



CENTER FOR VETERANS ENTERPRISE

STANDARD OPERATING PROCEDURE

(SOP)

PLANNING OF PRODUCT REALIZATION

GENERAL GUIDELINES

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Table of Contents

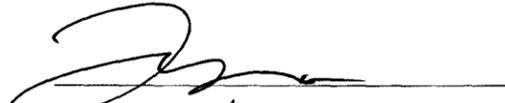
- 1 Approval.....3**
- 2 Revision History4**
- 3 Standard Operating Procedures (SOP) Usage.....5**
 - 3.1 Definitions and Acronyms..... 5
 - 3.2 SOP’s Governance over the Quality Management System (QMS) 6
 - 3.3 References 6
- 4 Introduction7**
 - 4.1 Purpose 7
 - 4.2 Scope 7
- 5 Process Flowchart8**
- 6 Procedures.....8**
 - 6.1 Initiating an Application 8
 - 6.2 Processing Applications for VetBiz VIP Verification Program 8
 - 6.3 Reconsidering an Initial Decision to Deny an Application 10
 - 6.4 Cancelling a Participant..... 11

Planning of Product Realization General Guidelines SOP

1 Approval

This Standard Operating Procedure (SOP) titled “Planning of Product Realization General Guidelines” is effective 04/24/14.

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QA (signature)

Tynore A. Brown
Print Name

4/8/14
Date



CVE Executive (signature)

Jeff Gault
Print Name

4/9/14
Date

Planning of Product Realization General Guidelines SOP

2 Revision History

Rev Level	Date of Issue	Author(s)	Brief Description of Change
A	04/24/14	Quality Assurance	Initial Creation

Planning of Product Realization General Guidelines SOP

3 Standard Operating Procedures (SOP) Usage

3.1 Definitions and Acronyms

Acronym/Abbreviation	Definition
38 CFR 74	Title 38 of the Code of Federal Regulations Part 74
Cancellation	The act of CVE removing the verified status of a company from the VIP database in accordance with 38 CFR § 74.22.
CFR	Code of Federal Regulations
CVE	Center for Veterans Enterprises
DCN	Document Control Number
Involuntary Withdrawal	The act of CVE to extract an applicant from the verification application process.
QMS	Quality Management System
Removal	The act of CVE immediately removing the verified status of a company from the VIP database.
SBA	Small Business Administration
SOP	Standard Operating Procedure
VETBIZ	Veterans Online Business Registry
VIP	Vendor Information Pages
Voluntary withdrawal	The self-initiated act of an applicant to extract themselves from the verification application process.
VOSB	Veteran-Owned Small Business

Planning of Product Realization General Guidelines SOP

3.2 SOP's Governance over the Quality Management System (QMS)

Standard Operating Procedures (SOPs) within the Center for Veterans Enterprise (CVE) are used as a pointer to the Code of Federal Regulations (CFR), **Title 38 - Pensions, Bonuses, and Veterans' Relief**, Part 74 entitled "Veterans Small Business Regulations" also known as "38 CFR 74".

All direction provided by 38 CFR 74 supersedes all direction documented within the CVE QMS, if there is ever a question or conflict.

3.3 References

Title	Date	Links
38 CFR 74 Volume: 2 Date: 2012-07-01 Original Date: 2012-07-01 Title: PART 74 - VETERANS SMALL BUSINESS REGULATIONS Context: Title 38 - Pensions, Bonuses, and Veterans' Relief. CHAPTER I - DEPARTMENT OF VETERANS AFFAIRS.	7/1/12	http://www.gpo.gov/fdsys/pkg/CFR-2012-title38-vol2/xml/CFR-2012-title38-vol2-part74.xml
§ 74.10 Where must an application be filed?	7/1/12	
§ 74.11 How does CVE process applications for VetBiz VIP Verification Program?	7/1/12	
§ 74.12 What must a concern submit to apply for VetBiz VIP Verification Program?	7/1/12	
§ 74.13 Can an applicant ask CVE to reconsider its initial decision to deny an application?	7/1/12	
§ 74.14 Can an applicant or participant reapply for admission to the VetBiz VIP Verification Program?	7/1/12	
§ 74.15 What length of time may a business participate in VetBiz VIP Verification Program?	7/1/12	
§ 74.22 What are the procedures for cancellation?	7/1/12	

Planning of Product Realization General Guidelines SOP

4 Introduction

4.1 Purpose

This SOP entitled “General Guidelines” is to delineate the application process as stated in section 38 CFR 74.

