

let me know the similar legal points and dissimilar legal points separately - give me just summary point by point, The below are the company legal standards:

#### **Invoice Payment and Contract Termination Terms**

##### **1. Invoice Payment Terms:**

- The invoice raised by Quess must be paid within 30 days of the invoice date.

##### **2. Contract Termination Terms:**

- If the client wishes to terminate the contract for any reason, the client must provide a 30-day notice period to Quess.

#### **Common Legal Standards for IT Company PO Documents**

##### **1. Scope of Work: Detailed description of the services or products provided.**

##### **2. Payment Terms: Specifics on payment schedule, methods, and conditions.**

**3. Confidentiality: Obligations regarding the protection of sensitive information.**

##### **4. Intellectual Property Rights: Ownership and usage rights of any IP created.**

**5. Warranty and Maintenance: Terms of any warranties and maintenance services.**

##### **6. Indemnification: Responsibilities for any damages or legal issues arising.**

##### **7. Limitation of Liability: Caps on potential damages and liabilities.**

##### **8. Force Majeure: Conditions under which obligations may be suspended.**

##### **9. Termination for Cause: Grounds for terminating the contract without notice.**

##### **10. Dispute Resolution: Mechanisms for resolving conflicts, such as**

**arbitration.**

- 11. Governing Law:** Jurisdiction and legal system governing the contract.
- 12. Amendments:** Process for making changes to the contract terms.
- 13. Assignment:** Rules about transferring rights or obligations to others.
- 14. Audit Rights:** Client's right to inspect and audit the provider's records.
- 15. Data Protection:** Compliance with data privacy laws and regulations.
- 16. Non-Solicitation:** Restrictions on hiring each other's employees.
- 17. Performance Standards:** Criteria for measuring service performance.
- 18. Penalties for Late Delivery:** Consequences of failing to meet deadlines.
- 19. Acceptance Criteria:** Process for approving delivered work or services.
- 20. Liability Insurance:** Required insurance coverage for liabilities.
- 21. Service Level Agreements (SLAs):** Specific performance benchmarks.
- 22. Change Control:** Procedures for managing changes to the project scope.
- 23. Subcontracting:** Conditions under which subcontracting is permitted.
- 24. Customer Responsibilities:** Client's obligations to support the project.
- 25. Notices:** How formal communications should be sent and received.
- 26. Entire Agreement:** Statement that the contract is the complete agreement.
- 27. Survival of Terms:** Terms that remain effective after termination.
- 28. Severability:** Handling invalid provisions without affecting the rest.

**29. Non-Disclosure Agreement (NDA):** Ensuring confidential handling of information.

- 30. Project Milestones:** Key deliverables and deadlines.
- 31. Resource Allocation:** Specific resources allocated to the project.
- 32. Escalation Procedures:** Steps for addressing unresolved issues.
- 33. Training and Support:** Obligations to provide necessary training.
- 34. Quality Assurance:** Standards and procedures for ensuring quality.

- 35. Background Checks: Requirements for employee background checks.**
- 36. Export Control: Compliance with export laws and regulations.**
- 37. Ethical Conduct: Expectations for ethical behavior and practices.**
- 38. Third-Party Rights: Impact of the contract on third parties.**
- 39. Environmental Compliance: Adherence to environmental laws.**
- 40. Health and Safety: Compliance with health and safety regulations.**
- 41. Performance Bonds: Security provided to guarantee performance.**
- 42. Acceptance Testing: Procedures for testing and acceptance.**
- 43. End-of-Contract Transition: Ensuring smooth transition at contract end.**
- 44. Knowledge Transfer: Transfer of knowledge and documentation.**
- 45. Ownership of Deliverables: Clarification of who owns final products.**
- 46. Proprietary Rights: Protection of proprietary information and technology.**
- 47. Software Licensing: Terms for any software licenses involved.**
- 48. Hosting Services: Conditions for any hosting services provided.**
- 49. Third-Party Software: Handling of third-party software licenses.**
- 50. Security Standards: Requirements for securing data and systems.**
- 51. Business Continuity: Plans for maintaining service during disruptions.**
- 52. Disaster Recovery: Procedures for recovering from disasters.**
- 53. Compliance with Laws: Adherence to relevant laws and regulations.**
- 54. Regulatory Approvals: Required regulatory approvals for services.**
- 55. Audit and Inspection: Rights to audit and inspect facilities and records.**
- 56. Travel Expenses: Handling of travel and related expenses.**
- 57. Time Tracking: Requirements for tracking time spent on the project.**
- 58. Deliverables: Specific outputs expected from the project.**
- 59. Reporting Requirements: Frequency and content of progress reports.**
- 60. Billing Procedures: Detailed billing and invoicing procedures.**

