

Hamblen County/Morristown Solid Waste Agenda

January 16, 2026

Hamblen County Health Department Conference Room

Meeting Called To Order-Tom Rush

Public Comment/General Public Forum:

Approval of Board Minutes:

Financial Report-Amy Hemminger

1. Review financials

Manager's Report-Dennis Barnes

1. TDEC Inspection

Engineer's Report-Steve Bostic

1. Landfill Project's Progress

Unfinished Business-Joe Sargent

1. Review/Approve PDS Consulting contract

New Business:

Adjournment-Tom Rush

Hamblen County/Morristown Solid Waste Board of Directors Meeting

Minutes: December 19, 2025

Hamblen County Health Department Conference Room

Board Members Present: Patrick McGuffin-Vice Chairman, Chris Cutshaw-(Ex-Officio/County Mayor), Dennis Barnes-(Ex-Officio/Director), Mike Bell, Bob Garrett, Tim Horner, Matt Lacy, Ventrus Norfolk and Will Sliger.

Absent: Tom Rush-Chairman

Others Present: Amy Hemminger, Steve Bostic, Tonya Easley, Curtis Morrison, Mike Richardson, Paul Brown, and Stephanie Clonce.

Meeting Called To Order: Pat McGuffin

Mr. McGuffin called the meeting to order at 9:00 a.m.

Public Comment/General Public Forum: None

Approval of Minutes: Pat McGuffin

Mr. Lacy made the motion to approve the November 21, 2025 minutes, and Mr. Sliger seconded the motion with all board members in favor.

Approval of June 30, 2025 Annual Independent Audit Report: Curtis Morrison

Mr. Morrison stated that there were a couple of changes this year including a new pronouncement with regards to the vacation and sick leave.

Mr. Morrison stated that we have been issued a clean/unmodified opinion on the audit, meaning the financial statement amounts are materially correct. In addition, for the year, the change in net position is positive, which was needed.

Mr. Morrison stated that there were no findings or comments on our audit. "Your books are in great shape." The big changes from the prior year involve debt and receivables.

Mr. McGuffin asked how financials would be impacted by our increase in the tipping fees. Ms. Hemminger stated that our budgeted operating tipping fees for 24-25 fiscal year were just under \$2 million and 25-26 is projected at \$2.128 million; capital was \$194,000 and is now projected at \$207,000; debt service is projected to be \$975,000 and last year it was \$915,000.

Hamblen County/Morristown Solid Waste Board of Directors Meeting

Minutes: December 19, 2025

Hamblen County Health Department Conference Room

Mr. McGuffin stated that they would need a vote to approve the audit and send it to the State of Tennessee for approval. Mr. Lacy made the motion with Mr. Sliger seconding the vote and all board members present in favor.

Financial Report: Amy Hemminger

1. Review of November Financials- Ms. Hemminger stated that the operating account is presenting as in the negative because of outstanding ETTL check for pay app#12; however, the balance in the sweep account is sufficient to cover. Included in equipment maintenance and repairs are cost on the final drive replacement on the Cat 320, replacement in an amount of just over \$13,000. Capital expenditures include the ETTL pay app#12 and the deposit on the shredder. Expenses also include interest paid on the city and county bonds, and the shredder payment.
2. Ms. Hemminger stated that First Horizon interest is 2.15% and LGIP is at 3.97%.

Manager's Report: Dennis Barnes

1. The TDEC inspection was done on both Class I and Class III. An area of concern is that we still do not have enough machinery on the working surface. Mr. Barnes thanked the board for all their support. Our new dozer is on site with insurance, and we are waiting on Stowers for some training before we can use it. Mr. Barnes stated that we had a big fire on Tuesday night and had to call the fire department for help putting it out. Mr. Barnes stated that the cameras are up, he just does not have them on his phone to see. The trail cameras are up but need batteries. Mr. Capps stated to get some batteries in them.

Engineer's Report: Steve Bostic

Mr. Bostic updated the board on the engineering projects going on at the Landfill (see attachment).

Mr. Bostic stated that TDEC wanted a minor modification amendment on the new shredder since a lot of landfills are starting to use them. He will need the model, brand, and spec sheets for the shredder to complete this.

Mr. Bostic stated that TDEC wanted an amendment to the operations manual. TDEC wants to see the storage tanks and volume needed; they approved 200,000 gallons.

Hamblen County/Morristown Solid Waste Board of Directors Meeting

Minutes: December 19, 2025

Hamblen County Health Department Conference Room

Mr. Bostic stated that the plans are back at TDEC and we would be having a TEAMS meeting with TDEC a couple of weeks into January 2026. He will let the board know and send an invitation to anyone that wants to attend.

Unfinished Business: Chris Cutshaw

Mr. Cutshaw stated that the county was behind us with this purchase of a new shredder, but the county commission would not need to vote on buying another one because it was approved with the first purchase. The county commission would keep ownership and insurance until the bond note is paid in full. Mr. Capps stated to make sure it has insurance on it. Mr. McGuffin asked for a motion to approve buying the shredder with insurance money of \$895,000 and paying the difference of \$160,000 with our operating funds. Mr. Lacy made a motion to approve the purchase of the new shredder and Mr. Horner seconded the motion with all board members present in favor of purchase.

New Business: Stephanie Clonce

Ms. Clonce stated that going through the customer receivable files we have some that have late fees and charges that the customer was not going to pay. To clear the books, we would like to credit these off. Some of them are from 2023. Mr. Horner made a motion to clear the charges off and Mr. Lacy seconded the motion with all board members present in favor.

Adjournment: Pat McGuffin

Mr. Sliger made a motion to adjourn the meeting, and Mr. Lacy seconded the motion with all board members present in favor.

Mr. McGuffin adjourned the meeting at 9:35 a.m.

