



Cordell Smith

Navigating Successful Acquisition
in the Era of COVID-19



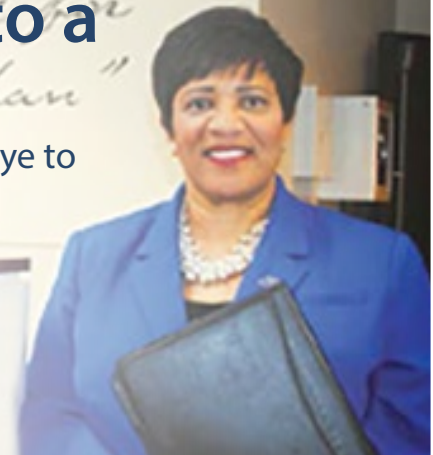
ACQUISITION: HOW FAR CAN YOUR
VETERAN-OWNED BUSINESS GO?

Entrepreneur Highlight

How Luminary Global is
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Farewell to a True Gem

OSDBU Says Goodbye to
Ms. Ruby Harvey



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Connect & Engage With @VAVetBiz



Letter From the Executive Director

Sharon G. Ridley



Small businesses gain access to economic opportunities at VA

The Office of Small and Disadvantaged Business Utilization (OSDBU) performed strongly on highly relevant Fiscal Year (FY) 2020 goals aimed at maximum utilization for small businesses. Veterans, Veteran-Owned Small Businesses (VOSBs) and other partners remained the focal point in a year that was filled with tremendous change and uncertainty due to the COVID-19 pandemic. OSDBU rose to the challenge, further accelerated improvements, and continued to prioritize small business needs. Notable achievements include:

1. VA earned an "A" rating on the FY 2019 Small Business Administration procurement scorecard. The scorecard measures how well federal agencies reach small business and socio-economic prime and subcontracting goals.
2. VA's first analysis of its FY 2020 goaling performance through September 30 is that we are exceeding targets. The small business goal was 28.2% and 29.3% in actual spending has already been reached. Another success is awarding 22.5% of contracting dollars to Service-Disabled Veteran-Owned Small Businesses (SDVOSB) up from the 15.0% goal. VA surpassed its VOSB goal of 17.0% with 22.7%.
3. Small Disadvantaged Businesses represent 22.5% (\$661 million) of COVID-19 contracting dollars. SDVOSBs were awarded 44.5% (\$1.31 billion) and 45.2% (\$1.33 billion) was awarded to VOSBs. Total COVID-19 spend through September 30 was \$2.94 billion.
4. The Women Veteran-Owned Small Business Initiative (WVOSBI) is a pioneering program that provides access to cross-agency small business support services, education and capital resources aimed at increasing participation in

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Executive Director Continued...

Federal and commercial procurements. Thirty female entrepreneurs graduated from this program in December 2019 and 100 are expected to graduate in October 2021.

5. VOSBs and SDVOSBs were awarded 34,473 contracts in FY 2020. OSDDBU reviewed 1,187 procurement packages (Forms 2268) and worked with contract and program office staff to provide guidance on including small businesses in future VA procurements.
6. Firms that are verified with VA's Veterans First Contracting Program can do business with VA, including bidding on set-asides and sole source contracts. More than 14,800 CVE applications have been quickly processed. The average processing time is 34 days. Additionally, the newly-implemented CVE simplified reverification process averages five days.
7. OSDDBU passed the International Standards for Organization (ISO) 9001:2015 certification, a voluntary initiative that shows commitment to

consistent results and the pursuit of continuous improvement.

8. We have been very active in connecting Procurement Decision Makers with small businesses, swiftly pivoting to virtual-based networking and completing 49 events, with most evaluations rated as very good or excellent.
9. OSDDBU offers training and informational resources on doing business with the VA and this material has been accessed on the website almost 1.7 million times, with 47% of the views from return visitors. Electronic bulletins were received by approximately 785,000 customers, and Twitter impressions numbered close to 200,000.

Creative thinking, innovative solutions and a steadfast dedication over the past 12 months have enabled OSDDBU to achieve results despite obstacles. We look forward to FY 2021 and are eager and poised to take the lessons learned from FY 2020 and keep moving in directions that support and elevate Veterans, small businesses and other stakeholders.



