



## Engagement Process, Estimate / Rate Structure, and Invoicing

### Engagement Process

We will work with you for up to 1.5 hours at no charge, for each of us to assess your needs and whether we can be of value. This can include a meeting, phone calls, emails, etc.

*To make the best use of our initial discussions, we suggest the following be done beforehand.*

1. Visit [SayaSystems.com](http://SayaSystems.com) to view our work, philosophy, publications, references, etc.
2. Prepare a detailed description of what you want to address, and if known, how you would propose to address it. Please include any other information that could help us prepare.
3. Send this to us. We will contact you after review.

After the initial discussions, at no charge, we will prepare a proposal specifying the issues to be addressed, work to be done, and deliverables, with a cost estimate as described below.

**Estimate / Rate Structure and Invoicing** may comprise any of the following:

1. **Fixed Cost + Materials:** Specifies a fixed cost for specified deliverables, anticipated time to completion, and an invoicing / payment schedule based on milestones as agreed upon.
2. **Hourly Cost + Materials:** Specifies an Hourly Rate Structure for work done to achieve specified deliverables, anticipated time to completion, and Hourly Detailed Invoicing to be provided at agreed upon times or intervals.

#### 2.1 Hourly Rate Structure

The *Base Hourly Rate* depends on the type of work and contract length.

- Rates are competitive, based on required specialization and experience.
- For a given service, longer contracts generally incur lower rates.

The *Initial 10 Hours* are billed at a higher rate.

- The first hour is billed at 2x the Base Hourly Rate.
- Each additional hour is decreased linearly, reaching the Base Hourly Rate after 10 hours.

The *minimum initial billing* is generally 4 hours.

#### 2.2 Hourly Detailed Invoicing

Each Hourly Detailed Invoice includes the following. Please see Sample Invoice.

- Summary of projects with project status reports as agreed upon.
- Hours breakdown per day, week, and month.
- Hours and cost breakdown per project, subproject, and task.

**Materials Cost** for either of the above may be fixed or estimated.

Please contact us if you have any questions.

Thank you,

Michael P. Zeleznik, Ph.D.

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