

REPORT TO THE BOARD OF MAYOR & ALDERMEN

DATE: October 13, 2025

FROM: Valesa Wells, Finance Director

SUBJECT: Third Contract Amendment with FirstPoint Collection Resources

INTRODUCTION:

The purpose of this agenda item is to request approval of a third contract amendment for collection agency services contract with FirstPoint Collection Resources.

BACKGROUND:

In April 2020, the Finance Department, in collaboration with the Purchasing Division, used the sealed bid process to acquire collection agency services to assist in collecting delinquent accounts for Court (traffic fines and costs) and Utility Services (water and sewer) that are 60 days or more overdue. Thirty-two (32) vendors were notified, and sixteen vendors responded. The evaluation process determined FirstPoint Collection Resources was the lowest and most responsive bidder.

At its July 13, 2020, meeting, the Board of Mayor and Aldermen (BMA) approved a three-year contract with FirstPoint Collection Resources. The contract included an option to renew for two additional years. And additional extension was approved by the BMA at its July 14, 2025 meeting.

DISCUSSION:

FirstPoint provides collection services for several Town operations including utility billing, delinquent property tax collections, and ambulance services. This request is to add collection services for separated employees who have contractual obligations related to Town-paid training.

The Town makes significant investments in training and credentialing programs for certain positions across multiple departments, including Police, Fire, and Public Services. As a condition of employment, individuals hired into these positions are required to sign an agreement committing to remain employed with the Town for a specified period of time (generally two to three years, depending on the position).

If an employee separates from service prior to fulfilling this obligation, and the separation is not due to extenuating circumstances, they are required to reimburse the Town for its training investment on a pro-rated basis. Typically, repayment is made through a deduction from the employee's final paycheck or through an agreed-upon repayment plan.

Recently, the Town has experienced several cases in which employees have separated from employment without satisfying their reimbursement obligation. In such cases, the use of collection agency services provides the Town with an additional means of recourse to recover its costs.

As previously stated, we are seeking the Board's approval to add this service to the existing FirstPoint contract. FirstPoint has performed collection services in accordance with the scope and terms of the contract and staff is satisfied with the service.

There is no change in the current fee of 17.75% of the dollar amount owed on all types of collections. This amount is added to the customers' balance, and the Town does not incur any expense related to this collections contract. (Please refer to third amendment attached.)

BUDGET IMPACT:

None. The Town does not incur any expense related to this collections contract.

ATTACHMENTS:

[GS-20-01110 Third Amendment - FirstPoint Collection Resources.pdf](#)

PROPOSED MOTION:

To approve a third amendment to the contract with FirstPoint Collection Resources to add collection agency services for separated employees who fail to meet their contractual obligations to the Town of Collierville.

Board Action: Motion By _____ Seconded By _____

Vote Total	Hall	Jordan	Robbins	Marshall	Stamps	Fraser
Yes						
No						
Abstain						