VETERANS HELPING VETERANS

At VA OSDDBU, we believe that Veterans are the cornerstones and the backbones of our communities. We also know that Veterans have a special bond. Regardless of how long someone served, Veterans become life-long members of a community that strive to support one another, regardless of circumstance. Comradery between Veterans aids in making connections, working together and striving for excellence.

OSDBU is proud to announce our "Veterans Helping Veterans" initiative, which will highlight Veteran-Owned businesses that are doing their part to give back to the Veteran community.

Veterans want to help other Veterans. This can be through services that your business offers, hiring practices or giving back to the community ranging from working with Department of Veterans Affairs, other Federal agencies, commercial industry, as well as proceeds benefiting Veteran-serving non-profit organizations.

If your business is helping other Veterans, or if you know a Veteran-Owned business that you would like to nominate for a spotlight in our "Veterans Helping Veterans" initiative for future publications or communications, submit their information here: osdbustratcomm@va.gov

image credit: pixabay.com

Navigating Successful Acquisition in the Era of COVID-19

Letter From the OSDBU Deputy Director for Acquisition Policy

As Deputy Director for Acquisition Policy, I provide policy and data analysis to support the Executive Director in her engagement with VA senior leadership, other VA stakeholders, the Small Business Administration (SBA) and our ultimate customers, the Veteran-Owned Small Businesses (VOSB).

This means monitoring VA's performance on its Service-Disabled Veteran-Owned Small Business (SDVOSB), VOSB and other small business goals, using the [Federal Procurement Data System \(FPDS\)](#). It also entails understanding the Federal Acquisition Regulation, the Veterans Affairs Acquisition Regulation and other policy materials and seeing how those policies can be improved to strengthen accountability.

VA has goals to ensure that VOSBs are adequately considered for potential contracting opportunities. Those processes are essential.

Having a strong vendor base helps VA carry out its other responsibilities to provide health care, benefits and memorial services for Veterans. It is critical to our mission success for VA to have a wide range of accessible goods and services to ensure continuity of operations, consistency in supply, cost-effectiveness and other

critical needs to support our Veteran customers.

Recommended Resources and Tips:

Develop a relationship with a local [Procurement Technical Assistance Center](#). They can provide training to better understand contracting requirements to help a VOSB submit a more competitive offer.

- FPDS is an often-overlooked resource. Using it requires signing up for an account, and any member of the public may do so. Time is money, especially for a small business. Use FPDS to help focus your marketing efforts by researching who buys the goods and services you sell. (Note the FPDS Reports Module is transitioning to [beta.SAM.gov](#).)
- When pursuing potential procurement opportunities, understand what it means to submit a responsive offer.
- Make sure your offer responds to all the requirements of the solicitation. If the solicitation asks for a specific requirement, and your proposal does not address it, the contracting officer may make an adverse inference from that omission.



- Proofread before submitting your proposal. Reread the requirement carefully and ensure you have addressed everything.
- Be willing to accept feedback. It is unusual for any small business to win a contract on its very first attempt. This is an iterative process. Take advantage of the debrief. The contracting officer can tell the offeror how its offer was evaluated and why, and this useful insight can be used to refine and clarify future proposals. (Note: the contracting officer cannot provide information about competitors' bids or make comparisons between offerors.)
- Give VA feedback. One of the best opportunities to influence an acquisition is to comment on draft Statements of Work or similar documents when posted.
- Be flexible and adaptive. Organisms survive when they adapt to a changing environment, and the ones that cannot adapt will face hard times. This is as true for an organization as it is for an organism.

The COVID-19 emergency requires us to re-think much of how we do business, and there is still a lot of uncertainty. If a VOSB follows this advice, stays engaged, informed and competitive, they improve their chances of submitting a competitive offer.

Simple human relationship traits are evident in doing business with non-governmental customers and

anyone else: developing trust, listening, understanding expectations, resolving problems and providing value.

One of VA OSDBU's greatest strengths is our collaboration with VA's program and acquisition professionals. VA performs millions of contract actions every year. We are here to help. Our goal is to have a clear policy that people can understand and execute reliably, and when they need additional help, we will assist. If an acquisition is on a tight timeframe, OSDBU can help conduct market research with things like Direct Access Program (DAP) events to ensure small businesses do not get lost in the process.

