

Maintenance Agreements

Goal: To provide credible data in an understandable format that will assist department heads, managers, and county leaders in making better decisions. This shall be an overview report and should specifically note if a further in-depth study is needed.

Objective: Collect and review Data which represents the maintenance agreements and contracts in the General Fund 101 of the county.

ASSUMPTIONS:

1. All Funds are reviewed, with the majority of the costs in the General Fund 101
2. All functions in the above fund which have maintenance agreements shall be reviewed.
3. Accounts to be reviewed:
 - a) 334 Maintenance Agreements
 - b) Any account which could have a maintenance contract
4. Purchasing shall pull all maintenance contracts for review

ANALYSIS: The 5 largest vendors so far this year are:

\$39,300 - Local Government– Accounting Computer Hardware/Software

\$35,000 - Business Information Systems – Computers and Software for Register of Deeds, paid for through her reserve for automation collection

\$20,000 - High Tech USA – Computer Maintenance/Virus Protection/Offsite back up

\$9,000 - Southern Technical – Copier Maintenance/Rental

\$8,000 - Harp Enterprises – Computer Support and Programming – Election Commission only

Total amount spent through March 3, 2011 is \$156,762

CONCLUSION: Based on the various maintenance agreements and services provided there does not appear to be any agreement that could be cancelled.

- **Local Government Software** is a non-profit vendor whose board of directors is made up of state and local officials.
- **Business Information Service** provides copyright software and support to the Register of Deeds' and County Clerks' offices across the state.
- **High Tech USA** is a local vendor that provides tech support since the county does not have any IT staff.
- **Southern Technical** is a local vendor that supports the county's copiers.
- **Harp Enterprises** provides copyright software and support for our Election Office.
- Various smaller contracts exist, some of which are mandatory, such as elevator and fire control inspections and certifications.

Description of Maintenance Agreement expenses by fund, function vendor and service description

	Description	Amount	Service
51500 Election Commission	HARP ENTERPRISES INC	8,000	Computer Support and Programming
	HIGH TECH USA	855	Computer Protection/Spyware removal
	SOUTHERN TECHNICAL CO.	480	Copier maintenance
	CONNIE F TILLEY	320	
51600 Register of Deeds	BUSINESS INFORMATION SYSTE	15,178	Computer Maintenance
	SOUTHERN TECHNICAL CO.	756	Copier maintenance
51720 Planning	SOUTHERN TECHNICAL CO.	442	Copier maintenance
	HIGH TECH USA	140	Computer Protection/Spyware removal
51750 Codes	HIGH TECH USA	1,015	Computer Protection/Spyware removal
	ROANE CO E-911	320	System Maintenance
	COMCAST COMMUNICATIONS	190	Television & Internet
51800 County Buildings	G & K SERVICES (KNOX)	3,908	Uniforms
	AIR QUEST AMERICA	3,600	Heating & Air Maintenance
	CUMBERLAND SERVICES GROUP	1,116	Security System Maintenance
	UNITED ELEVATOR	630	Elevator Maintenance
	ORKIN INC	402	Pest Control
	BEST EXTERMINATING	184	Pest Control
	BUCK FIRE CONTROL	63	Inspection & Certification of Extinguishers
51900 Other General Admin	LOCAL GOVERNMENT CORP	13,740	Computer Software/Hardware maintenance
51910 Preservation of Records	MILNER DOCUMENT PRODUCTS I	760	Records Management
52100 Accounting	THERMOCOPY OF TN INC	615	copier maintenance
	CITIZENS NATIONAL BANK	50	safety deposit box

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	Description	Amount	Service
52200 Purchasing	XEROX	480	copier maintenance
52310 Reappraisal Program	SOUTHERN TECHNICAL CO.	130	Copier maintenance
52400 Trustee	LOCAL GOVERNMENT CORP	3,850	Computer Software maintenance
52500 County Clerk	BUSINESS INFORMATION SYSTE MSA INC MICHAEL DUNN CENTER	19,656 373 150	Computer Maintenance Equipment Contract-County Clerk Document Shredding
53100 Circuit Court	SOUTHERN TECHNICAL CO.	480	Copier maintenance
53300 Sessions Court	LOCAL GOVERNMENT CORP SOUTHERN TECHNICAL CO.	14,093 620	Computer Software maintenance Copier maintenance
53400 Chancery Court	LOCAL GOVERNMENT CORP ADVANCED OFFICE SYSTEMS,IN	7,628 2,344	Computer Software maintenance Copier Maintenance
53500 Juvenile Court	SOUTHERN TECHNICAL CO. DYNAMARK/ALERT SECURITY SY	961 45	Copier maintenance Security System Monitoring/Maintenance

