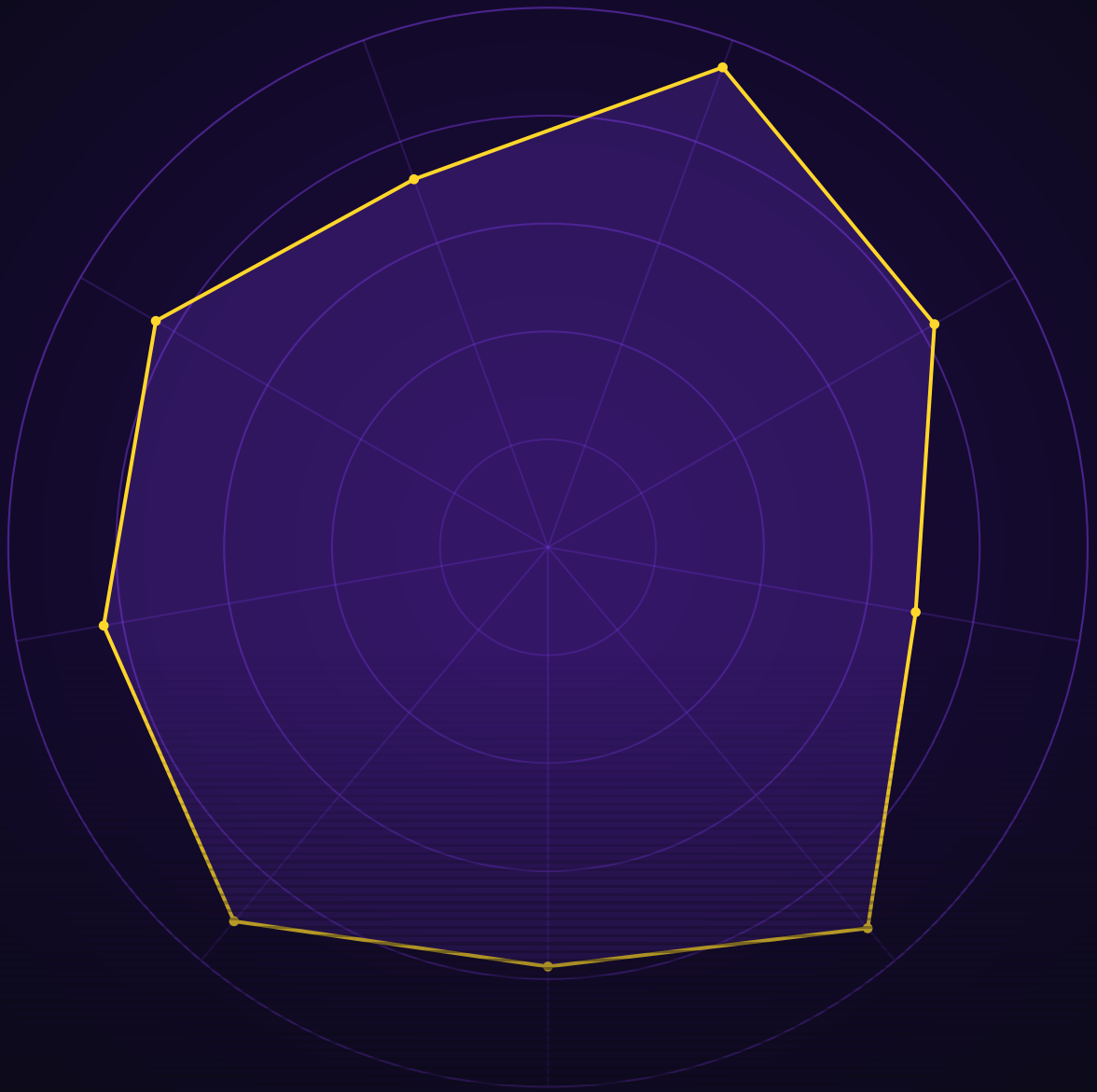




KWISH TECHNOLOGIES LIMITED

Engagement and Contract Guide

A plain language guide to how Kwish scopes, contracts, and delivers every engagement.