Tom Rush-Chairman

Chris Cutshaw-Mayor

Morristown-Hamblen County Solid Waste Board

12/18/2025 2:55 PM

Register: 11130 · Operating Account

From 12/18/2025 through 12/19/2025

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
12/19/2025	10237	DAVID BERRY TR...	21100 · Accounts Paya...		1,760.00			151,076.34
12/19/2025	10238	MAIN STREET INS...	21100 · Accounts Paya...		28,189.25			122,887.09
12/19/2025	10239	MORRISTOWN HA...	21100 · Accounts Paya...	JACOB CANT...	1,319.91			121,567.18
12/19/2025	10240	MORRISTOWN UT...	21100 · Accounts Paya...	004561-022128	3,293.61			118,273.57
12/19/2025	10241	NAPA AUTO PARTS	21100 · Accounts Paya...		3,832.96			114,440.61
12/19/2025	10242	PATRIOT RECYCL...	21100 · Accounts Paya...		1,959.36			112,481.25
12/19/2025	10243	PITNEY BOWES B...	21100 · Accounts Paya...		159.99			112,321.26
12/19/2025	10244	PITNEY BOWES G...	21100 · Accounts Paya...		164.91			112,156.35
12/19/2025	10245	STOWERS MACHI...	21100 · Accounts Paya...		575,995.69			-463,839.34

1 · 7 6 0 · 0 0 +
 2 8 , 1 8 9 · 2 5 +
 1 , 3 1 9 · 9 1 +
 3 · 2 9 3 · 6 1 +
 3 , 8 3 2 · 9 6 +
 1 , 9 5 9 · 3 6 +
 1 5 9 · 9 9 +
 1 6 4 · 9 1 +
 5 7 5 , 9 9 5 · 6 9 +
 0 0 9
 6 1 6 , 6 7 5 · 6 8 ✎

Morristown-Hamblen County Solid Waste Board

12/23/2025 11:29 AM

Register: 11130 · Operating Account

From 12/23/2025 through 12/23/2025

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
12/23/2025	E-pay	United States Treasury	-split-	62-1363632 Q...	2,244.04			-370,299.72
12/23/2025	10246	HUMDINGER EQU...	21100 · Accounts Paya...	Tana Shark Shr...	1,050,000.00			-1,420,299....
12/23/2025	10247	LIBERTY TIRE RE...	21100 · Accounts Paya...		364.70			-1,420,664....
12/23/2025	10248	MATT LACY-V	21100 · Accounts Paya...		200.00			-1,420,864....
12/23/2025	10249	MIKE BELL	21100 · Accounts Paya...		200.00			-1,421,064....
12/23/2025	10250	PATRICK MCGUFF...	21100 · Accounts Paya...		200.00			-1,421,264....
12/23/2025	10251	ROGERS PETROLE...	21100 · Accounts Paya...		3,593.87			-1,424,858....
12/23/2025	10252	TIMOTHY L. HOR...	21100 · Accounts Paya...		200.00			-1,425,058....
12/23/2025	ACH536...	TMS INTERNATIO...	21100 · Accounts Paya...		5,204.13			-1,430,262....
12/23/2025	ACH536...	BOB GARRETT	21100 · Accounts Paya...	ACH 5361369	200.00			-1,430,462....
12/23/2025	ACH536...	VENTRUS NORFO...	21100 · Accounts Paya...	ACH 5361369	200.00			-1,430,662....
12/23/2025	ACH536...	WILL SLIGER	21100 · Accounts Paya...	ACH5361369	200.00			-1,430,862....
12/23/2025	ACH536...	SFP MORRISTOWN	21100 · Accounts Paya...	ACH 5361378 ...	63.78			-1,430,926....
12/23/2025	DD2983	Atkins, Christopher D	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2984	Barnes, Dennis R	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2985	Cantin, Jacob T.	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2986	Clonce, Stephanie R	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2987	Dalton, Nolan T	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2988	Davenport, Remingto...	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2989	Helton, Randal L	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2990	Parkins, Karen M	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2991	Pope, Isaiah D	-split-	Direct Deposit		X		-1,430,926....
12/23/2025	DD2992	Shepard, Melvin S	-split-	Direct Deposit		X		-1,430,926....

0 0 0

0 · 0 0 *

 1,050 · 000 · 00
 364 · 70 +
 200 · 00 +
 200 · 00 +
 200 · 00 +
 3,593 · 87 +
 200 · 00 +

0 0 7

1,054,758 · 57 *

Morristown-Hamblen County Solid Waste Board

01/09/2026 9:49 AM

Register: 11130 · Operating Account

From 01/09/2026 through 01/09/2026

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment C	Deposit	Balance
01/09/2026	10253	AFFILIATED ELEC...	21100 · Accounts Paya...		5,460.00		-1,344,000....
01/09/2026	10254	AFLAC	21100 · Accounts Paya...		610.04		-1,344,610....
01/09/2026	10255	BANKCARD CENT...	21100 · Accounts Paya...		898.52		-1,345,508....
01/09/2026	10256	CANON SOLUTIO...	21100 · Accounts Paya...		74.92		-1,345,583....
01/09/2026	10257	CINTAS	21100 · Accounts Paya...		458.08		-1,346,041....
01/09/2026	10258	CITIZEN TRIBUNE...	21100 · Accounts Paya...		84.87		-1,346,126....
01/09/2026	10259	DAVID BERRY TR...	21100 · Accounts Paya...		1,650.00		-1,347,776....
01/09/2026	10260	FUELMAN	21100 · Accounts Paya...		192.93		-1,347,969....
01/09/2026	10261	LIBERTY NATION...	21100 · Accounts Paya...		257.90		-1,348,227....
01/09/2026	10262	LIBERTY TIRE RE...	21100 · Accounts Paya...		536.90		-1,348,764....
01/09/2026	10263	LOWE'S CREDIT S...	21100 · Accounts Paya...		428.52		-1,349,192....
01/09/2026	10264	NAPA AUTO PARTS	21100 · Accounts Paya...		1,492.13		-1,350,684....
01/09/2026	10265	PDS CONSULTING	21100 · Accounts Paya...		1,276.20		-1,351,961....
01/09/2026	10266	ROGERS PETROLE...	21100 · Accounts Paya...		2,940.31		-1,354,901....
01/09/2026	10267	STATE OF TENNES...	21100 · Accounts Paya...		9,241.80		-1,364,143....
01/09/2026	10268	STERICYCLE, INC.	21100 · Accounts Paya...		89.88		-1,364,233....
01/09/2026	10269	WITT UTILITY DIS...	21100 · Accounts Paya...		150.00		-1,364,383....

