



City of Austin

Recommendation for Action

File #: 25-0514, **Agenda Item #:** 19.

4/24/2025

Posting Language

Authorize a contract for billing software and services for Emergency Medical Services with ZOLL Data System, Inc. d/b/a ZOLL, for a term of five years, in an amount not to exceed \$3,100,000. Funding: \$266,000 is available in the Fiscal Year 2024-2025 Operating Budget of the Emergency Medical Services.

Lead Department

Financial Services Department.

Client Department(s)

Emergency Medical Services.

Fiscal Note

Funding in the amount of \$266,000 is available in the Fiscal Year 2024-2025 Operating Budget of Emergency Medical Services.

Funding for the remaining contract term is contingent upon available funding in future budgets.

Purchasing Language:

Sole Source.

MBE/WBE:

Sole source contracts are exempt from the City Code Chapter 2-9B (Minority-Owned and Women-Owned Business Enterprise Procurement Program); therefore, no subcontracting goals were established.

For More Information:

Direct questions regarding this Recommendation for Council Action to the Financial Services Department - Central Procurement at FSDCentralProcurementRCAs@austintexas.gov or 512-974-2500.

Additional Backup Information:

The contract is for ZOLL Billing software, maintenance, and services, and the ZOLL RescueNet Archive. ZOLL Billing software is an upgrade from ZOLL RescueNet which is currently being used by Emergency Medical Services (EMS). The current software generates invoices for services rendered, tracks account status, and records payments received. ZOLL Billing integrates with the department's electronic patient care system, allowing for seamless management of the billing process, integrating pre-billing activities, claims processing, and coding into one tool. Additionally, ZOLL Billing is cloud-based, and securely backs up data continuously, updating itself whenever Medicare codes change. The software includes clearinghouse services for automated claim submissions, allowing EMS to migrate all accounts from current and former systems to the ZOLL archive, eliminating the need to maintain parallel systems. ZOLL RescueNet Archive is a searchable database that will house closed records from EMS legacy systems that will eventually be decommissioned, such as Sanitas and ZOLL RescueNet.

ZOLL Billing and ZOLL RescueNet Archive are sole-source products, developed, sold, and distributed by

ZOLL Data Systems, Inc. d/b/a ZOLL, and ZOLL Billing and ZOLL RescueNet Archive are proprietary registered trademarks of ZOLL Medical Corporation.

A delay in the contract's approval could severely impact EMS's ability to properly bill and collect revenue.