**61. Risk Management: Identifying and managing project risks.**

**62. Retention of Records: Duration for retaining project records.**

**63. Ethics and Compliance: Adherence to ethical guidelines and compliance programs.**

**64. Technical Support: Levels and hours of technical support provided.**

**65. Equipment and Facilities: Provision and maintenance of necessary equipment.**

**66. Escrow Agreements: Use of escrow for critical software or IP.**

**67. Ownership of Materials: Ownership rights of materials used or created.**

**68. User Documentation: Provision of necessary user documentation.**

**69. Penalties for Non-Performance: Penalties for failing to meet standards.**

**70. Resource Availability: Ensuring availability of necessary resources.**

**71. Communication Plan: Plan for regular communication and updates.**

**72. Employee Training: Training requirements for employees involved.**

**73. Regulatory Compliance: Ensuring compliance with specific regulations.**

**74. Industry Standards: Adherence to industry-specific standards.**

**75. Inspection and Testing: Procedures for inspection and testing deliverables.**

**76. Remedies for Breach: Remedies available in case of contract breach.**

**77. Acceptance Procedures: Formal procedures for accepting deliverables.**

**78. Project Governance: Governance structure for managing the project.**

**79. Ethical Guidelines: Guidelines for ethical conduct in project execution.**

**80. Health and Safety Standards: Compliance with health and safety standards.**

**81. Environmental Standards: Adherence to environmental standards.**

**82. Security Clearances: Requirements for security clearances of personnel.**

**83. Termination for Convenience: Terms for termination for convenience.**

**84. Service Credits: Credits provided for failing to meet SLAs.**

- 85. Cost Management: Management of project costs and budget.**
- 86. Training Materials: Provision and ownership of training materials.**
- 87. Conflict of Interest: Avoidance and disclosure of conflicts of interest.**
- 88. Document Control: Procedures for document control and management.**
- 89. Sign-Off Procedures: Formal sign-off procedures for project stages.**
- 90. Escalation Contacts: Key contacts for issue escalation.**
- 91. Background Checks: Requirements for employee background checks.**
- 92. Non-Compete Clause: Restrictions on competing with the client.**
- 93. Penalties for Delay: Penalties for project delays.**
- 94. Resource Management: Management of project resources.**
- 95. Client Responsibilities: Client's responsibilities in project execution.**
- 96. Third-Party Dependencies: Managing third-party dependencies.**
- 97. Licensing Requirements: Compliance with licensing requirements.**
- 98. Audit Trails: Maintaining audit trails for project activities.**
- 99. Customer Feedback: Mechanisms for gathering customer feedback.**
- 100. Continuous Improvement: Commitment to continuous improvement.**

Based on the provided context, I will answer your question.

What are the 100 procedures steps for addressing unresolved issues?

Unfortunately, there is no specific procedure step mentioned in the provided context that directly addresses "addressing unresolved issues." However, some relevant procedures that might be

helpful in resolving issues include:

- \* Acceptance Testing (Procedure 42): Procedures for testing and acceptance.
- \* Inspection and Testing (Procedure 75): Procedures for inspection and testing deliverables.
- \* Remedies for Breach (Procedure 76): Remedies available in case of contract breach.
- \* Escalation Contacts (Procedure 90): Key contacts for issue escalation.

These procedures might be useful in addressing unresolved issues, but it's essential to review the specific context and requirements of your project or situation to determine the most effective approach.