5,460.00 +
 610.04 +
 898.52 +
 74.92 +
 458.08 +
 84.87 +
 1,650.00 +
 192.93 +
 257.90 +
 536.90 +
 428.52 -
 1,492.13 +
 1,276.20 +
 2,940.31 +
 9,241.80 -
 89.88 +
 150.00 +
 25,843.41

017

25,843.41

Morristown-Hamblen County Solid Waste Board

01/12/2026 9:50 AM

Register: 11130 · Operating Account

From 01/12/2026 through 01/12/2026

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment C	Deposit	Balance
01/12/2026	ACH260...	CHARTER COMM...	21100 · Accounts Paya...		263.90		-1,364,646...
01/12/2026		QuickBooks Payroll ...	-split-	Created by Pay...	8,021.49		-1,372,668...

Morristown-Hamblen County Solid Waste Board

01/12/2026 10:10 AM

Register: 11130 - Operating Account

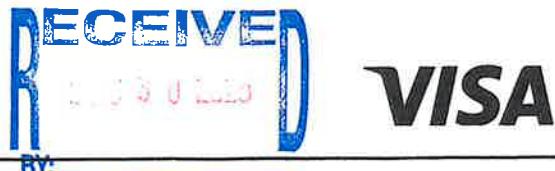
From 01/09/2026 through 01/09/2026

Sorted by: Date, Type, Number/Ref

Date	Number	Payee	Account	Memo	Payment	C	Deposit	Balance
01/09/2026	10253	AFFILIATED ELEC...	21100 - Accounts Paya...		5,460.00			-1,344,000....
01/09/2026	10254	AFLAC	21100 - Accounts Paya...		610.04			-1,344,610....
01/09/2026	10255	BANKCARD CENT...	21100 - Accounts Paya...		898.52			-1,345,508....
01/09/2026	10256	CANON SOLUTIO...	21100 - Accounts Paya...		74.92			-1,345,583....
01/09/2026	10257	CINTAS	21100 - Accounts Paya...		458.08			-1,346,041....
01/09/2026	10258	CITIZEN TRIBUNE...	21100 - Accounts Paya...		84.87			-1,346,126....
01/09/2026	10259	DAVID BERRY TR...	21100 - Accounts Paya...		1,650.00			-1,347,776....
01/09/2026	10260	FUELMAN	21100 - Accounts Paya...		192.93			-1,347,969....
01/09/2026	10261	LIBERTY NATION...	21100 - Accounts Paya...		257.90			-1,348,227....
01/09/2026	10262	LIBERTY TIRE RE...	21100 - Accounts Paya...		536.90			-1,348,764....
01/09/2026	10263	LOWE'S CREDIT S...	21100 - Accounts Paya...		428.52			-1,349,192....
01/09/2026	10264	NAPA AUTO PARTS	21100 - Accounts Paya...		1,492.13			-1,350,684....
01/09/2026	10265	PDS CONSULTING	21100 - Accounts Paya...		1,276.20			-1,351,961....
01/09/2026	10266	ROGERS PETROLE...	21100 - Accounts Paya...		2,940.31			-1,354,901....
01/09/2026	10267	STATE OF TENNES...	21100 - Accounts Paya...		9,241.80			-1,364,143....
01/09/2026	10268	STERICYCLE, INC.	21100 - Accounts Paya...		89.88			-1,364,233....
01/09/2026	10269	WITT UTILITY DIS...	21100 - Accounts Paya...		150.00			-1,364,383....
01/09/2026	ACH260...	MAIN STREET INS...	21100 - Accounts Paya...		3,197.06			-1,367,580....

BankCard Center

Card Statement



Account Number XXXX XXXX XXXX 0792

Statement for Period: November 25, 2025 to December 24, 2025

CARDHOLDER SUMMARY						
DENNIS R BARNES XXXX XXXX XXXX 0792	Previous Balance CardHolder Totals	Purchases And Other Debits \$814.57	Cash Advances \$898.52	Finance Charges \$0.00	Credits \$0.00	Payments \$814.57
		New Balance \$898.52				

FINANCE CHARGE SUMMARY

	Average Daily Balance	Monthly Periodic Rate	Corresponding Annual Percentage Rate	Periodic Finance Charge
PURCHASES	\$0.00	1.075%(V)	12.90% (V)	\$0.00

(V) = Variable Rate

GRACE PERIOD

To Avoid a Finance Charge On Purchases, Pay Entire New Balance by Payment Due Date Each Billing Period. Finance Charge Accrues on Cash Advances Until Paid And Will Be Billed On Your Next Statement.

CUSTOMER SERVICE CALL 1-800-382-5465	ACCOUNT NUMBER	ACCOUNT SUMMARY
	XXXX XXXX XXXX 0792	PREVIOUS BALANCE \$814.57
LOST/STOLEN CARDS CALL 1-800-382-5465	STATEMENT DATE 12/24/25	PURCHASES & OTHER CHARGES \$898.52
SEND BILLING INQUIRIES TO BANKCARD CENTER P.O. BOX 1545 MEMPHIS, TN 38101-1545	CREDIT LIMIT \$5,000.00	CASH ADVANCES \$0.00
	AVAILABLE CREDIT* \$4,101.00	CASH ADVANCE FEES \$0.00
	PAST DUE \$0.00	LATE PAYMENT CHARGE \$0.00
	OVERLIMIT \$0.00	FINANCE CHARGE \$0.00
	DISPUTED AMOUNT \$0.00	CREDITS \$0.00
	AMOUNT DUE \$45.00	PAYMENTS \$814.57
	PAYMENT DUE DATE 01/18/26	NEW BALANCE \$898.52

* Amount reflected in whole dollars only

1122 0001 GSH 001 7 24 251224 0 PAGE 1 of 2 10 4015 9000 CM02 4213

↑ PLEASE DETACH HERE AND RETURN WITH PAYMENT

BANKCARD CENTER
P.O. BOX 1545
MEMPHIS TN 38101-1545

HAMBLEN CO/

ACCOUNT NUMBER XXXX XXXX XXXX 0792
PAYMENT DUE DATE 01-18-26
AMOUNT DUE \$45.00
NEW BALANCE \$898.52

BANKCARD CENTER
P.O. BOX 385
MEMPHIS TN 38101-0385

AMOUNT ENCLOSED

\$

DENNIS R BARNES
MORRISTOWN SOLID WASTE
3849 SUBLITT RD
MORRISTOWN TN 37813-3734

4213

N202

4798494100200792 0004500 0089852

DENNIS R BARNES		XXXX XXXX XXXX 0792			
Statement Date	12/24/25	Credit Limit	\$5,000.00	Cash Advance Balance	\$0.00
Payment Due Date	01/18/26	Available Credit	\$4,101.00	Amount Due	\$45.00
New Balance			\$898.52		

STATEMENT MESSAGES

Important Notice

Payments will be posted and credited to your account on the day they are received, subject to applicable payment processes and cutoff times. However, in order to protect against fraud and to allow for necessary payment verification and settlement, it may take up to 5 business days from receipt of payment for adjustments to be made to your available credit line.

