

Mayor and Council Communication

DATE: 06/09/26

M&C FILE NUMBER: M&C 26-0482

LOG NAME: 13PRFP 26-0066 EMS BILLING SERVICES AR FMS

SUBJECT

(ALL) Authorize Execution of an Agreement with EMS Management & Consultants, Inc. for Emergency Medical Service Billing and Collection Services for a One-Year Initial Term with Four One-Year Renewal Options for the Financial Management Services Department

RECOMMENDATION:

It is recommended that the City Council authorize the execution of an agreement with EMS Management & Consultants, Inc. for emergency medical service billing and collection services for a one-year initial term with four one-year renewal options for the Financial Management Services Department.

DISCUSSION:

The purpose of this Mayor and Council Communication (M&C) is to authorize an Agreement for billing and collection services for Emergency Medical Services (EMS). This service will support the City by managing the full revenue cycle, including claims processing, billing, and collections, to improve revenue recovery, ensure compliance, and enhance overall efficiency in EMS operations.

Purchasing issued Request for Proposals (RFP) No. 26-0066 that consisted of detailed specifications describing required scope of services, including claims processing, revenue cycle management, reporting requirements, compliance standards, and overall expectations for delivering efficient and accurate billing services.

The RFP was advertised in the *Fort Worth Star-Telegram* on December 24, 2025, December 31, 2025, January 7, 2026, January 14, 2026, and January 21, 2026. The City received six (6) responses.

An evaluation team consisting of staff from the Financial Management Services (FMS), FWLab, Fire, Information Technology (IT), and Office of the Medical Director departments reviewed and scored the submittals using the Best Value Criteria. Individual scores were averaged for each of the criteria. The evaluation panel invited the top three vendors to interview and present to the panel. The final scores are on the table below.

Proposers	Evaluation Factors					Total
	a	b	c	d	e	
EMS Management & Consultants, Inc.	27.00	18.29	17.71	8.86	10.00	81.86
Digitech Computer, LLC.	26.14	17.14	16.29	8.00	10.00	77.57
OptumInsight, Inc.	21.00	14.00	12.89	6.57	10.00	64.43

The RFP document specified the use of the following Best Value Criteria:

- a. Qualifications and Experience in EMS Billing
- b. Demonstrated Compliance and Performance Metric
- c. Reporting Capabilities and Customer Service
- d. Fee Setting and Financial Analysis Capabilities
- e. Percentage of Net Collection.

After evaluation, the panel concluded that EMS Management & Consultants (EMSMC), Inc., presented the best value for the City. Therefore, the panel recommends that City Council authorize the execution of an agreement with EMS Management & Consultants, Inc for some of the reasons below:

- EMSMC was the only company that utilizes multiple clearinghouses which demonstrates that they have strong internal controls in place. A medical billing clearinghouse acts as an intermediary between healthcare providers and insurance payers, scrubbing claims for errors, formatting them to meet HIPAA standards, and submitting them electronically to expedite payment. This provides redundancy and resiliency which mitigates risks to ensure uninterrupted claim submission and processing;

- EMSMC was the only company that has obtained a SOC 2 Type II certification which validates that they have proper internal controls in place and the controls operate effectively; and
- EMSMC represented the lowest cost option while providing the best value overall in all categories.

COMPENSATION: EMSMC will be compensated at a rate of 2.7% of net collections generated from its billing and collection activities, in accordance with the approved scope of services. For claims processed through EMSMC’s Safety-Net Health Coverage Identification service, compensation will be at an all-inclusive rate of 14.40% of net collections. This rate reflects a pass-through cost for specialized third-party services that identify previously unknown or unverified coverage, enabling the recovery of revenue that would otherwise remain uncollected. As a result, use of this service is expected to increase overall net collections and generate a positive financial return to the City.

FUNDING: Funding is budgeted in the Consultant and Other Professional Services account within the Emergency Medical Services Fund for the Financial Management Services Department.

BUSINESS EQUITY: In accordance with the City’s Small Business Ordinance, the City has established a 30% Small Business goal for this solicitation/contract. No vendor met the criteria to achieve this goal. Therefore, the responses were evaluated based on the remaining Best Value Criteria.

AGREEMENT TERMS: Upon City Council approval this agreement shall begin July 1, 2026 and expire one year from that date.

RENEWAL TERMS: This Agreement may be renewed at the City's option for four (4) one-year terms. This action does not require City Council approval provided that the City Council has appropriated sufficient funds to satisfy the City's obligations during the renewal terms.

ADMINISTRATIVE CHANGE ORDER: An administrative change order or increase may be made by the City Manager up to the amount allowed by relevant law and the Fort Worth City Code and does not require specific City Council approval and does not require specific City Council approval as long as sufficient funds have been appropriated.

This project will serve ALL COUNCIL DISTRICTS.

FISCAL INFORMATION / CERTIFICATION:

The Director of Finance certifies that funds are available in the current operating budget, as previously appropriated, in the Emergency Medical Services Fund to support the approval of the above recommendation and award of the contract. Prior to any expenditure being incurred, the Financial Management Services Department has the responsibility to validate the availability of funds.

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