

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: October 26, 2026

FROM: Valesa Wells, Finance Director

SUBJECT: Collection Agency Contract with Continental Service Group, LLC dba ConServ

INTRODUCTION:

The purpose of this agenda item is to request approval a contract for collection agency services with ConServ.

BACKGROUND:

The Town of Collierville (the “Town”) currently uses FirstPoint Collection Resources to assist in collecting delinquent accounts for Fire/EMS (ambulance service), Court (traffic fines and costs), and Utility Services (water and sewer) that are 60 days or more overdue. The FirstPoint contract has reached the end of its term and there are no more allowable renewals.

As a result, in June 2026, the Finance Department’s Purchasing Division, used the solicitation process and issued Request for Proposal 2026-005 (“RFP”). Fifty-seven (57) vendors were notified of the solicitation, eight (8) responded, and seven (7) respondents met the required specifications. The evaluation process determined ConServ was the lowest and most responsive bidder.

DISCUSSION:

After receipt of the proposals, the evaluation committee scored the proposals based on criteria set in the solicitation. FirstPoint, ConServ, and Universal were the respondents with the top three total scores and were invited to participate in oral presentations. Based on the oral presentations, technical responses, communicated recovery rate, proposed fee schedule and other factors, the evaluation committee unanimously recommended ConServ.

The term of the proposed contract is two years with the option to renew for four additional two-year periods. The proposed fee schedule is as follows:

Collection of accounts that the Town has a signed contract with debtor	16.50%
Collection of accounts that the Town does not have a signed contract with debtor	17.75%
Bad check collection	20.00%

BUDGET IMPACT:

The Town incurs no expense related to this contract as the fees are passed on to the debtor.

ATTACHMENTS:

[Evaluation Committee Recommendation Memo - 09-21-2026.pdf](#)

PROPOSED MOTION:

To approve the contract for collection agency services with Continental Service Group, LLC dba ConServ.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						