Send VA feedback to VAMarketResearch@va.gov. Let us know about these specific situations:

- If VA has provided unclear instructions or included provisions that are inconsistent with customary practices in the marketplace.
- If an unduly restrictive requirement is included in a solicitation, let OSDBU know. We will reach out to the contracting officer for clarification.

Our Nation's Veterans fought to defend our country and our way of life, and at VA OSDBU, we support their efforts to transition back to civilian life. We encourage Veterans to pursue entrepreneurship – a chance to participate in our economic system they fought to defend.





Fighting Pretty

Making the Breast Cancer Fight Look Good...

At VA OSDBU, we interact with businesses in all industries whose products or services support the needs of VA. In honor of Breast Cancer Awareness Month, we want to spotlight a Woman-Owned Small Business (WOSB) that supports breast cancer fighters and survivors.

Le'Host Hair & Wigs, owned by Henry and Haith Johnson, operates out of Ferndale, MI. What started as selling bundles of hair online in their basement in 2002 has now blossomed into a community of #BeautyCuties throughout a #WigNation. The Johnsons are committed to excellence, traveling to China and India to ensure the quality of the hair used in their products and including a QR Code on each product that the customer can scan to learn more about the proper care and maintenance of their product.

“If you are in the fight of your life — fight pretty with a wig.”

**- Haith L. Johnson
Le'Host Hair & Wigs**

After a close friend was diagnosed with breast cancer, Haith realized there was an

underserved market for women struggling with severe illnesses who faced a plummet in confidence when they lost their hair. Among women, hair loss before their chemotherapy began was patients' primary fear, according to a 2001 study published in the Journal of Pain and Symptom Management. Haith proclaimed, “When you look better, you feel better. Which is why I developed the motto: fight pretty with a wig.” Sadly, her friend lost her battle to breast cancer, but her journey inspired Haith to continue to help women going through cancer treatment.

“We reached out to the American Cancer Society, and they designated our business as a wig bank. We were to distribute these wigs free of charge, but we also took care of these women – they got a free wig and free services.” Le'Host Hair & Wigs also partnered with Veterans Administration Medical Centers (VAMC) to provide wigs to those in need, free of charge. Even with many American Cancer Society wig banks closing down due to the COVID-19 pandemic, Le'Host Hair & Wigs has remained committed to their promises and has self-proclaimed themselves as a wig bank to continue providing free, custom cranial prosthesis wigs.



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Saying Goodbye to a True Gem...

OSDBU Says Goodbye to Ms. Ruby Harvey

Thank You and Congratulations to Ruby B. Harvey, Executive Director, Office of Small and Disadvantaged Business Utilization (OSDBU) on her retirement.

Ruby B. Harvey was responsible for programs that promote small business participation in VA procurements, with special emphasis on Service-Disabled Veteran-Owned Small Businesses (SDVOSBs) and Veteran-Owned Small Businesses (VOSBs).

Ms. Harvey is a member of the United States Senior Executive Service and has more than 25 years of acquisition, program management, finance, training, information technology and human resources experience in the public and private sectors.

John Perkins, Director of the Center for Verification and Evaluation (CVE), praised Mrs. Harvey's leadership, saying in a statement: "On behalf of CVE, I would like to thank you for your guidance and kindness over the last 18 months. CVE changed for the better through encouragement and trust to become a more efficient and Veteran-focused program. You and OSDBU gave us the time necessary to affect the changes. We cannot thank you enough. Sorry to see you go. You will be missed."

From a compilation video, Karen Brazell, Principal Executive Director Office of Acquisitions, Logistics and Construction (OALC) & VA Chief Acquisition Officer stated: "Not only have you changed the way we do business, the curriculum of educating our VA employees at the VA Acquisition Academy and you also ensured that our Veterans had a program: The Warrior to Workforce Program. You really have established a legacy, Ruby, I know that you will continue to be a role model for women leaders. I thank you for all the you have done, not just for me but for the entire VA family."

