
Sponsor: Health and Wellness Administration

Meeting Date: 4/9/2024

Title: Amendment to Single Source Agreement with Systems Technology Group, Inc. for Claim and Time Repository System Maintenance and Support Services

File Number: 2024-116

Background and Rationale:

Ramsey County currently contracts with Systems Technology Group, Inc. (STG) for maintenance and support of the Claim and Time Repository (CTR) system to support annual revenue capture. The CTR system is used to bill specified health plan insurance providers for Medicaid reimbursable services such as Adult Mental Health Targeted Case Management, Children's Mental Health Targeted Case Management and Assertive Community Treatment services that the Social Services Department provides to the community.

The CTR system processes approximately \$15 million of health care claim remittances annually. CTR is a custom-built system developed in 2013 in response to the unavailability of a commercial off-the-shelf solution. The system incorporates hundreds of complex business rules unique to integration with the State's Social Service Information System (SSIS) and BizTalk, the software that is used to transmit claims and allows CTR to communicate with and share information or events between the applications and systems that need to work together for the claiming process.

STG has made available to Ramsey County a computer programmer/developer that has spent nine years acclimating to the business rules, further defining and modifying the business rule code, analyzing rejected claims and making system modifications to assure successful processing of claims and reimbursement. STG's programmer/developer was instrumental in assisting Ramsey County Information Services with the CTR BizTalk server upgrade. It is critical that Ramsey County retain the ongoing CRT system maintenance and development contractual relationship with STG until a replacement CTR system is developed.

On April 16, 2019, the Ramsey County Board approved a Single Source Agreement with System Technology Group, Inc. for CTR system maintenance and support services for the term April 16, 2019 through April 15, 2020 in the amount of \$204,000. The original Agreement was subsequently renewed for four additional one-year terms at \$204,000 annually for a total contract not-to-exceed amount of \$1,020,000 for the full contract term of April 16, 2019 through April 15, 2024.

Effective May 26, 2023, Ramsey County Single Source Purchase Policy requires that single source contracts over \$175,000, amendments causing the contract to go over \$175,000, and/or contracts or amendments causing the contract to have a term longer than five years, or 15 years for IT procurements, must be approved by the county board. As a result, this requested contract action requires county board approval.

Recommendation:

The Ramsey County Board of Commissioners resolved to:

1. Approve amendment to the single source agreement with Systems Technology Group, Inc., 3001 West Big Beaver Road, Suite 500, Troy, MI 48084 for claim and time repository system maintenance and support services for the period upon execution through April 15, 2026 in the amount of \$1,428,000.
2. Authorize the Chair and the Chief Clerk to execute the amendment.

A motion to approve was made by Commissioner Ortega, seconded by Commissioner Reinhardt.
Motion passed.

Aye: - 6: Martinson, McGuire, Moran, Ortega, Reinhardt, and Xiong

Absent: - 1: Frethem

By: 

Mee Cheng, Chief Clerk - County Board