

## **UH Procurement Technical Assistance Center Client Rights and Responsibilities**

***Please read each statement and acknowledge you have read each and understand your rights as our client.***

1. I have read the UH Procurement Technical Assistance Center Client Engagement Agreement.
2. We do not charge for advisory services or our workshops. However, periodically we invite outside individuals to teach specialty workshops and they may charge for their services. In these limited situations, we may charge you a fee for attending. Attendance to workshops will require on-line registration and registration fees, if any, will be listed on the registration page.
3. We are required to send you a survey every quarter that you are an active PTAC client asking you to rate our service. The results of the survey are shared with our federal funding agency, the Defense Logistics Agency (DLA), as part of our agreement to survey active clients quarterly. The information shared with DLA is for official use only and is not shared with anyone outside the federal government without an official need to know.
4. We will not solicit or accept payment of any kind including goods or services, gifts, loans, rewards, equity in a business, compensation or other monetary remuneration, promise of future employment, or favor or service in return for the advisory services we provide.
5. We cannot invest in the business of any client.
6. We cannot recommend the purchase of goods or services from any sources.
7. We cannot recommend you or your company to other individuals.
8. We do not make loans nor influence funding decisions, although we can refer you to resources that will assist you with determining your financial requirements and preparing and submitting a loan proposal.
9. We keep what you tell us confidential to the extent allowable under Federal and Texas State law. We are required to share client records with our funding agency, for the purpose of determining program compliance. The information shared with DLA is for official use only and is not shared with anyone outside the federal government without an official need to know.
10. We will not use anything you tell us to benefit the PTAC, any of our staff, nor will we use what you tell us to the detriment of any of our clients.
11. We cannot sign nondisclosure agreements.

12. We maintain resumes of our advisors on our website at [www.ptac.uh.edu](http://www.ptac.uh.edu), so that you can review your advisor's professional experience, outside employment, and previous and current business ownership or interests.
13. We provide advisory services to clients in all fields and industries, and your advisor may work with other clients whose businesses are similar to yours and even in direct competition with yours.
14. We may ask you for financial and operating data and other information about your business in electronic form in order to provide more comprehensive assistance. We keep this information confidential and it is used only for its' intended purpose.
15. We will make suggestions and recommendations to you as appropriate, but we will not make business decisions or judgments for you. We will not write government offers (quotes, bids, or proposals) for you. Our program is to provide education and guidance, but not to do the work for you.
16. We might provide advice that seems unfavorable to your business, but our intent is to encourage you to fully explore all the possibilities and understand the risks involved. As always, you have the final decision.
17. We may ask for your written permission to use your name and / or photograph as well as information about your business, for promotional or publicity purposes.
18. We make every effort to provide prompt, courteous, and professional services within the timeframe requested; however, we do not make any warranties or guarantees regarding these services as provided.
19. We provide advisory services to clients in all fields and industries, and your advisor may work with other clients whose businesses are similar to yours and even in direct competition with yours. Your advisor may also have outside employment or interests in a business similar to yours or in competition with yours.
20. I agree that I will report to the PTAC if my business receives a government prime or sub-contract award, and provide in writing the information as outlined in the PTAC Client Engagement Agreement.
21. While employed by the University of Houston as a PTAC Advisor and for six months subsequent to the termination of employment, your advisor should not accept private business advising engagements from any persons seeking advising services from the UH PTAC or UH SBDC Network.
22. We will maintain the highest standards of professional conduct and make every effort to provide prompt, courteous and quality services within the time frame requested; however, we do not make any warranties or guarantees regarding these services.