Ms. Harvey served as Chancellor of the VA Acquisition Academy (VAAA), where she directed and oversaw the training of VA's acquisition workforce. Prior to her position with the VA Acquisition Academy, Ms. Harvey served as the Associate Deputy Assistant Secretary (ADAS), Acquisition Program Support in VA's Office of



Acquisition and Logistics (OAL), and before that she served as Director for Enterprise Acquisition Systems (EAS) Service.

Prior to joining VA, Ms. Harvey served in a senior leadership position with the United States Department of Agriculture as Chief, Procurement Systems Division in Washington, D.C. During her time in the private sector, Ms. Harvey served as Verizon Wireless' Associate Director, Mid-Atlantic for Revenue and Systems Assurance.

VA OSDBU's Director of Strategic Outreach and Communications, Chanel Bankston-Carter wished Ms. Harvey well for her future endeavors: "If only I could find the words to tell you how much you will be missed. In my opinion, you aren't retiring, just repositioning every day as a new beginning—while taking a deep breath, smiling and starting a new journey."

On behalf of VA, all those who have worked with her and for her, wish her a Happy Retirement--and thank her for 21 years of Federal Service.



In celebration of **National Black Business Month (NBBM)**, we reached out to some Black Veteran-owned businesses to gain their insight and experiences on NBBM and what it means to them. We approached eTRANSERVICES, founded in 2011 by 23-year US Marine Corps “Mustang” and retired veteran, Chris Beckford. eTRANSERVICES, which “provides enterprise TRANSformational SERVICES to our U.S. federal government and for state and local agency clients,” is a Small Business Administration (SBA) certified 8(a), Department of Veterans Affairs (VA) Center for Verification and Evaluation (CVE) verified Service Disabled Veteran Owned Small Business (SDVOSB), SBA Historically Underutilized Business Zone (HUBZone) certified and Commonwealth of Virginia Small Disadvantaged Business (SDB) certified.



The VA OSDDBU team had a chance to speak with Mr. Beckford about his experience in starting, owning, and maintaining his business and how he was able to overcome obstacles, leverage his available resources, and create a lasting legacy.

What inspired you to start your own business?

“What inspired me to start my own business was the way that I thought employees were treated with a large company. That was my motivation—the way that I was treated. I was not too fond of it, so I decided to start my own company, build my own ecosystem, my own culture. One that was more closely aligned with what I liked, working with people who share a common goal or objective. I think corporate culture, the right corporate culture, can support or sustain that while making money.”

What do you think are some of the biggest barriers that minority-owned businesses face, and what advice would you give them?

“Just like anything else in life, have a thick skin. Don’t take anything personally – it’s business. I don’t consider myself a “Black businessman”, I consider myself a businessman; I just happen to be Black. To answer your question, figure out where you stand, figure out how you engage every agency and every individual. People within federal agencies are a microcosm of the overall society. You’re going to get your good, your bad, and your crazy. There will be people who close the door on you; I’ve experienced that too. Some people help keep the doors open, and others see you and close the door.”

Can you elaborate on a time when you’ve had doors closed on you?

“When I applied for my 8(a), the example that I used was when I first started the company, we went to a major national bank for a loan, and the bank manager had filled out all the paperwork, had everything in place and

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ENGAGE. SUPPORT. GROW.

Spotlighting Military Veterans & Families Contributions to the growth of the United States of America

As part of the Veterans Helping Veterans (VHV) initiative, the Department of Veterans Affairs (VA) Office of Small and Disadvantaged Business Utilization (OSDBU) salutes Veterans Grow America. Veterans Grow America spotlights the contributions of Veteran entrepreneurs, military spouses, and community leaders, encouraging local engagement and providing a supportive Veteran entrepreneur ecosystem that fosters sustainable business growth.

Veterans Grow America was founded by Army Veterans Kendrick Mobley and Donnell Johns. Kendrick initially launched Veterans Grow Texas in 2018 and watched his organization grow to over 200 Veteran businesses during the first six months. The two founders later met up at the Kauffman Foundation “1 Million

Cups” event in Kansas City, MO, where Kendrick shared his growing effort with Donnell. They joined forces and collaborated to expand into the Veterans Grow America Network, comprised of over 4,000 Veteran-owned businesses throughout the United States.

