

Develop a Service Delivery Contract

Outline of Contract and Commitment ROI Institute™

This is the basic service delivery agreement from the ROI Institute™.

Assessment/Understanding

This is a basic description of the background and information leading to this event or project.

Deliverables

This describes what will be delivered, including the dates and materials. The following issues are covered:

- Date and Time
- Title
- Target Audience
- Duration
- Focus
- Description
- Objectives
- Materials

Cost

This section details the costs for services provided and the costs shared by each party.

Responsibility

This section outlines the basic responsibilities of each party to make the event successful.

Logistics

This describes any particular issues regarding location, facilities, travel, and other logistical issues.

Contact Person

This is the individual(s) who will be the principal contact.

Cancellation

This will state the policy regarding canceling the event in terms of responsibility and costs, if any.