
GENERAL SERVICE AGREEMENT

This Service Agreement ("Agreement") is entered into as of DATE, by and between:

Client:

Business Address:

and

Consultant: VINCERE CONSULTING

Business Address: VICTORIA, MAHE, SEYCHELLES

Email: info@vincere.com

1. Services Provided

Vincere Consulting agrees to provide professional consulting services ("Services") which may include, but are not limited to:

- Strategic advisory
- Capacity building and training
- Policy and process development
- Digital transformation and accessibility consulting
- Technical documentation and compliance
- Other professional services as mutually agreed

The scope of work will be detailed in a separate Statement of Work (SOW), proposal.

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2. Term of Agreement

This Agreement shall commence on the effective date and will remain in effect until the completion of services, unless terminated earlier by either party with [10] days written notice.

3. Fees and Payment

The Client agrees to pay Vincere Consulting according to the terms and rates specified in the agreed proposal or invoice.

Payment is due within fourteen [14] days of invoice date

Late payments may be subject to a 5% late fee

4. Confidentiality

Both parties agree to maintain the confidentiality of all proprietary and confidential information received during the course of this engagement. This clause shall survive termination of the Agreement.

5. Intellectual Property

Unless otherwise stated, all materials, tools, or content created by Vincere Consulting during the engagement remain the property of Vincere Consulting, unless full payment is made or alternate ownership is agreed in writing.

6. Liability

Vincere Consulting shall not be held liable for any indirect, incidental, or consequential damages arising out of the services provided under this Agreement. The total liability shall not exceed the total amount paid by the Client under this Agreement.

7. Termination

Either party may terminate this Agreement with written notice if the other party breaches any material provision and fails to remedy it within [10] business days after notice.

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8. Governing Law

This Agreement shall be governed by and interpreted under the laws of the Republic of Seychelles.

9. Amendments

No modification of this Agreement shall be valid unless in writing and signed by both parties.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement as of the date first above written.

[Client Name]

Signature:

Name:

Title:

Date:

Vincere Consulting

Signature:

Name: Rosalind Denys

Title: Founder & Principal Consultant

Date:

Annex A: Scope of Work (SOW)

This document forms an integral part of the Service Agreement between Vincere Consulting and[Client Name].....

1. Project Title

Example: Development and Delivery of a 3-Day Training Program on Digital Accessibility

2. Background and Objectives

Provide a brief context and the intended goals of the engagement.

Example: The Client seeks to enhance internal capacity in inclusive digital service design through a tailored training program delivered by Vincere Consulting.

3. Services to Be Provided

A detailed list of services included in this engagement.

Example:

Design and development of custom training content

Pre-training consultation and needs assessment

Delivery of a 3-day instructor-led training session (6 hours per day)

Provision of digital training materials and resources

Post-training feedback analysis and summary report

Annex A: Scope of Work (SOW)

4. Deliverables

A list of expected outputs.

Example:

Training course outline and agenda

Presentation slides and learning materials

Participant worksheets and assessments

Certificate templates (if applicable)

Final report with recommendations (if required)

5. Timeline and Milestones

Key dates and delivery expectations.

Example:

Kick-off meeting: [Insert Date]

Draft training content: [Insert Date]

Final content approval: [Insert Date]

Training delivery: [Insert Dates]

Submission of final report: [Insert Date]

6. Responsibilities

The roles and responsibilities of each party are defined as follows:

Vincere Consulting will:

Design and deliver training as specified

Provide all necessary materials and guidance

Maintain communication throughout the engagement

The Client will:

Provide access to participants and any internal documentation required

Confirm schedule and venue/virtual platform

Review and approve deliverables within agreed timeframes

Annex A: Scope of Work (SOW)

7. Fees and Payment Schedule

Outline the cost and how payments will be made.

Example:

Total fee: SCR [Amount] / EUR/USD [Amount]

50% deposit upon agreement signing

50% upon delivery of final deliverable

All fees exclude applicable taxes unless stated otherwise.

8. Assumptions and Exclusions

Clarify anything not covered.

Example:

This engagement does not include system implementation

Client is responsible for providing internet connectivity and venue access (if applicable)

9. Approval

Client Representative

Signature:

Name:

Title:

Date:

Consultant

Signature:

Name: Rosalind Denys

Title: Founder, Vincere Consulting

Date: