



CSM Consulting, LLC

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### Start-up Package for Non-Profit Blood Centers:

	Start-Up Package #1	Start-Up Package #2
Cost:	\$4800	\$2500
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:

- If you think you may be interested in one of the packages:
  - Set up a discovery call with me (~1 hour) to discuss your needs and answer questions about the packages.
  - This will be high-level, no confidential information discussed → no NDA needed.
- If you decide to purchase a Start-up Package, I will:
  - Execute an NDA and general contract for the desired Start-Up Package with your organization.
  - Give you access to the Sharepoint site containing the General Deliverables.
  - Invoice for the entire package amount (due 30 days from invoice date).
  - Schedule and conduct initial remote engagement calls and answer questions by email.
  - If applicable:
    - Visit your site
    - Deliver Gap Analysis Document (10 days after On-Site Visit is completed)
  - 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.
    - No time limit on when hours must be used up.
- If you would like additional ongoing engagement, inquire about purchasing a retainer package for my services under the contract.
- 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.



**\*Deliverables and Services Description:**

**1. General Deliverables** (not program-specific but helpful guides):

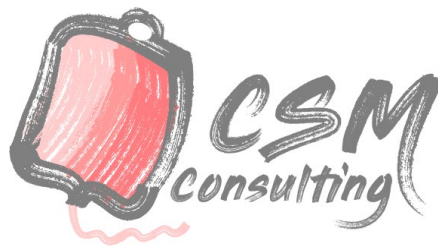
- a. Simple Apheresis Collection Calculator and training to use it.
- b. List of Leukopak Services Recommendations and Best Practices.
- c. Recommended timeline of program workflow from receiving order from customer to shipping product to customer.
- d. Recommended pathway of donor from recruitment through collection.
- e. Best Practices for donors and donor recruitment.
- f. List of what needs to be done before the first collection.
- 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.