



Agenda Action Form Overview

The Board is requested to authorize the County Manager to execute a service contract with EMS/MC for the EMS billing and collection services for Durham County EMS for an amount not to exceed Five Hundred Sixty-Two Thousand, Two Hundred Forty Dollars and Thirty-One Cents (\$562,240.31) beginning July 1, 2025, through June 30th, 2026

Background/Justification

The County managed EMS billing and collection services in-house until the end of fiscal year 2015. That year, the County issued a competitive bid for third-party EMS billing services and subsequently awarded the contract to Intermedix, Inc. (IMX), effective July 1, 2015.

Over the four-year period with IMX, the County did not experience the level of revenue growth that had been anticipated at the outset of the contract. Additionally, several operational challenges emerged, including concerns related to customer service, debt set-off filing and reporting, and the need for excessive oversight. As a result of these ongoing issues, the County initiated a new procurement process and awarded the contract for EMS billing services to EMS/MC.

Since transitioning to EMS/MC, the County's EMS program has experienced the anticipated revenue growth along with consistent vendor support. However, in alignment with the County's commitment to accountability and continual service improvement, it was determined appropriate to reissue a competitive bid for EMS billing and collection services.

The Request for Proposal (RFP) for EMS billing and collection services was formally advertised on April 13, 2025, inviting qualified vendors to submit proposals in accordance with the County's procurement guidelines. The deadline for submission was set for 2:00 PM on May 13, 2025. By the closing date, the County received a total of seven (7) proposals from various vendors offering a range of solutions and service models.

To ensure a thorough and objective selection process, an evaluation committee was established, consisting of four (4) members—two representatives from OES Business Operations and two from the Finance Department. Each member conducted an independent review and assessment of the proposals based on the criteria outlined in the RFP, including qualifications, experience, technical approach, and proposed cost structure.

Following the evaluation process, all four members of the committee reached a unanimous decision to recommend EMS/MC as the vendor best suited to provide EMS billing and collection services for the County. The committee's decision reflects EMS/MC's strong qualifications, demonstrated experience, and overall value in meeting the operational and financial goals of the County's EMS program.

EMS Management & Consultants (EMSMC) was selected as the preferred EMS billing provider for Durham County EMS based on its proven performance, financial value, and comprehensive service offering. EMSMC has demonstrated a strong and consistent collection rate of 81.7% (adjusted for uninsured accounts), which is significantly higher than the rates proposed by competing vendors. This higher collection rate directly translates to increased revenue recovery for the County. Additionally, EMSMC provides advanced reporting tools that offer real-time



insights, enhanced financial transparency, and detailed analytics to support operational and strategic decision-making. Their extensive experience, robust compliance infrastructure, and client-focused support model make them well-equipped to serve a high-performing EMS system like Durham County.

In addition to performance advantages, EMSMC delivered substantial financial benefits in their proposal. They reduced their billing rate from 4.25% to 3.95% of net total collections, which will result in an estimated cost savings of approximately \$37,029 in FY26. Moreover, EMSMC included all ESO software services previously contracted separately at no additional cost—yielding an additional projected savings of \$18,339.53. Altogether, these reductions represent over \$55,000 in annual savings. This combination of superior revenue performance, modern reporting capabilities, and cost savings made EMSMC the most strategic and fiscally responsible choice for Durham County EMS.

Policy Impact

This request is consistent with current County policy and past actions. It does not require an exception to Board policy

Procurement Background

OES is utilizing a formal bid process for EMS billing and collection services.

Type of purchase

- ☐ Goods
- ☒ Services
- ☐ Construction Work

Did this request for purchase go through a bid process? Yes ☒ No ☐

Goods: Bids required if $\geq \$30,000$, BOCC approval if $\geq \$90,000$

Services: Bids required if $\geq \$30,000$, BOCC approval if $> \$40,000$

Construction/Repair work: Bids required if $\geq \$30,000$, BOCC approval if $\geq \$500,000$

If yes, attach a copy of bid tab and the minority and women business enterprise (MWBE) compliance review form provided by the Purchasing Division.

If no, why?

- ☐ Sole source exemption
- ☐ Cooperative purchasing program exemption
- ☐ State and federal contract exemption
- ☐ Contract is an amendment to an existing contract



☐ Other (please explain)

If exempted from bidding, has this request been reviewed and approved by the Purchasing Division in the agenda Legistar system? Yes ☐ No ☐

If no, why?

Fiscal Impact

OES has budgeted for this program within operating funds for EMS billing and collection services. There is no requirement for matching funds from the County.

Recommendation

The County Manager recommends that the BOCC authorize the County Manager to execute a contract with EMS/MC for the EMS billing and collection services for Durham County EMS for an amount not to exceed Five Hundred Sixty-Two Thousand, Two Hundred Forty Dollars and Thirty-One Cents (\$562,240.31) beginning July 1, 2025, through June 30th, 2026