To pay by phone, call 1-800-382-5465. When providing payment instructions via the automated interactive phone system, you authorize us to debit your account for the amount indicated on or after the date indicated. This authorization is for a single transaction (including re-presentation of that transaction) and does not provide for any additional debits.

Important Notice

Your First Horizon credit card is now participating in Visa Account Updater (VAU), which is a free service required by Visa. If you wish to Opt Out or require additional information, please call 800-382-5465. To learn more, please visit www.firsthorizon.com/personal/support/FAQs/General-Banking-FAQs

Post Date	Tran Date	Transaction Description	Amount
11-26	11-24	TOM'S SPORTING GOODS MORRISTOWN TN	\$610.00
11-26	11-25	RTK MOBILE RTKMOBILE.COM UT	\$25.00
12-08	12-08	PAYMENT - THANK YOU MEMPHIS TN	-\$814.57 PY
12-09	12-08	UT WRRC 865-9742151 TN	\$150.00
12-15	12-14	AMAZON MKTPL*NT1D127R3 Amzn.com/bill WA	\$9.71
12-15	12-14	AMAZON MKTPL*ZY2SO9B13 Amzn.com/bill WA	\$14.41
12-16	12-15	AMAZON MKTPL*OT03O2M63 Amzn.com/bill WA	\$11.99
12-24	12-23	AMAZON MKTPL*318YT0TV3 Amzn.com/bill WA	\$48.83
12-24	12-24	AMAZON MKTPL*B68PJ1370 Amzn.com/bill WA	\$28.58

VENDOR # _____ CHECK # _____
 ACCT. # _____ AMOUNT \$ _____
 ACCT. # _____ AMOUNT \$ _____
 ACCT. # _____ AMOUNT \$ _____
 INVOICE # _____ NET AMOUNT \$ _____
 RECEIVED BY _____ APPROVED BY _____
 DATE POSTED _____

RECEIVED
NOV 05 2025
BY: _____



Providing Technology Solutions

Managed Services

Hamblen Solid Waste Managed Services Renewal

Quote # PDS005674
Version 1

Prepared for:

Hamblen County Morristown Solid Waste System

Stephanie Clonce
office@hcmsw.org

Wednesday, November 05, 2025

Hamblen County Morristown Solid Waste System

Stephanie Clonce
3849 Sublett Rd
Morristown, TN 37813
office@hcmsw.org

Dear Stephanie,

PDS values you as a customer and appreciates you relying on us to provide you with the IT services and security required to serve and protect your business. Your Managed Services renewal period is approaching for your Managed Services plan.

This quote provides the updated pricing and services that will be effective: **March 1, 2026**

Your services plan quote is: **Remote Managed Services**

Please note that this quote does include your managed backup services. PDS is migrating to new services that does not provide the same infinite retention backup plan that you have now. We will be migrating you 10 year backup retention effective December 20, 2025. We will be providing the backup appliance for this transition at no cost and implementation. In the next 12 to 24 months you will need to another new appliance migration and implementation. When that time occurs you will incur those charges. Typically, customer incur these charges every 3 years.

PDS is constantly working to ensure that our services are security focused. As part of our base services, we provide top level MDR end point protection that is monitored 24x7 by a Secure Operations Center (SOC) along with 24x7 proactive monitoring. Additionally, we provide computer administrative management to assist with protecting your users from installing unapproved and possibly threatening programs. Along with these services we also offer Advanced DNS protection services for our clients to ensure that your employees are protected when they click on websites with known threats. These are the minimum services we offer our customers. If you desire additional protection please contact us for the other protection services we can offer your business. In some cases, any base services that were not on your account are being included in this quote.

We will be sending new agreements that need to be electronically signed before the effective date above. The one year managed service agreement will auto renew on the anniversary date. Signing these agreements are required to continue services with PDS. Other agreements with PDS are not affected by this managed services agreement. Please contact us if you have questions.

PDS offers multiple plans. If you are interested in one of our other plans, please let us know.

1. **Monitor Managed Services** provides a standard basic managed services suite to protect your computers, your users, and provides proactive patching and monitoring of your systems. Other added subscription services are also included in the plan as designated. Labor is an additional cost for requests for service.
2. **Remote Managed Services** is a flat cost support plan that includes the standard services in the Monitor Managed Services plan plus all remote labor is included with your service. Other added subscription services are also included in the plan as designated. Additional labor is billed only for the exceptions to the plan.
3. **Complete Managed Services** a flat cost support plan that includes the standard services in the Monitor and Remote Managed Services plan plus all onsite labor is included with your service. Other added subscription services are also included in the plan as designated. Additional labor is billed only for the exceptions to the plan.

The quote shows the cost for each quoted plan and the subscriptions. Microsoft licensing is shown for the Monitor Managed Services plan and Remote/Complete Managed Services plan (RMCP). Managed web services is the monthly DNS hosting. PDS prefers to host your DNS due to security and management needs. Managed backup services for servers or workstations, along with others services, may be included in the quote.

All plans are governed by the master terms and managed services agreements with one (1) year auto renewable terms.

Other services and labor may be included / Please review the attached Managed Services plans checklist for covered services.

On-boarding and other labor for implementing services and features may be included / Subscriptions are based on usage and may fluctuate

PDS Managed IT Services:

Introduction

At PDS, we are committed to providing comprehensive and reliable IT solutions that empower your business to operate seamlessly. Our Managed IT Services are designed to deliver full coverage, proactive support, and robust security to meet your organization's needs. With our flat-cost support plans you can more easily budget your monthly IT expenditure, knowing that you will get remote support based on your plan to keep your business operating effectively. If you are not interested in a flat-cost plan, then we can provide you with a subscription-based plan with labor at our normal rates. No matter what your plan is, PDS offers a wide range of services to support and protect your business.

