LUV SOLUTIONS

SERVICE PROPOSAL & AGREEMENT

Ownership & SOCO Mapping Tool

WHAT YOUR ORGANIZATION IS CONSIDERING

A structured alignment system that establishes a Single Overriding Communication Objective (SOCO), maps decision authority, and reduces frontline role blur.

WHAT IS INCLUDED

- Digital SOCO Mapping Tool
- Complete Organizational Implementation System (OIS) Manual & Master Facilitator Guide
- Supervisor Observation Guides & practical support tools
- 90-minute Live Internal Alignment Workshop with Donna off-camera as Silent Pattern Observer
- 45-minute Executive Debrief Call to finalize decision boundaries

DELIVERY STANDARDS & RESPONSIBILITIES

Contracting Agency: Coordinates internal workshop attendance, distributes SOCO mapping tools to leadership, and participates in the executive debrief call.

LUV Solutions: Provides digital SOCO tools, OIS manuals, supervisor guides, off-camera pattern observation during the live workshop, and executive debrief facilitation.

Implementation Standard:

The mapping process is designed to clarify roles, decision boundaries, and a shared communication objective so staff can act with greater consistency.

Intellectual Property & Site Boundaries:

SOCO Mapping Tools, OIS Manuals, and facilitator guides remain the exclusive intellectual property of LUV Solutions and are licensed strictly for internal agency deployment at contracted site locations.

INVESTMENT

SOCO alignment cycle investment is based on active employee count:

SELECT	OPTION / SCOPE	INVESTMENT
○ Tier A	1-25 Staff Members	$2,200 / alignment cycle
○ Tier B	26-75 Staff Members	$3,600 / alignment cycle
○ Tier C	76-200+ Staff Members	$5,200 / alignment cycle

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AGENCY & PROPOSAL INFORMATION

Agency / Organization Name

Proposal Date

Primary Contact Name

Proposed Start Date

Contact Title

PO Number (if required)

Agency Environment / Type

Select Agency Environment

Telephone Number

Billing Address

Billing Email

PURCHASING & PAYMENT

Services are invoiced immediately after agreement execution or upon receipt of an authorized Purchase Order (PO) when required by agency policy. Standard payment terms are Net 30 days from invoice date.

AGREEMENT & ACCEPTANCE

By signing below, the Contracting Agency accepts the selected offering, scope, investment rate, implementation responsibilities, and terms outlined in this agreement.

ACCEPTED BY CONTRACTING AGENCY

Authorized Signer Name

Authorized Signer Title

Signature **Date**

ACCEPTED BY LUV SOLUTIONS

Authorized Name: Donna Ewing Marto

Title: Executive Director & Founder

Signature **Date**

RETURN COMPLETED AGREEMENT

Email: hello@luvsolutions.net | Fax: 619-375-2155 | Questions? Call: 619-333-6533