Bid Synopsis
For
EMS Billing Software

RFP Issued & Publicly Posted: 07/22/2024	Public Postings: Livingston Co. Website (livgov.com) BidNet (bidnetdirect.com/mitn)
Solicitation #: RFP-LC-24-08	
Number of Timely Responses Received: 2	RFP Due Date: 08/19/2024

The Evaluation Committee has completed evaluation of the bids received for the Request for Proposals (RFP) referenced above. The purpose of this RFP was to obtain bids for billing software for Emergency Medical Services (EMS). Below is a recap of the RFP process and evaluation.

The RFP documents were publicly posted on two websites. In addition, the bid was directed to seven known vendors. Two responses were received as follows:

- ESO Solutions, Inc.
- ZOLL Data Systems, Inc.

ESO recently acquired Logis Solutions, which allows them to streamline and automate the entire billing process. The ESO response provided a visual depiction of how they can accommodate each of the county's requirements. Their approach to system availability, backup, and data protection are impressive. Their patient portal is in development. ESO has been in business for over 20 years and has more than 17,000 customers, and Logis has been developing software for 24 years. Pricing for the ESO solution is substantially lower than the other bidder. As part of their response, ESO quoted an annual increase amount of 8.75%. It was explained that this was put in place in the previous year to address inflationary pressures that had been experienced over the previous 24 months. The county subsequently negotiated this annual escalator down to 3.0%.

Many of the ZOLL Data Systems responses addressed a portion of the requirement, but not the full requirement. Their implementation period was comparable to the other bidder. They offer a patient portal for payments by credit card and/or ACH. The response did not provide any explanation as to the security of the system, and the RFP technical requirements were not addressed. The response did not provide information regarding the length of time their billing software has been in existence, or the age of their billing solution. The ZOLL pricing is nearly double the annual cost compared to the other bidder.

Based on the above, the evaluation committee decided to request a virtual demo from ESO. During the demo, ESO provided a live demonstration of their offered solution and entertained questions from the evaluation team. At the conclusion of this process, the evaluation team unanimously agreed to recommend ESO for contract award.