

CiviCRM Professional Services

- CiviCRM process consulting
- CiviCRM configuration and implementation
- CiviCRM customization
- CiviCRM module implementation (CiviContribute, CiviEvent, CiviMail, CiviMember, CiviCase, CiviPledge and CiviGrant)
- Data porting and data migration
- CiviCRM training
- CiviCRM support – upgrades and maintenance
- Designing Drupal based websites and integrating CiviCRM database with the websites
- Develop applications that speak to CiviCRM through its API.

CiviCRM Professional Service Charges

#	Service	Scope of services	Charges
1	CiviCRM process consulting	<ol style="list-style-type: none"> 1. Understand client needs 2. Advise on the CiviCRM configuration, modules to be implemented and customization effort/cost 3. Plan/strategize implementation 	\$75 per hour. Normally takes 3 to 5 hours.
2	CiviCRM configuration and implementation	Following services offered depending on client needs	
		a) Spotlight Basic CiviCRM install and configuration	\$399
		b) Preferred <ol style="list-style-type: none"> I. Basic CiviCRM install and configuration II. Sample data installation III. 2 hours of training conducted remotely over GoToMeeting and phone IV. Unlimited email support for two weeks after installation V. Unlimited phone support for two weeks after installation from 6 AM to 11 AM EDT 	\$699
		c) Superior <ol style="list-style-type: none"> I. Preferred package II. Creation of one event and one contribution page 	\$899 (\$649 without training)

3	CiviCRM customization and support	Need assessment, customization advise, actual customization of CiviCRM to meet client needs and support services. Charges vary with time required to customize and on nature of support required	
		a) Effort upto 20 hours in a month	\$60 per hour
		b) Effort 21 to 50 hours in a month	\$50 per hour
		c) Effort 51 to 100 hours in a month	\$45 per hour
		d) Effort more than 100 hours in a month	\$40 per hour
4	CiviCRM training	a) Using CiviCRM. Training on all modules. Total duration = 9 hours # of sessions = 5 (4 sessions of 2 hours each + 1 wrap up session of 1 hour) Training conducted remotely over GoToMeeting web conference and phone. Queries answered via email and on the phone. Final wrap-up session of 1 hour duration. Unlimited email support for training for two weeks after the final wrap-up training session.	\$549
		b) Per module training – one session of 2 hours per module and a wrap-up session of 15 to 30 minutes. Training conducted remotely over GoToMeeting web conference and phone. Queries answered via email and on the phone.	\$149 per module
5	CiviCRM – Drupal integration and website design and other application development services	Based on effort – two models to choose from	
		a) Fixed cost model. Caps the upper limit of the cost. Maximum payout remains capped irrespective of effort. However the scope is pre-defined and mutually agreed before the development process begins.	Estimates on case-by-case basis
		b) Hourly or per person per month rates model	
		i) Hourly rates	Same as in 3
		ii) Monthly rates - per person per month (less than 5 person month of effort)	\$4000 per person per month