

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: July 28, 2025

FROM: Valesa Wells, Finance Director

SUBJECT: Rejection of Bids for Collection Agency Services

INTRODUCTION:

The purpose of this agenda item is to obtain Board of Mayor and Aldermen approval to reject the bids for TC2025-36 Collection Agency Services.

BACKGROUND:

Collierville uses collection agency services to assist in collecting delinquent accounts for Court (traffic fines and costs), Finance (water and sewer utility services), and Fire (ambulance services) that are 60 days or more overdue.

DISCUSSION:

The Finance Department respectfully requests the Board's approval to reject all bids received on June 11, 2025, for collection agency services. This recommendation is based on the Town's current efforts to transition its banking relationship, which includes establishing lockbox services with Truist Bank for ambulance billing payments.

Because collection agency services are directly tied to lockbox operations, changing vendors at this time could create complications and inefficiencies during the transition. The Finance Department believes it would not be prudent to onboard a new collection agency provider until the new banking and lockbox systems are fully implemented and operational.

At its July 14, 2025 meeting, the Board approved a one-year extension with the Town's current collection agency provider. This extension should provide sufficient time to complete the banking transition and ensure a stable operating environment before reevaluating service needs and reissuing a Request for Proposal (RFP) or Request for Statement of Qualifications (RFSOQ) as deemed appropriate for collection agency services.

BUDGET IMPACT:

This item has no direct budget impact.

ATTACHMENTS:

[TC2025-36 Bid Tabulation - Collection Agency Services.pdf](#)

PROPOSED MOTION:

To reject all bids for TC2025-36 Collection Agency Services.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						