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	Description	Amount	Service
54210 Jail	HIGH TECH USA	12,905	Computer Protection/Spyware removal
	ROANE CO E-911	4,720	System Maintenance
	SOUTHERN TECHNICAL CO.	2,868	Copier maintenance
	EMERGITECH INC	1,474	Software Maintenance/Sheriff
	EMCS, INC	450	Software Maintenance/Sheriff
	SENT SOFTWARE INC	300	Software Maintenance/Sheriff
	ORKIN INC	234	Pest Control
	CUMBERLAND SERVICES GROUP	112	Security System Maintenance
	BEST EXTERMINATING	90	Pest Control
54410 Civil Defense	FIRST RESPONSE INC	4,937	Professional Response Services/OES
	HIGH TECH USA	2,120	Computer Protection/Spyware removal
	O.G. HUGHES & SONS INC.	1,322	Truck Equipment/Parts/Service
	EXPRESS LAWN CARE	320	Lawn Care
	METRO COMMUNICATIONS	234	Motorola Program/Service-OES
	CUMBERLAND SERVICES GROUP	162	Security System Maintenance
	SOUTHERN TECHNICAL CO.	90	Copier maintenance
55110 Local Health Center	SIMPLEXGRINNELL	3,383	Alarm Monitoring/Maintenance
	G & K SERVICES (KNOX)	1,039	Uniforms
	ORKIN INC	179	Pest Control
	BEST EXTERMINATING	90	Pest Control
	HASLER, INC.	40	Mailing system/Postage/Maintenance
	ROANE CO HEALTH DEPT	-	Credits or Overpayments
56700 Parks	CUMBERLAND SERVICES GROUP	513	Security System Maintenance
	SOUTHERN TECHNICAL CO.	280	Copier maintenance
58900 Misc.	CUMBERLAND SERVICES GROUP	1,099	Security System Maintenance
	HIGH TECH USA	545	Computer Protection/Spyware removal
	PITNEY BOWES, INC.	530	Mailing system/Postage/Maintenance

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	Description	Amount	Service
118 Ambulance	METRO COMMUNICATIONS	2,180	Communication System Maintenance
	GATEWAY EDI INC	2,029	Billing Software Maintenance
	HIGH TECH USA	1,920	Computer Protection/Spyware removal
	IMAGE MATTERS INC	1,022	Copier Rental/Maintenance
	SOUTHERN TECHNICAL CO.	658	Copier maintenance
	ORKIN INC	174	Pest Control
	CLIA LABORATORY PROGRAM	150	Lab User Fees/Certificates
	TENNESSEE ANYTIME	75	Billing Software/User Subscriptions
	BEST EXTERMINATING	50	Pest Control
122 Drug Fund	HIGH TECH USA	350	Computer Protection/Spyware removal
	SOUTHERN TECHNICAL CO.	150	Copier maintenance
123 Recycling Center	CAROLINA SOFTWARE	946	Software Maintenance
	SOUTHERN TECHNICAL CO.	669	Copier maintenance
	ORKIN INC	186	Pest Control
	BEST EXTERMINATING	50	Pest Control
	BUCK FIRE CONTROL	35	Inspection & Certification of Extinguishers
131 Highway	AVAYA COMMUNICATION	151	Phone Maintenance
	ROANE COUNTY EMERGENCY COM	120	System Maintenance
204 Wastewater	TENNESSEE ONE-CALL SYSTEM	1,052	Data Base Maintenance
	ISI INSTRUMENT SERVICE	500	Preventive Maintenance
	LABTRONIX	315	Lab Equipment Maintenance
	CUMBERLAND SERVICES GROUP	192	Security System Maintenance
	KNOXVILLE INSTRUMENT CO	102	Equipment Inspection and Calibration
	THERMOCOPY OF TN INC	78	Copier Maintenance
	Grand	156,762	