
OPTIONS

We use 2 methods for pricing work outside of our Managed Services plans (below):

Project that appears to be less than 16 hours of effort is billed using time and materials

Projects over 16 hours go thru a formal quote process containing a proposal, phased payment terms based on deliverables and a signature.

RATE

The standard rate for non-profits for time and material is \$145 an hour.

PROJECTS

Projects are estimated after some initial requirements are provided. The price is determined based on the value provided to the client.

SUPPORT AND MAINTENANCE

Now that you have a successful project running in your SharePoint environment, how do you keep your team operating at peak performance? How do you get the most value for your SharePoint investment? By enlisting professional support that knows your environment. Our managed services plans reduce down-time waiting for answers, simplify system changes and address the issues.

PLANS FEATURES

Relax when contacting Turtle Works for help, every support plan provides:

- Support and consulting hours to use every month
- Guaranteed response time during normal business hours
- Monitoring
- Preventive Maintenance
- Support email and phone number
- Month to month or annual contract payments

Standard and Premier plans include a discounted time and materials rate. Annual contracts provide a 5% discount and unused hours roll from month to month.

PLAN OPTIONS

Plan	Support Hours Included	Response Time Hours *	T & M Hour Discount **	Monthly Price	Annual Contract Price	Annual Contract Savings
Budget	2	8		\$290	\$3,306	\$174
Standard	4	4	\$5	\$680	\$7,762	\$408
Premier	8	4	\$8	\$1,260	\$14,364	\$756
Elite	12	4	\$12	\$1,840	\$20,976	\$1,104
24 x 7	Available, just ask					

* During regular business hours

** Time and Materials

TIME AND MATERIALS

Time and materials (T & M) allow flexibility in getting needs met. It addresses work requiring more hours than your plan has and work that is too small to be a project. Support, development and maintenance requests are assessed to determine whether they can be completed within the included support hours, require a project or fit nicely as a time and materials effort.