



## SAM

GCR guarantees that if all of the below actions are followed your SAM registration will be submitted with accuracy for completion. If GCR does not complete or help you achieve an ACTIVE status we will provide you a full refund of your investment.

Service Guarantee Terms and Conditions -

1. The client agrees and understands they are required to reply to all emails sent to them from their registration specialist at GCR within 1 business day.
2. The client agrees to provide any additional information requested by their registration specialist within 1 business day of that request.
3. The client agrees and understands they need to forward all emails they receive regarding their SAM registration within 1 business day to their registration specialist.
4. The client understands that upon forwarding the SAM.GOV emails to their specialist, their registration specialist will take care of all requests or actions within the SAM.GOV email on their behalf.

\* Time frame of final decision, after submission, is based on the agency that is approving your submission, and GCR is not held liable for their processing/approval time frame.

## Certifications

GCR guarantees that if all of the below actions are followed your certification will be submitted with accuracy for completion. If GCR does not complete or help you achieve a certified status we will provide you an extended service guarantee.

1. After ensuring that the client meets all of the general requirements, the client must send the certification department all of the requested items from the provided checklist.
2. The client agrees and understands they are required to reply to all emails and phone calls from the certification department (GCR) to ensure a speedy process.
3. The client agrees to provide any additional information requested by the certification department (GCR) or certification agency (Ex: SBA, VIP, NWOBC etc.).
4. The client agrees and understands they need to forward all emails they receive from the certification agency upon receiving them, to ensure all timelines are met.
5. The client understands that all of the provided information must be true and accurate as the certification agency looks into this for approval and eligibility.

Please see below for detailed circumstances:

1. False information is provided to the certification department or certification agency
2. The client is denied by the certification agency due to providing inaccurate information
3. Lack of timely response to emails, phone calls, or mailings - in regards to the certification process, submission, clarification or requests from certification department or certification agency

\* Time frame of final decision, after submission, is based on the agency that is approving your submission, and GCR is not held liable for their processing/approval time frame.

## GSA

Select GCR guarantees that if all of the below actions are followed your GSA will be submitted with accuracy for completion. When receiving your GSA status you will attain Government contracts or you will be eligible for the following guarantee.

The minimum that the Government agrees to order during the period of this contract is \$2,500. If the Contractor receives total orders for less than \$2,500 during the term of the contract, the Government will pay the difference between the amount ordered and \$2,500 (see I-FSS-106 guarantee Minimum July 2003)

- (a) Payment of any amount due under this clause shall be contingent upon the Contractor's timely submission of GSA Form 72A reports (see GSAR 552.238-74 "Industrial Funding Fee and Sales Reporting") during the period of the contract and receipt of the close-out sales report pursuant to GSAR 552.238-74.
- (b) The guaranteed minimum applies only if the contract expires or contract cancellation is initiated by the Government. The guaranteed minimum does not apply if the contract is terminated for cause or if the contract is canceled at the request of the Contractor.

## I-FSS-639 Contract sales criteria (MAR 2002)

- (a) A contract will not be awarded unless anticipated sales are expected to exceed \$25,000 within the first 24 months following contract award, and are expected to exceed \$25,000 in sales each 12-month period thereafter.
- (b) The Government may cancel the contract in accordance with clause 552.238-73, Cancellation, unless reported sales are at the levels specified in paragraph (a) above.

When getting on the GSA schedule you must use due diligence to market your contract. If you follow all requirements to maintain your GSA contract the Federal Government (GSA) will pay you \$2,500. (see 552.238-78 Scope of Contract (Eligible Ordering Activities)). If this ends up being the case Select GCR will match those funds up to \$2,500. So this is a win/win situation for you - you will either receive opportunities by being on the GSA schedule or you receive a monetary refund

\* Time frame of final decision, after submission, is based on the agency that is approving your submission, and Select GCR is not held liable for their processing/approval time frame.

\* Clients are not eligible to receive the money back or extended service guarantee for circumstances beyond Select GCR's control.

\* Extended Service Guarantee – Select GCR will apply your investment towards other services that we offer our clients. For example, if you invest \$4,000 for a WOSB and you are denied. Select GCR will apply the \$4,000 towards other services that we offer.