Our Service Offering

- **Customized Support Plans**

Providing the customized support plan that your business requires. This includes flat rate cost plans to better help you plan your IT support costs.

- **Full Remote Support**

Utilizing industry-standard MSP tools, our team offers swift and efficient remote support for all your IT needs. This ensures minimal downtime and quick resolution of any issues.

- **PDS' Staff of Technician and Engineers**

Utilizing industry-standard MSP tools, our experienced technicians provide rapid remote support for troubleshooting, maintenance, and user assistance to your team 24x7.

- **Advanced Endpoint Detection and Response (EDR)**

Our security solution provides continuous threat monitoring, detection, and immediate response to potential security incidents. This proactive approach safeguards your digital assets by providing continuous monitoring, real-time detection, response, and remediation for potential threats using best-in-class EDR technology to safeguard your systems and network.

- **24x7 Secure Operations Center Monitoring & Response**

Our Security Operations Center (SOC) operates around the clock to monitor your covered systems continuously. Our skilled security teams respond promptly to any alerts, ensuring your systems always remain secure and compliant.

- **System Monitoring and Alerts:**

We are constantly monitoring your workstations and servers and ensuring that issues are proactively resolved. Additionally, our tools manage Windows updates to ensure your systems are operating on the latest patches and updates.

- **Remote Access Tools:**

PDS provides our customers with remote access to their computers via our secure remote connection tools.

- **Emergency Support Available 24/7**

Our skilled team of technicians and engineers are on standby for emergency support by providing rapid response to critical issues to minimize business disruption.

Key Benefits

- Customized support plans
- Flat rate support plans to help with planned IT support costs
- Priority support and services with 24x7 support services available
- 24/7 proactive cybersecurity monitoring and incident response
- Minimized downtime with proactive maintenance and support
- Industry-leading security tools like EDR for threat detection
- Managed backup options to ensure your data is safe and you can recover quickly when you need to get your business back online

- Scalable solutions tailored to your business needs
- VoIP phone sales and support
- Computer, server, and network sales and support
- Project planning and implementation customized to your needs

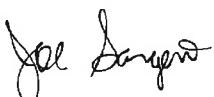
Why Choose PDS?

- **Flat Cost Support Plans** - Budget your IT costs with our flat cost plans
- **Round-the-Clock Security & Support:** Always-on monitoring and response prevents security breaches and reduces downtime.
- **Expert Team:** A large, dedicated team of technicians and security engineers providing reliable support Day & Night.
- **Proactive Management:** We don't just fix problems; we prevent them with continuous monitoring and strategic upgrades.
- **Scalable & Customized:** Solutions tailored to meet your unique business requirements.
- **Customized Support:** We want to learn about your business so we can provide customized support options that best suit your business
- **Reports and analytics:** We provide information that is relevant and easy to understand.

Get Started Today!

Partner with **PDS** for peace of mind knowing your IT environment is in expert hands.
Contact us at **423.318.0888** or visit **WWW.PDSCONSULTING.COM** to learn more or schedule a consultation.

Thank you,



Joe Sargent
COO
PDS

Managed Services - Remote

Description		Recurring	Qty	Ext. Recurring
MS- REMOTEWORKST ATION	Remote Workstation Management, Monitoring, Maintenance & EDR Managed Remote Workstation-Comprehensive 8x5 remote only support, protection, system and hardware monitoring, remote access, system updates, and system access management. Provides 24/7 Endpoint Detection Response (EDR) monitoring and initial remediation for threat protection.	\$65.00	4	\$260.00
MS- REMOTESERVER	Remote Server Management, Monitoring, Maintenance & EDR Managed Remote Server-Comprehensive 8x5 remote only support, protection, system and hardware monitoring, remote access, system updates, and system access management. Provides 24/7 Endpoint Detection Response (EDR) monitoring and initial remediation for threat protection.	\$130.00	2	\$260.00
MS- REMOTENETWO RK	Remote Network Management, Monitoring, Maintenance Managed Remote Network-Comprehensive 8x5 remote only support for you network equipment and firewall to ensure your network is managed and covered for routine and emergency situations.	\$105.00	1	\$105.00
MS-EMAILATP- ADVENCRIPT- RMCP	Email Security Advance Plan for Remote/Complete Plans Email Security Advance Services - Remote/Complete Plans: Advanced email security that include spam filtering, Phishing protections, URL protection and other protections.	\$5.99	5	\$29.95
MS-DNSAP-RMCP	DNS Advanced Protection for clients Remote/Complete Plans DNS Advanced Protection Monthly for Remote/Complete Plans - Cloud-based Secure Internet Gateway platform that protects users from suspect sites on the Internet.	\$4.46	4	\$17.84
MS-BACKUP- M365CLOUD- RMCP	Cloud Application Backup - Microsoft 365 Apps Cloud to cloud M365 Backup Monthly - Cloud backup for Microsoft 365 Remote/Complete Plans	\$4.55	4	\$18.20

Managed Services - Remote

Description		Recurring	Qty	Ext. Recurring
MS-MFA-ADVANCED-RMCP	Advanced client two-factor authentication solution MFA Advanced - Advanced end point two-factor authentication for Remote/Complete plans	\$6.55	5	\$32.75
MS-SECWARETRAIN-T1-RMCP	Security Awareness Training Tier 1 Remote/Complete Plans Security Awareness Training: End user security awareness training tier 1 for Remote/Complete Plans for up to 10 employees.	\$55.00	1	\$55.00

Monthly Subtotal: **\$778.74**

Backup Services

Description		Recurring	Qty	Ext. Recurring
MS-BACKUP-CLOUDPC-1-1	PC Cloud Backup Subscription (1TB and 1 Yr Retention) PC cloud backup agent sits on the protected computer and connects directly to the backup cloud. PDS manages and monitors the health of your PC backup. Includes a one (1) terabyte of storage with 1-year time-based retention (TBR) in the Cloud. The service includes 8x5 backup monitoring. Additional maintenance and management services are billed at normal rates. Includes 1 year agreement.	\$32.50	4	\$130.00
MS-BACKUP-SVRAPP-10-3	Server appliance and 1 agent, 10YR retention & 3YR agreement Local appliance and cloud backup including primary backup server agent with 10 (ten) year retention and three (3) year agreement. Provides customer with business continuity and disaster recovery (BCDR) across licensed targeted servers. The appliance provides local virtualization recovery of servers for quick business continuity and cloud virtualization for disaster mitigation. Includes backup appliance with the three (3) year agreement. Backup services management and monitoring provided. File recovery or system BCDR recovery billed at normal hourly rates.	\$239.00	1	\$239.00

Monthly Subtotal: **\$369.00**

Microsoft 365 RMCP Plan

Description		Recurring	Qty	Ext. Recurring
NCE-M365-BUS-STAN-RMCP	Microsoft 365 Business Standard With Remote or Complete Support. Microsoft 365 Business Standard for Remote and Complete agreements to include subscribed agreement level support. Includes fully installed Office applications across multiple devices, hosted email, and online file storage and sharing.	\$16.25	4	\$65.00
NCE-M365-EXCHONLINE-2	Microsoft 365 Exchange Online (Plan 2) Microsoft Exchange Online (Plan 2) includes all the features of Exchange Online (Plan 1), plus unlimited storage, hosted voicemail, and data loss prevention.	\$9.95	1	\$9.95

Monthly Subtotal: **\$74.95**

Managed Services - WEB

Description		Recurring	Qty	Ext. Recurring
WEB-DNSHOST	Basic DNS Hosting per domain. Basic DNS Hosting Includes: Domain name services hosting for web site, email, security and other name services requirements per domain. Unknown additional domains will be billed at this cost.	\$10.00	1	\$10.00
WEB-HOSTMAINT	Web Host Maintain Web Host Maintain, Covers up to 4 pages, up to 5 stock images, up to 3 revisions after initial design is complete, 2 hours of training or website updates after launch	\$126.00	1	\$126.00

Monthly Subtotal: **\$136.00**

➤ Additional Terms and Conditions

Ask about the Optional 8x5 Service and Support Plans (Provides flat monthly cost for service and support, remote or onsite)

If not quoted as flat rate labor then all labor is estimated and will be billed for actual time and materials.

- Labor Rates are \$130 to \$205 per hour depending on the level resources needed for tasks.
- Labor quoted is estimated and actual labor will be invoiced, unless quoted at flat rate.
- Standard labor rates apply Monday-Friday 8:30AM to 5:00PM. After-hour rates apply at 1.5x and holiday rates apply at 2.x.
- Hardware and software may require advanced payment before ordering. Taxes, shipping, handling and other fees may apply.
- We reserve the right to cancel orders arising from pricing or other errors.
- If the quote has expired then it must be re-quoted and PDS cannot guarantee the same pricing.
- Due to ongoing supply chain issues, PDS cannot guarantee availability and pricing in this quote. PDS will make a good faith effort to provide all items quoted at the price quoted. If a product is unavailable then PDS will work with the customer to locate a suitable replacement at a comparable price.
- Out of stock items may require price changes once they are available.
- By approving this quote you agree to the above and our published terms and conditions (<http://pdsconsulting.com/terms/pdsterms.pdf>)
- The information, designs, configurations, recommendations, discounts, and pricing contained in this quote are considered confidential and should not be disclosed to any other parties.
- Delinquent accounts may be assessed a finance fee of up to 2% on outstanding balances.

PDS is now offering standard Monitor, Remote, and Complete Managed Services Plan. Please refer to included documentation or request more information regarding these plans for your organization.

Master Terms and Services plus Services Agreements:

1. PDS clients must agree to the Master Terms and Services before services are initiated. Additionally, individual services may require additional and separate agreements outside of these Master Terms and Services. Individual Service Agreements will take precedence over the Master Terms and Services where conflicts may arise.
2. The Master terms and Services will be updated from time to time and available for review at: <http://pdsconsulting.com/terms/pdsterms.pdf>
3. PDS reserves the right to upgrade these Master Terms and Services as required and the client agrees to accept future changes or must notify PDS within seven (7) days of any email notification of such changes to these Master Terms and Services. Client notification must include details of objections to the Master Terms and Services changes to current Master Terms and Services.
4. Acceptance of this quote binds the customer to the individual agreements and the current Master Terms and Services, including current and future updates available at this link: <http://pdsconsulting.com/terms/pdsterms.pdf>

Any changes in the number of systems under management will automatically be reflected on the monthly invoice as required to ensure proper network protection. This annual agreement provides critical network and security services and will automatically renew.

Hamblen Solid Waste Managed Services Renewal



Prepared by:
PDS

Joe Sargent
423.318.0888
sales@pdsconsulting.com

Prepared for:
Hamblen County Morristown Solid Waste System

3849 Sublett Rd
Morristown, TN 37813
Stephanie Clonce
(423) 581-8784
office@hcmsw.org

Quote Information:
Quote #: PDS005674

Version: 1
Delivery Date: 11/05/2025
Expiration Date: 11/14/2025

Monthly Expenses Summary

Description	Amount
Managed Services - Remote	\$778.74
Backup Services	\$369.00
Microsoft 365 RCMP Plan	\$74.95
Managed Services - WEB	\$136.00
Monthly Total:	\$1,358.69

Payment Options

Description	Payments	Interval	Amount
Recurring Service Terms			
Hardware / Software Terms			
Payment In Advance	1	One-Time	\$0.00

PDS

Hamblen County Morristown Solid Waste
System

Signature: 
Name: Joe Sargent
Title: COO
Date: 11/05/2025

Signature: _____
Name: Stephanie Clonce
Date: _____



Managed Services Plans and Subscriptions

PDS provides a comprehensive set of quality information technology ("IT") solutions and exceptional customer service to meet all your IT needs. We have proudly supported clients in the Morristown area for over 25 years. Throughout those years, we have focused on building a team of experts that can reliably support your daily operations and tackle your IT issues quickly. Your success is our success!

Service Plans

- ✓ We offer a set of standardized support plans to meet any of your IT needs.
- ✓ Each plan can be customized to meet the specific and unique needs of your business.

