



# PROPOSAL KIT SAMPLE

## SAMPLE CONTRACT PACK DOCUMENT

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When purchased, the Proposal Kit Professional or Contract Pack will also include many related documents many of which are designed to work together.

For example, some documents are used in a longer sequence one after the other. Some include optional exhibit and schedules.

Also see this article for proposal and contract writing best practices:



<https://www.proposalkit.com/htm/business-proposal-writing-tips.htm>

[Click here to purchase Contract Pack](#)

<<Company>>  
<<Address1>>  
<<Address2>>  
<<City>>, <<State>> <<PostalCode>>

## **BILLING PRACTICES (WELCOME LETTER)**

<<Company>> is a full service << Insert description here >> firm. This letter is designed to help you understand how we offer our services and to communicate our standard billing practices and procedures.

### **What We Offer**

We sell our time. The time we spend providing services that you need. Specifically, we provide: << Insert services here >>. When our services result in << Insert description of result here >>, you are not purchasing the end result, work product or other tangible asset, you are paying for our time and expertise to produce this for you in its many forms.

### **How We Determine Our Rates**

Your bill will be based upon the time spent by a <<Company>> staff member performing services for you at his or her hourly billing rate. Effective <<EffectiveDate>>, our hourly rates for services will be no higher than <<HourlyRate>>.

It is <<Company>>'s policy to have as much as possible of your work performed by the most capable person at the lowest billing rate. Please note that there may be some times when more experienced staff may be required to assist or review work performed by lower-billing employees or perform tasks normally reserved for lower-billing employees due to time constraints or client needs.

### **What Our Rates Include**

Our billing rates are set based upon the knowledge and the degree of skill required for providing our range of services. Compensating, attracting and retaining highly skilled employees requires a commitment of resources, technology, education and infrastructure. Our rates reflect that, as opposed to individuals and freelancers, we are a full-time, full-service firm who make ourselves (and all our employees) highly available to our clients.

### **Billing for Email and Phone Calls**

We encourage our clients to communicate with us any time they feel the need. We also understand that clients may be hesitant to do so if it will result in a bill from us for every communication.

The service that we provide is our time, and that does include email and phone calls. The general rule for email and phone calls is fairly straightforward to understand.

If an email or phone call is short, typically five minutes or less, and doesn't require additional work or research to be performed, no bill will be sent. Please note that we may keep track of the time and bill for it later. Occasional email and phone calls will never have a significant effect on your billing. Numerous emails and phone calls will always be reflected in our billing.

We do not charge for time spent drafting quotes or discussing new projects, except in the case where we are performing feasibility studies or evaluations in order to provide you with consulting, integration advice, or a plan for future development.

### **Additional Fees or Expenses**

All licenses, software, bank fees, gateway fees, hosting fees or other third-party fees are considered extra fees and are never included in our estimates or bids, except as line items. While we may purchase these for you on your behalf, and bill you later – these costs are always considered to be in addition to any services we bill for. All clients located in <<State>> state may be subject to << Insert tax rate here >>% tax on all software, licenses, stock photography, templates or other materials.

### **How You Can Help Reduce Your Fees**

We never bill you for time you do not use.

It helps us achieve a high degree of trust with our clients to work this way. You know that you will only be billed for the exact time it takes to achieve your development and design goals, and to provide the services you need.

- ◆ There are several things that greatly increase or decrease billings for clients:

- ◆ The specification(s), description, or scope of work that you provide to us.
- ◆ The complexity and organization of your project, materials, troubleshooting needed or situation to be studied.
- ◆ The amount of time you need to for training or learning various software programs and technologies you are not already familiar with.

## Specifications

# DEMO CONTRACT

This demo contract has been truncated. The complete 3 page editable version of this document is available in the Contract Pack template collections

<https://www.proposalkit.com/htm/legal-contract-templates/pre-project-contracts/engagement-welcome-letter-verbose.htm>

Once you purchase, download and install a retail Contract Pack that includes this contract, the complete version of this contract will be inserted into your project.

This contract document is included in the [Proposal Kit Professional](#) and one or more [Contract Pack](#) products.

This sample has been truncated to only show the first part. The complete editable version of this contract is included in Proposal Kit Professional and Contract Pack products found at:

[ProposalKit.com/htm/proposal-software-products.htm](http://ProposalKit.com/htm/proposal-software-products.htm)