There are currently four Veterans Grow America chapters in California, Georgia, Texas, and Virginia, which are open to all Veterans – including military spouses, National Guard, and Reservists. Veterans Grow America serves Veteran entrepreneurs in nearly every industry, from restaurants to logistics and technology companies. Kendrick enthusiastically shares, “We have a great group of Veteran business owners and community champions that care about the success of each other’s businesses

and the growth of their local communities.” In the next five years, Veterans Grow America plans to establish five more chapters and hope to have a chapter in every state by 2035. Both Kendrick and Donnell remain highly engaged by hosting informative podcasts, pop-up events, and collaborative workshops on essential business growth strategies.

As Veterans themselves, Kendrick and Donnell understand the struggles that a Veteran-owned business may face. Advocating for Veteran entrepreneurs has become their passion, and both gentlemen truly encompass the Veterans Helping Veterans initiative. VA OSDBU hopes their story encourages other business owners to seek out resources and give back to their fellow Veteran community.



“The best advice I can give a Veteran entrepreneur is to continue to move forward. Fail early and fail often. Usually, failure comes with lessons, and there are blessings in lessons. Often entrepreneurs act on fear—but that fear will help their business to grow.”

- Donnell Johns Sr.



“Being able to find the right tools and resources is often the most important thing to a small business owner. Information is the most important thing, and the resources are not all in the same place. You need to research -- it is a barrier that slows your progress. But with teamwork, the community will help you grow your business.”

- Kendrick Mobley



VA OSDBU welcomes Ms. Kimberly P. McLeod, our new Deputy Executive Director

Ms. McLeod joins the Office of Small and Disadvantaged Business Utilization from the Board of Veterans Appeals, where she has served the last two years as Deputy Vice Chairman. In that position, Ms. McLeod was an active member of the Board's top management team supervising a team of 25 Veterans Law Judges, five Supervisory Senior Counsel and 49 administrative personnel, and was engaged in all aspects of executive leadership.

Prior to serving as a Deputy Vice Chairman for the Board, Ms. McLeod served as Executive Director of VA's Office of Labor Management Relations where she led the Department's labor relations program and established national labor relations policy and guidance. In that role, she served as the senior labor advisor for the

Office of the Secretary and the Assistant Secretary of Human Resources and Administration. Ms. McLeod supervised a team that negotiated all national mid-term as well as master collective bargaining agreements on behalf of the Department. Ms. McLeod also served as the Co-Chair of the Department's Labor-Management Group, which was the Department's monthly communication vehicle between VA and all five of the national union presidents, who jointly represented approximately 290,000 VA employees.

Prior to her role as Executive Director of the Department's Office of Labor Management Relations, Ms. McLeod served as Associate Chief Counsel in VA's Office of General Counsel, a Senior Leader position where she was the VA's national expert on labor and



employment matters, including senior executive personnel, whistleblower retaliation, the Vacancies Act and labor-related legislation.

Ms. McLeod began her legal career drafting decisions as an Attorney with the National Labor Relations Board. She also spent a couple of years as an Associate at a law firm as well as a couple of years with a national non-profit organization.

Ms. McLeod holds a Bachelor of Arts degree from Howard University and a Juris Doctor from University of Maryland Francis King Carey School of Law.

We are excited to have her join our OSDBU team!

SDVOSB Highlight: Luminary Global

National Preparedness Month (NPM) occurs every September to encourage businesses and communities to have an emergency plan in place. As the Nation continues to respond to the current pandemic, there is no time like the present to ensure you and your business have a plan.

Many Service-Disabled Veteran-Owned Small Businesses (SDVOSB) and Veteran-Owned Small Businesses (VOSB) provide valuable equipment to prepare individuals for disasters and emergencies. The Department of Veterans Affairs (VA) Office of Small and Disadvantaged Business Utilization (OSDBU) sought out VA-verified businesses that provide such support. Take, for instance, Valerie Ellis Lavin, a 21-year Army Veteran, and CEO of Luminary Global, an SDVOSB that she operates with her husband out of St. Petersburg, FL.

