



# PROPOSAL KIT SAMPLE

## Training Services Sample Proposal

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Christopher Jenkins  
Customer Service Manager  
AB Call Company  
5241 West Brookvue Avenue  
Philadelphia, PA 19059

Mr. Jenkins,

Thank you for the opportunity to submit a proposal for training your company personnel in the use of the new S-Call-8 Customer Response Software System. As you know, the S-Call-8 System has a track record of dramatically improving customer satisfaction while also increasing organizational efficiency and recordkeeping. However, as you also know, S-Call-8 is a sophisticated system that can take a fair amount of time to learn.

MindBend Training Institute has been in the business of training corporate staff and executives for more than fifteen years. We specialize in designing courses tailored to meet your organization's specific needs, designed to get results within your specific time frame and budget. In partnership with S-Call-8 Corporation, we have created a training course that gets S-Call-8 customers up and running efficiently in a minimum amount of time.

The cost estimates provided in this proposal are valid for 60 days. We look forward to working with you and your staff to quickly train your customer support staff and give your organization that competitive edge.

Sincerely,

Brad Lister  
Lead Training Designer  
MindBend Training Institute  
555-555-1212  
[blister@MindBendTI.com](mailto:blister@MindBendTI.com)  
[www.MindBendTI.com](http://www.MindBendTI.com)



# PROPOSAL

## Software Training for AB Call Company

Prepared for: Christopher Jenkins  
Customer Service Manager

Prepared by: Brad Lister  
Lead Training Designer



# CLIENT SUMMARY

## The Objective...

AB Call Company, a call center that contracts to multiple clients, has purchased the S-Call-8 call tracking system and desires to train its employees in using the system as quickly as possible with little downtime for the company.

- ||) Introduce all AB Call Company employees to S-Call-8 basic features.
- ||) Train customer service technicians to track calls, enter requests, look up answers and enter solutions into the S-Call-8 system.
- ||) Train supervisory personnel to use the advanced features of S-Call-8 to evaluate and improve efficiency of the call center staff.

## The Opportunity...

MindBend Training Institute is a certified S-Call-8 training facility. We have a proven track record of efficiently training employees and transitioning companies to the S-Call-8 system.

- ||) MindBend Training Institute can train AB Call Company employees in 'shifts' so that AB Call Company can continue their services while training is ongoing.
- ||) MindBend Training Institute can position a trainer onsite at AB Call Company to assist AB Call Company employees for one week after the S-Call-8 system goes 'live.'
- ||) MindBend Training Institute can offer thorough S-Call-8 basic training for new call center staff as requested by AB Call Company, as well as seminars for supervisors.

## The Solution...

MindBend Training Institute proposes to train AB Call Company's 60 employees in 3 groups, so that while one group is training in use of S-Call-8, AB Call Company can continue their services using their old system. Training will take place in our fully equipped classroom and AB Call Company employees will be shuttled back and forth using AB Call Company vehicles.

- ||) MindBend Training Institute tours AB Call Company facilities one week prior to beginning training so that our instructors are familiar with the conditions under which their students will be working.
- ||) Training of group 1 begins at the MindBend Training Institute classroom, 8:30 – 4:30 M-F for two weeks. Training of group 2 follows at the end of this session, then training for group 3. Supervisor training will be simultaneous. Total training time for entire company staff: 6 weeks.



# COST SUMMARY

Development Costs	Qty	Amount
Course Customization	1	\$599.00
License Fees	1	\$400.00
Equipment Costs	1	\$0.00
<b>Total Development Costs:</b>		<b>\$999.00</b>
Miscellaneous Costs		
Training	60	\$300,000.00
Travel	1	\$0.00
Marketing & Services	1	\$0.00
S-Call-8 User Notebooks	60	\$1,500.00
<b>Total Miscellaneous Costs:</b>		<b>\$301,500.00</b>
	<b>Grand Total</b>	<b>\$302,499.00</b>

**Standard Disclaimer:** The numbers represented above are to be used as an estimate for the projects discussed. The above Cost Summary does in no way constitute a warranty of final price. Estimates are subject to change if project specifications are changed or costs for outsourced services change before being locked in by a binding contract.



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