



CSM Consulting, LLC

jchain@cellsmatter.com

www.cellsmatter.com

Start-up Package for Non-Profit Blood Centers:

	Start-Up Package #1	Start-Up Package #2
Cost:	\$4500	\$2000
Includes*:	General Deliverables (not program-specific)	General Deliverables (not program-specific)
	Initial Engagement (~3 hours, remote)	Initial Engagement (~3 hours, remote)
	On-Site Visit (~8-10 hours over 1-2 days) All travel costs included in price above	
	Gap Analysis Document (program-specific)	
	Ongoing Engagement (5 hours, remote)	Ongoing Engagement (10 hours, remote)
Invoiced:	For total package amount After access to General Deliverables Due 30 days after invoice date	For total package amount After access to General Deliverables Due 30 days after invoice date

*Descriptions of each item can be found on the next page

Steps:

1. If you think you may be interested in one of the packages:
 - a. Set up a discovery call with me (30-45 min) to discuss your needs and answer questions about the packages.
 - b. This will be high-level, no confidential information discussed → no NDA needed.
2. If you decide to purchase a Start-up Package, I will:
 - a. Execute an NDA and general contract for the desired Start-Up Package with your organization.
 - b. Give you access to the Sharepoint site containing the General Deliverables.
 - c. Invoice for the entire package amount (due 30 days from invoice date).
 - d. Schedule and conduct initial remote engagement calls and answer questions by email.
 - e. If applicable:
 - i. Visit your site
 - ii. Deliver Gap Analysis Document (10 days after On-Site Visit is completed)
 - f. Engage in ongoing remote meetings, respond to emails, review documents and processes until the 5- or 10-hour limit is reached, as applicable to the package purchased.
 - i. No time limit on when hours must be used up.
3. If you would like additional ongoing engagement, inquire about purchasing a retainer package for my services under the contract.
4. If you purchased Start-Up Package #2 and decide to add a Site Visit and Gap Analysis later, inquire about purchasing those under the contract.



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***Deliverables and Services Description:**

1. General Deliverables (not program-specific but helpful):
 - a. List of Leukopak Services Recommendations and Best Practices.
 - b. Recommended timeline of program workflow from receiving order from customer to shipping product to customer.
 - c. Recommended pathway of donor from recruitment through collection.
 - d. Best Practices for donors and donor recruitment.
 - e. List of what needs to be done before the first collection.
 - f. Simple Apheresis Collection Calculator and training to use it.
 - g. Organizational Chart to identify staffing functions needed in a leukopak collection program.
 - h. Suggestions for essential staff early in program and as it grows.
 - i. Minimum qualification recommendations for essential staff.
 - j. List of typical client requirements of collection center programs.
 - k. List of typical client requirements of donors, collections, and processing of leukopacks.
 - l. List of laboratory functions (testing and processing) that would add value to your program and increase sales.
 - m. List of laboratory equipment, SOPs, staffing needs, etc for establishing or expanding leukopak product processing and testing services.
 - n. Other documents as they are produced
2. Initial Engagement:
 - a. Emails and Zoom/Teams meetings with key program stakeholders—orient me to where you are and where you want to go with your program.
 - i. NDA-protected.
 - ii. Discuss vision, goals and timelines.
 - iii. Discuss current capabilities, space, equipment, staff, budget, etc.
 - iv. Ask/answer questions.
 - v. Plan site visit (if applicable).
3. On-Site Visit:
 - a. All travel expenses (transportation, hotel, food) are covered in Start-Up Package #1 fee, no additional charges for travel.
 - b. ~8-10 hours (over 1-2 days) on site at your organization—goal to gather information for gap analysis.
 - i. Tour of space
 - ii. In-person meetings with stakeholders
 1. Understand constraints and obstacles.
 2. Review current capabilities.
 3. Understand quality systems, document management, and BECS (high level)
 4. Understand corporate and community culture.
 - a. Culture will shape the recommendations I have for your program.
 5. Ask and answer questions.



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4. Gap Analysis Document:

- a. Delivered 10 business days after site visit is completed (or sooner).
- b. Will contain suggestions for specific program features and targets for YOUR organization
 - i. based specifically on your organization's goals, culture, capabilities, etc.
- c. Identifying what your organization still needs to do to meet YOUR goals
 - i. Space/staffing/equipment
 - ii. SOPs and forms
 - iii. Workflows
 - iv. Donor recruitment
 - v. Quality and regulatory
 - vi. Other things to put on your radar
- d. Includes a 1-hour Zoom/Teams meeting to review gap analysis together and answer questions.

5. Ongoing Engagement:

- a. Review and provide suggestions to SOPs, forms, workflows upon request.
- b. Provide additional suggestions and analyses as needed.
- c. Option to purchase additional retainer packages if more help is needed.