“Luminary’s mission is simple, to provide Emergency Medical Service (EMS), Fire, Law Enforcement, Military personnel, and Citizens with the equipment and supplies they need to save lives at home and abroad.” Lavin’s company prides itself on providing high quality, dependable EMS, tactical and emergency preparedness products.

When asked about NPM, Lavin spoke about the need for small businesses to find out the threats,

hazards, and natural disasters in their operating region and be ready for them. Whether “fire, tornado, or hurricane, make sure that they are prepared for those – not only with supplies but with an exit and communication plan.” She reinforced the idea of having prepared kits and how to find checklists from local, state, or



government authorities.

Beyond natural disasters, Lavin mentioned other threats that may arise and how her company could support her surrounding community. For instance, Luminary Global worked with their local Department of Motor Vehicles to prepare them for any emergency. “We worked with them to create a customized, ‘stop the bleed’ kit for their Active Shooter response plan.” Luminary Global produced a life-saving kit with all the supplies an individual in this situation may need and step-by-step illustrated instructions.

When it comes to the unexpected, preparation makes sense. The likelihood of surviving and overcoming a disaster depends just as heavily on your plan as it does your resources. The Federal Emergency Management Agency (FEMA) recommends that individuals do three key things

- Create an emergency supply kit,
- Make an emergency plan, and
- Be informed about the different types of emergencies that could occur and the appropriate responses to them.

VA OSDBU wants to help your business #BeReady. When creating your emergency kit, consider sourcing items from a VOSB, and support them with your business. They can be invaluable resources for you!



Valerie Ellis Lavin, CEO

FY 2020 Year In Review



2020 has been a rough year for many of us, and COVID-19 impacted many businesses. However, OSDBU was persistent in meeting the needs of Veteran small businesses.

Entrepreneur Spotlight

Moises Montanez



In honor of National Hispanic Heritage Month, VA's Office of Small and Disadvantaged Business Utilization (OSDBU) would like to highlight a successful Latinx and VA-verified business. ALTA Quality Builders, a Service-Disabled Veteran-Owned Small Business (SDVOSB), is owned by Moises Montanez, an Army Veteran.

"ALTA stands for *Americanos Latinos, Trascendiendo Alturas*, which in English translates to *Hispanic Americans transcending new heights*." There is power in a name; Montanez prides himself on conducting his business in a way that elevates not only his business but his Puerto Rican heritage.

Montanez acknowledges that starting a business is no easy feat. "Anybody can do business out of the back of the truck, but I wanted to do business the right way." He spent countless hours studying restrictions, building codes, procedures, and obtaining

the necessary certifications and education. He encourages other prospective business owners to learn about how businesses operate and research and select a firm that you would like to model your company after. "The first thing that I did was I envisioned my business 10 years down the road and how that business would look. Then I researched other businesses that were in a position where I wanted to be, and I noticed their infrastructure; this helped me lay out my own organizational chart."

If you want to start a business but don't know where to start, there are countless resources available. "There are a lot of free resources out there that help small businesses, but there are also piranhas out there that try to charge you for things that are free," he warns.

Montanez recommended the U.S. Small Business Administration (SBA) and Procurement Technical Assistance Centers (PTAC) as

excellent resources, as well as VA's OSDBU. "They can steer you to the resources that you need, especially as a Veteran business owner."

When asked about ALTA's legacy as a Hispanic Veteran-Owned business, Montanez states, "We always look forward. We have three core values in our business: integrity, commitment to my customers, and the quality of the work. When I think about my legacy, I would hope that my company would continue in these values." He also encourages Hispanic Veteran entrepreneurs to "be proud of your heritage. Represent yourself well... it's a flourishing and hard-working community."

Are you a Veteran interested in starting your own business?

If you're interested in becoming a verified Veteran-Owned Small Business, VA OSDBU can help. There are a number of resources VA provides for Veteran entrepreneurs, including webinars, learning sessions and publications.

Fighting Pretty Continued...

Le'Host Hair & Wigs understands that choosing a wig is a very personal process for many. Their "Wigs for Vets" program allows them to provide exceptional products and services to female and male Veterans experiencing hair loss. They specialize in custom-fitted hair prosthesis units for medical hair loss conditions such as cancer, alopecia, burns, diabetes, lupus, thyroid conditions, and PTSD-related stress. When asked about her experience working with VA, Haith stated, "It has been an amazing experience. We understand their needs, the dimensions, so it fits perfectly and naturally... which gives them confidence."

