

Policy and Procedure for Billing Structure

Implementation Date: August 2025**Modification Date:** August 2025**Background:**

The PRC offers several billing models to suit client's needs and evolving situations. The Effort and Hourly models are appropriate for most projects on a continuing basis. The Expedited Hourly and Emergent Hourly models are appropriate on a time-limited basis.

Policy:**EFFORT:**

- The PRC effort/flat-rate model allows clients to reserve a portion of PRC's time on a consistent weekly basis for a term no less than six months and for total terms that increment by six months (6-month term, 12-month term, 18-month term, etc.). Regardless of other projects/priorities, PRC staff are reserved and dedicated to the principal investigator's project(s) for the contacted effort.
- PRC invoices a 6-month term as 13 pay period increments through the PRC invoicing system.
- Within the term, the investigator may elect to contract for a minimum of 10% effort or greater (5% increments- e.g. 15%, 20%, 25% effort). Effort within the week includes a portion of time that may be used for UMB benefits (e.g. sick/annual leave).
- The PRC effort model does not limit the client to one PRC staff member. One benefit to this model is that there is a dedicated PRC staff member assigned to the investigator/project, but the PRC staff member is able to leverage internal resources if they require subject matter experts throughout the lifecycle of the project. For example, if a dedicated programmer needs the support of a pharmacist during the developmental phase of the project, the pharmacist will support the project as needed, with the combined effort of the programmer and pharmacist meeting the agreed upon proportion of effort.

HOURLY:

- The PRC hourly model uses a resource queuing system. Investigators supply their SOW when they meet with the PRC Director to establish a timeline and resource need for the project. Based on other projects in queue and estimated time needed to complete the investigators' project, a timeline is agreed upon.
- PRC staff 'bill' the project in 15-minute increments based upon the approved annual hourly rate.
- One benefit to this model is that the investigator has more flexibility with PRC hours used on a weekly basis. If PRC uses a generous amount in Week 1, but fewer in Week 2 because the team is reviewing results, the investigator is not charged a flat rate for both weeks. They are only invoiced for the actual hours spent during each given week.

EXPEDITED HOURLY:

- Occasionally, investigators need PRC resources on an expedited basis (i.e., a three-to-seven-day deliverable timeline). The decision for expedited services is typically made either 1) after meeting with the PRC Director for the initial timeline agreement or 2) during the project lifecycle when a change in SOW has led to a change in the agreed upon timeline.
- Regardless of when expedited services are needed, PRC is typically able to accommodate clients by working outside of the typical work week. Hours spent delivering expedited services are invoiced at 1.5 times the current hourly rate.

EMERGENT HOURLY:

- In rare instances, PRC services are needed on an emergent basis. Emergent situations are those that require PRC staff to act immediately, including overnights and on weekends. Example emergent situations may include, but are not limited to, file recovery request with a turnaround time that is less than or equal to two business-days, program cancellation occasioned by resource strain on the server, and directory maintenance request with a turnaround time of that is less or equal to two business-days (e.g. adding/removing a user to/from a project)
- Regardless of the project's billing model (effort, hourly, expedited), emergent needs are invoiced independently at a rate of two times the current rate and incur a minimum two-hour charge.