4.2 Scope

38 CFR 74 is the primary CFR that delineates the actions taken within CVE, therefore Executive Leadership at CVE has directed all CVE personnel to have documented evidence that each resource has been trained/read and acknowledge their understanding of the most current 38 CFR 74 and subsequent updates.

Planning of Product Realization General Guidelines SOP

5 Process Flowchart

To Be Added (TBA)

6 Procedures

6.1 Initiating an Application

Step 1. An application for VetBiz VIP Verification status must be electronically filed in the Vendor Information Pages database located in the Center for Veterans Enterprise's Web portal, <http://www.VetBiz.gov>. Guidelines and forms are located on the Web portal.

Step 2. Each VetBiz VIP Verification applicant must submit the electronic forms and attachments CVE requires. All electronic forms are available on the VetBiz.gov Vendor Information Pages database Web pages. At the time the applicant dispatches the electronic forms, the applicant must also retain on file at the principal place of business a completed copy of the electronic forms supplemented by manual records that will be used in verification examinations. These forms and attachments will include, but not be limited to, financial statements, Federal personal and business tax returns, payroll records and personal history statements. An applicant must also retain in the application file IRS Form 4506, Request for Copy or Transcript of Tax Form. These materials shall be filed together to maximize efficiency of verification examination visits. Together with the electronic documents, these manual records will provide the CVE verification Examiner with sufficient information to establish the management, control and operating status of the business on the date of submission. (The Office of Management and Budget has approved the information collection requirements in this section under control number 2900-0675)

Step 3. Upon receipt of the applicant's electronic submission, an acknowledgment message will be dispatched to the concern, containing estimated processing time and other information. Address information for the CVE is also contained on the Web portal. Correspondence may be dispatched to:
Director, Center for Veterans Enterprise (00VE), U.S. Department of Veterans Affairs,
810 Vermont Avenue, NW., Washington, DC 20420.

(The Office of Management and Budget has approved the information collection requirements in this section under control number 2900-0675)

6.2 Processing Applications for VetBiz VIP Verification Program

Step 1. CVE will advise each applicant within 30 days, when practicable, after the receipt of an application whether the application is complete and suitable for evaluation and, if not, what additional information or clarification is required to complete the application.

Planning of Product Realization General Guidelines SOP

Step 2. CVE will process an application for VetBiz VIP Verification status within 60 days, when practicable, of receipt of a complete application package. Incomplete application packages will not be processed.

Step 3. CVE, in its sole discretion, may request clarification of information contained in the application at any time in the eligibility determination process. CVE will take into account any clarifications made by an applicant in response to a request for such by CVE.

Step 4. Changed circumstances for an applicant occurring subsequent to its application and which adversely affect eligibility will be considered and may constitute grounds for denial of the application. The applicant must inform CVE of any changed circumstances that could adversely affect its eligibility for the program (i.e., ownership or control changes) during its application review. Failure to inform CVE of any such changed circumstances constitutes good cause for which CVE may withdraw verified status for the participant if non-compliance is discovered after a participant has been verified.

Step 5. An applicant's eligibility will be based on circumstances existing on the date of application, except where clarification is made pursuant to Step 3 above or as provided in Step 4 above.

Step 6. The Director, Center for Veterans Enterprise, is authorized to approve or deny applications for VetBiz VIP Verification. The CVE will receive, review and evaluate all VetBiz VIP Verification applications.

Step 7. The decision of the Director, CVE, to approve or deny an application will be in writing.

- a. A decision to deny verification status will state the specific reasons for denial, and will inform the applicant of any appeal rights.
- b. If the Director, CVE, approves the application, the date of the approval letter is the date of participant verification for purposes of determining the participant's verification eligibility term.
 - i. (a) A participant receives an eligibility term of 2 year from the date of CVE's approval letter establishing verified status. The participant must maintain its eligibility during its tenure and must inform CVE of any changes that would adversely affect its eligibility. The eligibility term may be shortened by cancellation by CVE or voluntary withdrawal by the participant (i.e. , no longer eligible as a small business concern), as provided for in this subpart.
 - ii. (b) When at least 50 percent of the assets of a concern are the same as those of an affiliated business, the concern will not be eligible for verification.

Planning of Product Realization General Guidelines SOP

- iii. (c) CVE may initiate a verification examination whenever it receives credible information calling into the question a participant's eligibility as a VOSB. Upon its completion of the examination, CVE will issue a written decision regarding the continued eligibility status of the questioned participant.
- iv. (d) If CVE finds that the participant does not qualify as a VOSB, the procedures in 6.4 below will apply.
- v. (e) If CVE finds that the participant continues to qualify as a VOSB, the program term remains in effect.

