

Terms of Service

Effective Date: October 31, 2025

Legal Entity: IRONCREST CAPITAL LTD CO DBA: Federal Bid Partners LLC ("Federal Bid Partners," "we," "us," or "our")

These Terms of Service ("Terms") govern all purchases, subscriptions, and engagements with Federal Bid Partners, including but not limited to bid writing, proposal development, CMMC and NIST compliance services, GSA Schedule submissions, and any related consulting or documentation services (collectively, the "Services"). By completing a purchase, signing an agreement, or otherwise using our Services, you ("Client," "you," or "your") agree to be bound by these Terms in their entirety.

1. Scope of Services

Federal Bid Partners provides professional consulting, documentation, and support services in areas including but not limited to:

- Bid Writing and Proposal Development (Starter, Growth, and Elite Plans with defined monthly deliverables)
- CMMC Level 1 and NIST SP 800-171 Compliance (assessments, gap analyses, policy creation, POA&M documentation, and SPRS assistance)
- GSA Schedule Preparation and Submission (MAS onboarding, modifications, renewals, and compliance document preparation)
- Federal, State, and Commercial Contract Consulting (SAM registration, capability statements, past performance optimization, and targeting strategy)

All services are rendered professionally, based on information provided by the client, and according to the scope published on our website or outlined in written correspondence.

2. Payment and Non-Refundable Policy

All payments made to Federal Bid Partners are final and non-refundable.

By submitting payment, you acknowledge and agree that:

- You are purchasing defined professional consulting or documentation services, not guaranteed results, approvals, or contract awards.
- Work begins immediately upon receipt of payment, including internal labor allocation, administrative setup, and compliance research.
- Refunds will not be issued for changes of mind, project withdrawal, dissatisfaction with subjective outcomes, or delays caused by client inaction.
- Refunds are issued only in the event of a verified material breach by Federal Bid Partners that remains uncured within thirty (30) days of written notice.

If deliverables listed under the purchased plan or service have been initiated, drafted, or completed, the client is considered to have received value for payment rendered.

3. Deliverables and Acceptance

Deliverables may include written proposals, policy documentation, compliance assessments, templates, digital certificates, or other professional materials. Delivery occurs when the completed item or draft is transmitted electronically to the client via email, shared drive, or secure client portal.

The client must review and provide feedback within ten (10) business days of delivery. Failure to respond within this period constitutes acceptance of the deliverable.

All services are provided on a best-effort basis according to the scope and timelines agreed upon. Modifications requested outside of the defined scope may require additional payment.

4. No Guarantee of Outcome

Federal Bid Partners does not guarantee any specific result, award, certification, approval, or government determination arising from its services. Success in government contracting, CMMC certification, or GSA approval depends on numerous external factors—including agency discretion, evaluator interpretation, system responsiveness, and government timelines—over which Federal Bid Partners has no control.

All services are advisory and facilitative in nature. Statements of past performance, success rates, or results are for informational purposes only and do not constitute warranties or assurances.

5. Client Responsibilities

To enable timely and accurate performance, the client shall:

- Provide complete and accurate business, financial, and technical information necessary to perform the services.
- Respond promptly to communications and document requests.
- Maintain access credentials for relevant systems (e.g., SAM.gov, PIEE, SPRS, eOffer, etc.).
- Review and approve drafts or submissions in a timely manner.

Delays caused by client inaction, unavailable information, or missed approvals do not constitute breach by Federal Bid Partners and do not entitle the client to refunds or extensions.

6. Term and Renewal

Unless otherwise stated, all annual service plans (including Bid Writing, CMMC, and GSA support plans) are valid for twelve (12) months from the date of purchase.

Renewals may occur automatically or manually depending on the payment method or agreement. Renewal payments are also non-refundable once processed.

7. Confidentiality

Federal Bid Partners maintains strict confidentiality over all non-public client information provided during engagement.

Information will not be shared with third parties except as necessary to perform the

services or as required by law. Both parties agree to handle proprietary data with reasonable care and in accordance with applicable data protection standards.

8. Chargebacks and Disputes

By purchasing, you agree not to initiate chargebacks or payment disputes for services rendered under these Terms.

If a chargeback is initiated, Federal Bid Partners reserves the right to present proof of acceptance, communications, and deliverables to the payment processor or issuing bank.

Clients found to have filed unjustified chargebacks agree to reimburse Federal Bid Partners for any resulting merchant fees, collection costs, and administrative expenses.

9. Limitation of Liability

To the fullest extent permitted by law, Federal Bid Partners' total cumulative liability for any claim shall not exceed the total amount paid by the client for the services giving rise to the claim.

In no event shall Federal Bid Partners be liable for indirect, consequential, special, or punitive damages, including lost profits, data, or business opportunities—even if advised of their possibility.

10. Force Majeure

Federal Bid Partners shall not be liable for delays, interruptions, or failures in performance caused by events beyond its reasonable control, including acts of God, government shutdowns, cyber incidents, natural disasters, or third-party platform outages.

11. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of the State of Florida, without regard to its conflict-of-law principles.

Any dispute, claim, or controversy arising from or relating to these Terms shall be resolved exclusively through binding arbitration administered by the American Arbitration Association in Tampa, Florida, under its Commercial Arbitration Rules. The prevailing party shall be entitled to recover reasonable attorneys' fees and costs.

12. Modifications

Federal Bid Partners may update or modify these Terms at any time. Updates will be effective immediately upon posting to our website. Continued use of the services or subsequent purchases constitutes acceptance of the revised Terms.

13. Acceptance of Terms

By completing a purchase, payment, or subscription, you acknowledge and agree that:

- You have read, understood, and accepted these Terms of Service.
- All payments are non-refundable and final once services begin.
- You understand that no guarantee of award, certification, or result is provided.
- Your payment forms a binding agreement between you and Federal Bid Partners under these Terms.

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