



ORGANIZERS DATABASE

A Project of Organizers' Collaborative

(effective 1/1/2007)

Rates for Support Services

This document lists the support services we provide for users of the Organizers Database (ODB). All fees are payable to Organizers' Collaborative Inc. Please keep in mind that since our software is free, and since our software development costs are substantial, we must charge for support to sustain the ODB project.

Support is based on a sliding scale. The scale has five levels.

- Level A - your budget/income is under \$50,000
- Level B - your budget/income is \$50,000 - \$200,000
- Level C - your budget/income is \$200,000 - \$400,000
- Level D - your budget/income is \$400,000 - \$1,000,000
- Level E - your budget/income is over \$1,000,000

We also offer additional discounts, of up to 50%, for *Basic Phone Support* to groups in greater Boston with a social change mission. We may offer other discounts, based on the support for this project we receive from charitable foundations. Feel free to ask for current guidelines at: support@organizersdb.org.

1. Basic Phone Support

A support fee, renewable annually, will give you access to a support phone number and coverage for up to 4 incidents 120 minutes total, during business hours of 9:30am-5:30pm eastern time. The sliding scale for this service is steep, so that ODB can be accessible to the smallest of nonprofit organizations or citizen activist groups.

Level A - \$100 Level B - \$150 Level C or D - \$200 Level E - \$250

2. Telephone, Set-Up, and Configuration Support

This package includes everything in Basic Phone Support, plus 4-5 additional hours of setup assistance. It includes a 1-hour interview, development of a custom template for your organization, and advice for installing the software, networking it, and beginning to import data. It is intended for customers who are comfortable with setting up a software program. We do recommend that organizations with legacy databases also obtain data conversion help.

Level A - \$325 Level B or C - \$400 Level D or E - \$500

3. Telephone, Set-Up, and Configuration Support with Half-Day Onsite or 2 Hrs Online Training

This package includes everything above, plus 3 hours of training (in Boston) or 2 hours online. Training is the most valuable service you can buy, since it will increase the technical expertise within your organizations and reduce your dependence on external consultants. (Online training includes assistance with setting up a remote connection to a training PC in your office, and may be performed in two one-hour sessions.)

Level A - \$550 Level B or C - \$650 Level D or E - \$750

(over)

4. Comprehensive Support Package: Full Installation, Network Configuration, Full-Day Onsite Training

This package includes all the features in the previous packages plus all the features listed below. This option is ideal for organizations lacking in-house IT staff.

Level A - \$1,500 Level B or C - \$2,000 Level D or E - \$2,500

- Basic Phone Support, with Hours doubled
- Onsite setup (within US and territories, travel expenses extra)
- We will work with onsite IT personnel or other staff to ensure data is properly backed up, and restorable
- We also provide assistance configuring a local area network (LAN) to enable file sharing of the database. Extra charges may accrue if it is necessary to install network cards or wireless devices.
- A full-day training will be customized to group needs, to make sure the users can implement their own changes in the future. Training will include additional ODB functionality and users will receive manuals to create a greater level of integration and customization of the product for the group's needs.
- Up to 3 hours of conversion work (see below for more details)

A La Carte Options

1.0 Migration Assistance

For the flat rate of \$100, we will provide existing ODB users who were users prior to 9/1/06 with assistance moving their data to version 1.0.0 and taking advantage of many of the new features available in this version.

Data Conversion Support

Common problems people face converting data include formatting of phone numbers and zip codes. Importing old tracking codes and donor histories are also complex. If you do not have a technology/IT expert on your staff to import data, it might be more economical to have us do it. Commercial data conversion firms often charge \$125 per hour or more; our rates are just \$50 - \$100/hour. A data sample is needed so we can make an estimate. Many lists can be ready in 1-2 days. At this time we have a minimum charge of \$200 for data conversion services.

On-Site Network Setup Assistance

Often a network installation of ODB will require a local consultant to examine your computer setup and make changes to ensure that your network is reliable and secure. It is preferable to have someone who can return to your office within 24 hrs notice in case your computer network goes down. OC does some of this work directly in the Boston area, and we refer people to outside consultants. Rates vary, and generally range from \$75 - \$100 per hour. ODB works well on wired and wireless local networks of 2-15 computers.

Software CD and Printed User Manual

The CD with the 66 page printed manual (available 2/1/07 for version 1.0.1) \$35

License Fees for Software Documentation

An organization may acquire the rights to use some of our documentation in a "re-branded version" that they would then distribute to their affiliates, chapters, or remote offices. Distribution of the existing manual is still free. We are charging only for the rights to widely distribute a modified or customized version.

First 10 copies: Free

Additional copies up to 100 copies: \$4 per copy

Additional copies up to 1000 copies: \$3 per copy

Additional copies up to 10,000 copies: \$2 per copy

Software Source Code Enhancements

Organizations may request the development of special features and enhancements to the software. (Please check the manual to see if the features is already present, but not "turned on" by default.) If the feature is compatible with the present direction of ODB, we charge \$75-\$125/hr to work on special client requests. If the feature is not compatible with the present direction of ODB, we offer support to organizations that want to arrange to make the necessary changes on their own, for \$100-\$150/hr. (Note: if you make changes to the source that are not part of the main ODB distribution, it may be more difficult for you to upgrade when new ODB features are available.)