeking multiple vendors to submit proposals to provide complete information technology development and support to their proprietary service management software application; and

WHEREAS, the RFP sought agencies with experience and a demonstrated record of having experience in quality review, a diverse and balanced staff, and ability to train and assist the CMUs; and further required applicants to have (1) experience working with Family Care or other home-and-community-based waiver programs; (2) a documented track record with quality review experience; and (3) the ability to insure that 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.

srb  
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