Le'Host Hair & Wigs was recently recognized as the 2020 Great Lakes Women's Business Council (GLWBC), Women's Business Enterprise of the Year. GLWBC represents more than 1,400 women's business enterprises in Michigan.

The Johnsons provide ongoing support and contact with their clients. Through this, they hope to restore a sense of normalcy to those undergoing medical treatments such as scalp injections, radiation, and chemotherapy. "If you are in the fight of your life—fight pretty with a wig."

If you would like to learn more about Le'Host Hair & Wigs or show your support, please visit their website at www.lehosthair.com.

*Le'Host Hair & Wigs
Ferndale, MI*

*(e-mail) info@lehosthair.com
(phone) 248-546-4247*

eTRANSERVICES Continued...



said he would call me back to follow up. On my way out, one of the ladies working there told me, "He's not going to call you back. You can call him back, but you're not going to get the loan. He doesn't give people like you loans." So I waited and called him back, and my loan had been denied, even though there were programs in place that guaranteed that the bank would get their money. So I went back the next day, withdrew all my money from this bank, and went to a more localized bank. I made a deposit, started the process for a loan, and was approved right then and there. When I say have a thick skin, have a thick skin, because this is a reality. You're not going to change people for who they are, so work by them, work past them, and they will show their ignorance. Look at the world with optimism, but also look at

it with caution."

How often do you think about your legacy? What would you like your legacy to be?

"As a business owner, thinking about my legacy, I would want my legacy to be that we provided improvements to the federal government, we provide value, we're honest in how we do business, and most importantly, we try to give back to the community. You think of eTRANSERVICES, and we might not be the biggest, might not be the brightest, but we look at the value we're providing, and want our employees to give back to society the same way. Our motto is "Quality is our moral imperative," but me personally, my motto is "Not all profit is cash because people work for something they believe in."

Upcoming Events

Whether online or in your community, our events can help you build and grow your small business. Gain quick access to the **VA OSDBU Events Calendar** at <https://www.va.gov/osdbu/calendar.asp>.

Outreach & Procurement

Preparing for Reverification
Nov 3, 2020 2:00 p.m. - 3:00 p.m. (EST)
[Event Link](#)

Accenture Federal Services Virtual Scheduled 1-on-1s Event
Nov 4, 2020 9:00 a.m. - 3:00 p.m. (EST)
[Event Link](#)

Please visit our [events calendar](#) for more information.

OSDBU Webinars and Town Halls

Responding to a Sources Sought
Nov 4, 2020 2:00 p.m. – 3:00 p.m. EST
Virtual (GoTo Meeting)
<https://attendee.gotowebinar.com/register/7423770979126622221>

Pre-Application Webinar and Town Hall
Nov 20, 2020 2:00 p.m. - 3:00 p.m. (EST)
Virtual (GoTo Meeting)
<https://register.gotowebinar.com/rt/6538199025858840588>

For more information about OSDBU Webinars and Town Halls, visit:
<https://www.va.gov/osdbu/outreach/soc/training.asp>

Useful Links

Learn more about VA OSDBU

<http://www.va.gov/osdbu>

Education and Training Reference Guides

<http://www.va.gov/osdbu/library/dbwva.asp>

Direct Access Program Schedule of Events:

<https://vetbiz.va.gov/events>

VA Vendor Information Pages (VIP)

<https://www.vip.vetbiz.gov/>

How to Get Verified

<http://www.va.gov/osdbu/verification/index.asp>

Doing Business with VA Reference Guide

https://www.va.gov/osdbu/docs/doingBusinessWithVA_ReferenceGuideFULL.pdf

Procurement Readiness Reference Guide

http://www.va.gov/osdbu/docs/procurementReadiness_FULL.pdf

beta.SAM.gov

<https://beta.SAM.gov>

VA Forecast of Contracting Opportunities

<https://www.vendorportal.ecms.va.gov/eVP/fco/FCO.aspx>