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Engagement and Contract Guide

This guide explains, in plain language, how Kwish structures engagements and agreements. It is not a substitute for the signed contract on a given project, but it should answer most questions before you get there. It does not include pricing; costs are agreed separately for each engagement.

CONTRACTING

01 Scoping and Quotation

Every engagement starts with a written scope: the problem being solved, what is included, what is explicitly excluded, the data and access we need from you, and the milestones we will be judged against. A quotation follows the scope, never precedes it. If a request changes materially during discovery, we re-scope before quoting rather than quoting against an assumption.

- A scope document naming inclusions and exclusions
- A milestone schedule with review points
- A quotation tied to that specific scope

CONTRACTING

02 Milestones and Deliverables

Work is broken into milestones with a named deliverable at each one, such as a completed discovery report, a working prototype, or a production release. Payment schedules, where applicable, are tied to milestone completion and sign-off, not to time elapsed.

- Each milestone has a defined, demonstrable deliverable
- Sign-off is explicit, not assumed
- Delays on either side are documented and reflected in the schedule

CONTRACTING

03 Intellectual Property Ownership

Unless the signed agreement states otherwise, code, designs, documentation, and data produced specifically for your engagement belong to you on final payment. Kwish retains ownership of pre-existing tools, frameworks, and general-purpose components we reuse across clients, and we license their use to you as part of the deliverable.

- Client-specific work product transfers to the client
- Reusable internal tooling remains licensed, not sold
- IP terms are stated explicitly in every contract, not left implied

CONTRACTING

04 Data Protection and Confidentiality

We treat client data, including citizen, patient, and customer data, as confidential by default. Access is limited to the people working on your engagement, data localisation requirements are respected where they apply, and we sign confidentiality and data processing terms before receiving sensitive data.

- Access limited to named project staff
- Data handled under applicable local data protection law
- Confidentiality terms survive the end of the engagement

CONTRACTING

05 Support and Maintenance Terms

Every build includes a defined post-launch support window, typically covering bug fixes and stability issues arising from the delivered scope. Ongoing maintenance, new features, and extended support are agreed separately, usually as a retainer, once the initial window closes.

- A named post-launch support period included in every build
- Clear boundary between bug fixes and new feature requests
- Optional ongoing retainer for continued support

CONTRACTING

06 Change Requests

Requirements evolve once people start using a system. Any request outside the agreed scope is logged, assessed for impact on timeline and effort, and confirmed in writing before work starts. Nothing is treated as automatically included just because it seems small.

- A logged change request for anything outside original scope
- A written impact assessment before work begins
- Mutual sign-off before the change proceeds

CHECKLIST

07 Questions Before You Sign

A short checklist worth working through before any agreement is signed:

Question	Where the answer lives
What exactly is included in this scope?	The scope document
Who owns the code and data when we finish?	The intellectual property clause
What happens after go-live if something breaks?	The support and maintenance terms

Question	Where the answer lives
How is a new request during the build handled?	The change request process
Who can see our data during the engagement?	The confidentiality and data protection terms

Documents you should expect

Document	What it covers
Scope document	The problem, inclusions, exclusions, assumptions, and the access we need.
Quotation	Costs tied to that specific scope, issued after scope agreement.
Service agreement	Milestones, payment terms, intellectual property, and liability.
Data processing terms	How your data is handled, stored, and where it stays.
Handover pack	Source code, runbooks, architecture notes, and training material.

If anything is unclear

Ask before signing. A contract you understand fully is worth more than one you signed quickly. Reach us at info@kwishtechnologies.com with any question about scope, ownership, or terms.



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North American partnerships and advisory

Kwish Technologies Limited. Building and integrating AI for African operating conditions.