## LogoNameTemporary Services Retainer Agreement

**Purpose**

The intent of this Temporary Services Retainer (TSR) is to provide [Full Company Name] (“CoName”) with a pre-paid series of hours that can be used to obtain technical support at a discounted hourly rate. A TSR with Delora J. Bradish dba Cornerstone Technologies Group guarantees a technical support response within 24 hours providing proper notification and reasonable accessibility.

**Scope**

This TSR is being proposed primarily in support of the data warehouse and [ProjectName]. But this TSR can in fact be used for virtually any *application* support request regardless of the database involved. Support requests generally encompass:

* Error messages experienced from operating systems, network environments or data corruption
* System enhancements such as new fields or form changes
* Additional reports
* Personnel training
* Telephone technical support
* On site meetings
* Status or Project Review reports
* SQL Server, ProClarity, or Microsoft Office software development
* Documentation

Support for operating systems, network configurations or hardware is provided under this agreement when the request directly pertains to a database application or program. Other requests are billed at the standard hourly rate of seventy-five (75) dollars per hour for the CTG support individual assigned to the request.

**Billing Standards**

1. Billable hours are tallied in 15 minute increments.
2. [CoName] is never billed door-to-door. The clock starts upon entering the Owens Way facility and stops upon exit. The only time travel would be billed is in the occasion that [CoName] requires travel to complete a job.
3. Regardless of the work, project, or meeting, all consulting time is billable.  Non-[CoName] related conversations with [CoName] employees is not information services consulting.  This time is deducted from billable hours.
4. Breaks and non-working meal times are not billed.
5. The rate as specified in this TSR is for on-site as well as off-site hours.
6. The right is reserved to bill at time and a half for weekends and holidays.  Although this is *extremely rare*, it is possible. Usually there is no additional cost when [CoName] needs a little extra help at inopportune times.

**Proposal**

It was my privilege to first consult with [CoName] in 2000 with the development of Sales Forecast Management. This project was started under a TSR that offered a discounted rate of fifty-five (55) dollars per hour. As [CoName] is aware, information services consulting rates vary greatly contingent upon subject, consultant background and geography. More importantly, long-standing and trusted business relationships should be considered. In turn, I would hope that my thirteen years of information services experience as indicated in the attached Personal Profile, would bear influence on your decision to accept this proposal.

**Rate.** A one thousand (1,000) billable hour Technical Support Retainer is offered to [Full Company Name] for $60,000.00 at the discounted hourly rate of $60.00 / hour. This is a 9.1% increase over the 2000 rate and a 20% decrease from the current on-site rate.

**Payment.** A typical TSR would require pre-payment, but based on [CoName]’s prompt payment of all invoices submitted to date, this TSR is being offered on a pay-as-you-use basis. Invoices will continue to be submitted with supporting time sheets each week for payment upon receipt based on the hours used by the [CoName] during that week.

**Cancellation.** Written cancellation by [CoName] of this TSR will require a 20% cancellation fee of the remaining contract amount payable. The cancellation fee will be due within 30 days of the cancellation date.

**Coverage.** This TSR comes into full effect on January 1, xxxx and expires December 31, xxxx.

**Approval:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

###### [Full Company Name] Date

###### Senior Management

*or*

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###### [Full Company Name] Date

###### Project Coordinator

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Cornerstone Technologies Group Date

Delora J. Bradish