Step 8. The decision may be sent by mail, commercial carrier, facsimile transmission, or other electronic means.

(The Office of Management and Budget has approved the information collection requirements in this section under control number 2900–0675)

6.3 Reconsidering an Initial Decision to Deny an Application

Step 1. An applicant may request that the Director, CVE, reconsider his or her decision to deny an application by filing a request for reconsideration with CVE within 30 days of receipt of CVE's denial decision. "Filing" means a document is received by CVE by 5:30 p.m., Eastern time, on that day. Documents may be filed by hand delivery, mail, commercial carrier, or facsimile transmission. Hand delivery and other means of delivery may not be practicable during certain periods due, for example, to security concerns or equipment failures. The filing party bears the risk that the delivery method chosen will not result in timely receipt at CVE. Submit requests for reconsideration to: Director, Center for Veterans Enterprise (00VE), U.S. Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. A formal decision will be issued within 60 days after receipt.

Step 2. The Director, CVE, will issue a written decision within 60 days, when practicable, of receipt of the applicant's request. The Director, CVE, may either approve the application, deny it on the same grounds as the original decision, or deny it on other grounds. If denied, the Director, CVE, will explain why the applicant is not eligible for the VetBiz VIP Verification and give specific reasons for the denial.

- a. If the Director, CVE, denies the application solely on issues not raised in the initial denial, the applicant may ask for reconsideration as if it were an initial denial.
- b. If CVE determines that a concern may not qualify as small, they may directly deny an application for VetBiz VIP Verification or may request a formal size determination from the U.S. Small Business Administration (SBA). A concern whose application is denied because it is other than a small business concern by CVE may request a formal size determination from the SBA Associate Administrator, Office of Government Contracting (ATTN: Director, Office of Size Standards), 409 3rd Street, SW., Washington, DC 20416. A favorable

Planning of Product Realization General Guidelines SOP

determination by SBA will enable the firm to immediately submit a new VetBiz VIP Verification.

- c. A denial decision that is based on the failure to meet any veteran or service-disabled veteran eligibility criteria is not subject to a request for reconsideration and is the final decision of CVE.
- d.

Step 3. Except as provided in Step 2 (a) above, the decision on the request for reconsideration shall be final.

Step 4. The decision may be sent by mail, commercial carrier, facsimile transmission, or other electronic means.

Step 5. Once an application, a request for reconsideration, or an appeal to a cancellation notice, as applicable, has been denied, the applicant or participant shall be required to wait for a period of 6 months before a new application will be processed by CVE.

6.4 Cancelling a Participant

Step 1. When CVE believes that a participant's verified status should be cancelled prior to the expiration of its eligibility term, CVE will notify the participant in writing. The Notice of Proposed Cancellation Letter will set forth the specific facts and reasons for CVE's findings, and will notify the participant that it has 30 days from the date it receives the letter to submit a written response to CVE explaining why the proposed ground(s) should not justify cancellation.

Step 2. Following the 30-day response period, the Director, CVE, will consider any information submitted by the participant. Upon determining that cancellation is not warranted, the Director, CVE, will notify the participant in writing. If cancellation appears warranted, the Director, CVE, will make a decision whether to cancel the participant's verified status.

Step 3. Upon deciding that cancellation is warranted, the Director, CVE, will issue a Notice of Verified Status Cancellation. The Notice will set forth the specific facts and reasons for the decision, and will advise the concern that it may re-apply after it has met all eligibility criteria.

Step 4. After the effective date of cancellation, a participant is no longer eligible to appear as "verified" in the VetBiz VIP database. However, such concern is obligated to perform previously awarded contracts to the completion of their existing term of performance.

Step 5. A participant may file an appeal with the Executive Director, Office of Small and Disadvantaged Business Utilization and Center for Veterans Enterprise, concerning the Notice of Verified Status Cancellation within 30 days of receipt of CVE's cancellation decision. "Filing" means a document is received by CVE by 5:30 p.m., Eastern time, on that day. Documents may be filed by hand delivery, mail, commercial carrier, or facsimile transmission. Hand delivery and other means of delivery may not be practicable during certain periods due, for example, to security concerns or equipment failures. The filing party

Planning of Product Realization General Guidelines SOP

bears the risk that the delivery method chosen will not result in timely receipt at CVE. Submit appeals to: Executive Director, Office of Small and Disadvantaged Business Utilization and Center for Veterans Enterprise (00VE), U.S. Department of Veterans Affairs, 810 Vermont Avenue, NW., Washington, DC 20420. A formal decision will be issued within 60 days after receipt.

Step 6. The decision on the appeal shall be final.