On-going support services

The needs of a modern organization do not fit neatly into boxes. Collaboration is the key to success, and we ensure our entire scope of responsibility is seamless for your team. We have completely reimagined the pricing structure to meet the needs of today's grassroots non-profits and social enterprises.

Pricing philosophy

Our pricing structure is designed based on the following principles:

1) **Be accessible to even the smallest organizations**
   To achieve this, we offer a pricing model that scales with the organization. For organizations that cannot afford our services initially, we use grants and other revenue sources to subsidize the cost until our fees can be adequately sustained.
2) **Create capacity to operational expertise in the social purpose sector**
   By this we mean that we raise the quality of operational performance within the sector and that we are offering value-for-money that is superior to what our competitors can provide.
3) **Sustainable to support market leading total rewards**
   In our view, part of the barrier to industry leading expertise in this area is compensation of support functions. We pay market leading salaries more comparable to the corporate world to recruit and retain top talent. The increased ingenuity leads to more efficient operations, in turn driving down costs.

These factors have enabled us to create a sustainable business model that meets all three of these core principles, allowing us to exist to maximize social impact, not profit:

No income tax	No profit margin	Donated and discounted technology	Fully remote team
Process optimization and automation	Grow with our clients	Focused on social good sectors	Alternate revenue sources to subsidize service fees

Our pricing is based on a flat monthly fee for each employee/contractor on your team that we support. This price includes all our services, with the scope included on the following page. We take on the risk of fluctuating hours depending on seasonal demands, keeping your costs predictable and affordable. As you grow and we grow with you, the rate per employee decreases to pass back any savings from the efficiency gains that come from supporting a larger organization. With a fixed rate per employee, it is easy to plan when submitting funding proposals or budgeting for your growth. It also motivates us to help you drive growth since every new hire on your team leads to increased revenue for us. This cycle continues to build capacity in the sector, rather than funneling out as profits in the for-profit sector.

Fee Structure

Our standard fee structure for each **full-time employee** in your organization is as follows:

# of full-time employees	1-20	21-50	51-200
Rate/month/employee	$395	$345	$295

Part-time and contract employees are charged 50% of the rate if they work an average between 8-28 hours per week and 25% of the rate for staff typically working less than 8 hours per week.

Support services for **volunteers, interns, and summer students** are donated at no cost to you.

MINIMUM MONTHLY RATE OF $1,975 (Equivalent of 5 staff)

FEE INCLUDES *(over $5,000 in annual value at no cost to you)*
Unlimited access to our team ● QuickBooks Online Subscription
Plooto Subscription and Transaction Fees ● Knit People Payroll Processing Costs
Quarterly Grant Database Searches ● Robotic Process Automation Development

Additional costs to expect

There are a few additional costs that have not been discussed in the pricing, including:

1) Applicable sales taxes.
2) Expense reimbursement for travel to a physical location, if required.
3) Emergency after hour services are billed at a rate of $150/hour. If we are informed 1 week in advance of after-hour activities where support is required, no additional charges are incurred. This is far less than industry standard because we do not use this as a profit generating tool, but rather a deterrent. We want our staff to have adequate work-life balance, and we want you to have that too. This fee is to discourage everyone from allowing the new remote work structure to bleed into our personal time.
4) We rely heavily on technology to help with our process improvement. Some critical software is donated or heavily discounted, but not all. Thankfully, cloud computing has made these tools very affordable. We ask that you budget $10/month/employee in incremental technology costs. This can often be offset by savings in other technology or infrastructure, but not always.
5) An open mind from everyone on your team about what is possible with a positive mindset, a bit of know-how, and some trust.

Scope of Services

The following table highlights the scope of our services by function and experience. We are constantly striving to provide more broad service offerings that meet our clients needs. If there is a specific service you require but don't see it on the list, please reach out and we can discuss its inclusion.

Function	Common Services	Services that are out of scope
Finance	- Accounts Payable - Accounts Receivable and invoicing (including membership billing) - Coding & allocating to projects, departments, and restrictions - Bank, credit card, and investment reconciliations - Month-end closing - Internal and external financial reporting - Budgeting and planning - Coordinating the external audit - Sales tax management, including PSB rebates - CRA compliance and reporting, including charity information returns and non-profit tax returns	- Audit/assurance services - Tax services for trusts and for-profit entities - Personal financial services and advice for individual Directors, Officers, staff, clients, volunteers, or contractors
Human resources	- Onboarding & offboarding staff - Payroll setup and processing - Benefit administration - Administrative support with recruitment, including posting jobs and scheduling interviews - Tracking performance review processes - Tracking training & development - Compliance and reporting with CRA, Service Canada, Workers Compensation, and other regulatory bodies	- Direct supervision of staff, unless agreed by both parties in writing - Compensation and/or performance reviews - Equity, diversity, inclusion or anti-racist/anti-oppressive frameworks and advice - Legal advice on employment standards or laws
Technology	- Advice on system design and information management best practices - Building custom tools to support routine processes for operational activities - User access management to your cloud-based tools	- Networking and cybersecurity - On-premise server management - Hardware support 24/7 support - We are not a managed IT service provider

		• Data integrity, including continuity and crisis response
General administration	• Support with developing tools, processes, and systems related to scheduling, document retention, internal collaboration, and initiating facilities requests	• Reception • Facilities management • Board of Directors/Board Committee support
Grant management	• Searches of our licensed grant databases to identify fundraising opportunities • Support with preparing grant applications • Tracking grant restrictions in near-real time • Contract management of active grants • Reporting to funders and donors in accordance with grant agreements	• Final review and approval of grant applications (we prepare but final sign-off from your team)
Project management	• We coordinate projects related to the other domains we support • For example, redesigning your accounting system or procurement process may be a project that we manage • Includes needs identification, design, testing, training, and stabilization	• Construction and physical infrastructure projects • Event planning and coordination
Communications & stakeholder relations	• Similar to project management, we support communications with the stakeholders that we work with in other functions of our support • This includes vendors, finance committee/board of directors, funders, staff, and volunteers • We draft communications related to initiatives that we're support the organization with	• Crisis management and/or other public relations issues • Fundraising • Duties that would be typically expected of the Executive Director/Chief Executive Officer or Board Directors

Services that are governed by a professional body are out of scope. This includes services that must be performed by lawyers, architects, engineers, accountants (audit only), and other certified professionals. While we may have the skills and experience to help in some of these areas, we are not authorized or insured to do so. We are happy to help you find the right professionals and will interact with them on behalf of the organization as appropriate.

Additional information about our services can be found on our website here.