Managed Services	Monitor Plan	Remote Plan	Complete Plan
Workstation and 24x7 Server Monitoring*	✓	✓	✓
Workstation and Server Monitoring, Maintenance, Patching*	✓	✓	✓
Endpoint Protection/AV with 24/7 SOC Monitoring and Response* ⁴	✓	✓	✓
Security Threat Detection and Remediation Initial Response* ⁴	✓	✓	✓
Access Control Management for User Software Installs* ⁴	✓	✓	✓
Unlimited Automated Support	✓	✓	✓
8x5 Workstation and Server Support* ⁴		✓	✓
Physical and Virtual Server Management w/ 24x7 Monitoring* ⁴		✓	✓
Network, Internet, & VPN Management and Support* ⁴		✓	✓
Remote Office Support* ⁴		✓	✓
Security Threat Detection and Remediation* ^{1,4}		✓	✓
Support for Subscription Services (Email Security, DNS Protection, Etc.)* ⁴		✓	✓
Printer Management Support (Non-Leased)* ^{3,4}		✓	✓
Microsoft Office 365 Support with MFA Management* ^{2,4}		✓	✓
OneDrive File Sync & SharePoint Support* ^{2,4}		✓	✓
Work at Home/Remote Users Support* ⁴		✓	✓
Remote Response 8x5 Is Provided*^{4,5} (Onsite At Hourly Rates)		✓	
Remote and Onsite 8x5 Response Is Provided*^{4,5}			✓
Remote and Onsite Response Is Billed at Hourly Rates*^{4,5}	✓		

* Services and support restricted to covered systems | ₁ Restricted to first hour | ₂ Requires PDS M365 agreement |

₃ Leased equipment requires vendor support and is billable at published rates | ₄ 8x5 support is Monday – Friday during normal business published hours and company holidays; After-hours and Holiday support billable at published rates | ₅ New systems, projects, software implementations etc. are not covered for initial implementation



Managed Services Plans and Subscriptions

Subscriptions

We also offer subscription services to meet your specific security and application needs like:

- ✓ Microsoft 365 licensing, server, SQL, and other applications.
- ✓ Security services to help secure your email communications, computer logins, web site access, and other areas of concern.

All our subscription services are turn-key solutions. Not only do our team of experts handle the project design and management, so that you can focus on your business while we take care of your IT needs, but we also provide the hardware that you need to protect your network, connect your systems, and the servers and computers that are required to implement our services.

Subscription Services

Microsoft 365 Licensing ¹	Access to Microsoft's applications & email
Advanced Email Protection w/ Encryption ¹	Protects against phishing, spam & other threats
Advanced DNS Protection ¹	Protects against compromised web links
Advanced Multifactor Authentication Protection ²	Provides MFA services for applications & users
Backup Managed Solutions ²	Local, cloud server, & workstation options
Cloud to Cloud M365 Backup ²	Backup your Microsoft 365 environment
Website & DNS Hosting	Hosting websites & domain name services
Security Awareness Training Program	Train & measure employee security threats

¹ Required for all Managed Services Plans | ² Recommended where required

Professional Services

Microsoft 365 Services & Configurations	Email, SharePoint, OneDrive, & other services
Microsoft 365 Azure Services	Active Directory, servers, & other services
Server Design & Implementation	Server configuration & implementation
Network Design & Implementation	Network configuration & implementation
Web Site Design/Development	Web site design & development
Disaster Recovery & Business Continuity	Ensure your business can recover from any incident
Business IT Policy Consulting & Development	Protect your business & address compliance needs
Customer Configurations	Software/hardware meeting your specific needs
Security Awareness Training	Options to train & protect employees from threats
Virtual CIO	For IT & Business Process Management

PDS provides comprehensive hardware sales support for all your IT needs. This includes desktops, servers, firewalls, network switches, printers, and any other equipment you need for your environment.

Managed Information Technology Service



> Proactive > Consistent > Affordable



Providing Information Technology Solutions

423-318-0888

www.pdsconsulting.com

It's Like Having Your Own IT Department



Proactive, Flexible, Affordable, Managed

System downtime, viruses, spyware, losses of productivity.... Are the computer systems you rely upon to run your business not working consistently and as expected? These distractions are unnecessary, time consuming and very expensive.

At PDS Consulting, we understand this. We also know that businesses are constantly challenged by the task of managing the demands of business growth while coping with continuous technology challenges.

Our focus is to keep your IT systems operational, available and secure so that you can focus on the everyday demands of expanding your business, managing costs and increasing revenues. We're here to help you realize the productivity gains and ROI you have been expecting from your computer systems all along.

PDS Managed Services from PDS Consulting, consists of various service level offerings that provide affordable proactive IT management and support. Utilizing our unique framework for providing managed IT services, PDS Consulting, provides a range of proactive services designed to optimize your technology investment and maximize the productivity of your people and business.

It's not just about monitoring, that just lets you know something is wrong.

And it's not just about remote access to your systems to troubleshoot issues.

It's about a proactive preventative approach to IT systems management

This is possible through the use of a series of "Best Practices" that we have developed over years of collective experience.

Best practices for tasks such as:

- Spyware Protection and Removal
- Virus Protection
- Disk Drive Analysis
- Security Patch Management
- Application Usage
- System Auditing
- Backup and Disaster Recovery
- User Policy Enforcement

Best practices that are embodied in an automated state-of-the-art infrastructure that gives you immediate response time, access to resources and proactive solutions.

Our technology expertise becomes your competitive advantage.

DID YOU KNOW?

20 million person days per year are lost due to technology failures

A cost that few Businesses can afford. Any business supported by technology should consider both direct & indirect costs.



Providing Information Technology Solutions

www.pdsconsulting.com



Proactive IT Management

"Businesses are often shorthanded when it comes to fully leveraging technology, and are often frustrated because their IT staff is spending too much time simply keeping their IT systems up and running. They would prefer to be using their resources to perform more strategic tasks which can have a greater impact on their business rather than simply reacting to problems."

Jeff Kaplan, THINKstrategies. Automating and Optimizing Service Delivery Performance

By maximizing the benefits of technology, daily, weekly and monthly IT tasks can be automated and scheduled to ensure all tasks are completed and reported consistently and without fail.

