

Electronic Management Information System (MIS) for Emergency Medical Services

Ordinance: 26xxxx





Procurement Process

This Ordinance requests the approval of contract EV3603 which provides an **Electronic Management Information System (MIS) for Emergency Medical Services** for the Fire Department which is a Software as a Service (SaaS) contract.

The contract will have an initial term of one year, with nine (9) one year renewal options.

The City issued a Request for Proposal on 7/23/2024 and closed on 10/2/2024. There were three (3) responses to the RFP:

- Golden Hour
- EMS Management & Consultants, Inc.
- Digitech Computer LLC

The awarded supplier is Digitech Computer LLC.



EMS Billing System Pricing

Regular billing:

- \$6.20 per billable account

Billing for six (6) month transition to the new System:

- 3.95% of Net Collected Revenue for collection services

The previous five year spend was approximately \$1,900,000.00. While the anticipated spend over the next year is \$1,000,000.00.

We are requesting an accelerated effective date.



EMS Billing System Scope

The new software is projected to increase collection of billed revenue by 10% in the first year with an overall increase of upwards of 20% by the end of year two.

The amount of rejected billing submissions will decrease upwards of 25% in the first year with the new software.

With the new software, medical billing staff will be able to focus more on customer service on claims that are denied and provide a timely turnaround to get these denials corrected and collected.

Questions?