As the tasks run, valuable data is gathered to spot trends and patterns which can be used to plan system changes or enhancements. This reduces or eliminates any impact on the business.

Consistency creates reliability which results in predictable costs. How many times have you received a bill that you couldn't understand or begin to determine if it was justified?

Consistency is the cornerstone of PDS Managed Services.

PDS Managed Services Features

- Site Assessment and Inventory
- Proactive Service
- Management and Status Reporting
- Best Practice Driven
- Automated and Reliable

PDS Consulting provides you with a single source of professional expertise and resources you need to streamline system management and support functions at an affordable price. PDS Consulting uses advanced processes, tools and methodologies, to deliver superior services that match your needs. You can choose from a variety of service plans that range from routine system maintenance and management to complete IT outsourcing. We will help you turn your data networks into an effective, efficient component of your growing business.

We keep you informed by providing regular communication and executive reports covering the overall health of your computer network and the results of our services. All communication and issues associated with your users and systems is tracked, reported and retained for analytical, historical and audit purposes.

PDS Managed Services Benefits

- Reliability
- Security
- Consistency
- Productivity Gains
- Cost Management and Control
- Performance
- Managed Expansion and Growth

Our goal is to serve as your technology partner with a focus on providing solutions. By using a consultative approach to evaluate your business and technology needs, we can advise on the best solutions for your current and future needs



Providing Information Technology Solutions

www.pdsconsulting.com

Stephanie Clonce

From: Joe Sargent <joe@pdsconsulting.com>
Sent: Thursday, November 6, 2025 3:18 PM
To: Stephanie Clonce
Cc: Rush Thomas
Subject: RE: Hamblen Solid Waste Managed Services Renewal
Attachments: Hamblen MS-74634.pdf

Stephanie and Tom,

See below, let me know if you need anything further. If I need to be at the meeting, then I can try to be available. There is no change here, other than standard price increases across the service areas. Just let me know.

As discussed last time, we would request that the detailed line-item pricing (the previously sent detailed quote) not be presented publicly for competitive reasons. We would prefer that publicly we present a breakdown as shown below for areas of service and not specific line items within those areas.

Nothing is changing for your service areas. It is just price increases across those service areas. As you recall, the agreement approved in February 2024 was based on the quote approved in September 2023. We continued to honor the pricing established in the September 2023 quote for the 2024 agreement.

- Below you will find the totals for the service areas for last invoice, the new price increases, and the originally approved quote
- The difference between the originally approved quote and the last invoice is due to change in services, such reducing the number of covered computers, reducing the number of Microsoft licensing, etc.
- The price increase comparison shown below is for the services based on your Nov. 1, 2025 invoice.

Total Cost for Invoice for Nov. 1, 2025	\$ 1,236.20
New Price Increase for March 1, 2026	\$ 1,358.69
Monthly Cost Increase	\$ 122.49
Percentage Increase	9.02%

(Much of this increase is related to labor costs, cloud backup cost, and other MSP tools that have been impacted by pricing increases over the past 2+ years.)

Your last invoice:

1. Managed Services - Remote \$731.50
2. Backup Services \$319.00
3. Microsoft 365 RMCP Plan \$56.70
4. Managed Services - WEB \$129.00
5. **Monthly Total: \$1,236.20**

New Price Increase For Services: (March 1, 2026)

1. Managed Services - Remote \$778.74
2. Backup Services \$369.00
3. Microsoft 365 RMCP Plan \$74.95
4. Managed Services - WEB \$136.00
5. **Monthly Total: \$1,358.69**

Original approved 2024 quote for services:

1. Managed Services - Remote \$792.50
2. Backup Services \$319.00
3. Microsoft 365 RMCP Plan \$68.50
4. Managed Services - WEB \$129.00
5. **Monthly Total: \$1,309.00**

From: Stephanie Clonce <office@hcmsw.org>
Sent: Thursday, November 6, 2025 10:42 AM
To: Joe Sargent <joe@pdsconsulting.com>
Subject: FW: Hamblen Solid Waste Managed Services Renewal

See Tom's request below and I'll let him know.

Thank you,
Stephanie

From: Tom Rush <rush_thomas@comcast.net>
Sent: Thursday, November 6, 2025 10:30 AM
To: Stephanie Clonce <office@hcmsw.org>
Subject: Re: Hamblen Solid Waste Managed Services Renewal

Can PDS prepare a side-by-side summary of current and proposed fees to present to the board along with this proposal?

Also, does Joe want to attend the board meeting to present this and answer any questions?

Thanks,
Tom
Sent from my iPhone

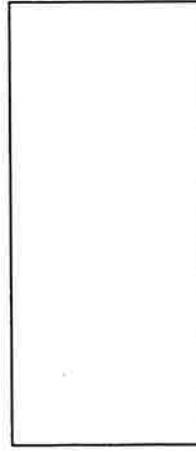
On Nov 5, 2025, at 8:57 AM, Stephanie Clonice <office@hcmsw.org> wrote:

I will put in the board packet for approval or changes this month.

Thank you, Joe!

Stephanie

From: Joe Sargent <joe@pdsconsulting.com>
Sent: Wednesday, November 5, 2025 12:25 AM
To: Stephanie Clonice <office@hcmsw.org>
Cc: Dennis Barnes <dbarnes@hcmsw.org>
Subject: Hamblen Solid Waste Managed Services Renewal



Hello Dennis & Stephanie,

Your Managed Services agreement is up for renewal on March 1, 2026. This quote provides the renewal pricing. Please review and let me know if you have any questions. Once we have your approval we will forward the agreements for signature.

PDS has prepared an e-quote to meet your technology needs.

You can review and approve your order directly from your e-quote:

[Click here to view your e-quote](#)

***** Review the PDF link available in the Your Proposal section of your e-quote to view the complete details and terms *****

*****Due to ongoing supply chain issues, PDS cannot guarantee availability and pricing in this quote. PDS will make a good faith effort to provide all items quoted at the price quoted. If a product is unavailable then PDS will work with the customer to locate a suitable replacement at a comparable price. *****

Thank you,

Joe Sargent
PDS
1924 Morningside Drive
Morristown, TN 37814
Phone: 423.318.0888
Email: sales@pdsconsulting.com