



January 2020

<https://www.cgccnigp.org/>

Editor: Tonia Lawson



**WELCOME** new Chapter members!

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Welcome to your local Chapter of NIGP.

Please visit our chapter website for more information. [www.cgccnigp.org](http://www.cgccnigp.org)



Equipping Academics for Success with the purchasing leverage of all 50 states, **ValuePoint** contracts give you more freedom, more choice, and more value in education contracts.

Explore their contracts at <https://www.naspovaluepoint.org/>.

According to *Internet Retailer's* 2019 Top 1000, only **17.5%** of online retailers offer free shipping on all orders, no strings attached.

**65.4%** offer free shipping on at least some orders. This includes retailers providing free shipping under certain conditions, such as orders meeting a stated dollar threshold or free delivery for purchasing with a store credit card, as well as those offering free shipping for every order.

*-2019 Click, Ship & Return Report, Internet Retailer*

## Target Targets Tariffs

"Target will not accept any new cost increases related to tariffs on goods imported from China.

Our expectation is that you [Target suppliers] will develop the appropriate contingency plans so that we don't have to pass price increases along to our guests."



*-Mark Tritton  
Executive VP & Chief Merchandising Officer, Target*



Mark your calendars for the NAEP 99<sup>th</sup> Annual Meeting "Getting In Tune with Procurement" April 5-8, 2020 at the Gaylord Opryland Hotel in Nashville, TN.

## CHICKEN SUE-P

A Tennessee man who spent “countless time” driving from one Popeyes to another in search of its popular chicken sandwich is suing the fast-food restaurant for its supply chain fail after he was left hungry.



Craig Barr's suit accuses Popeyes of deceptive business practices and false advertising, claiming that

various locations turned him away after their supply of the in-demand sandwich sold out. He says the chain over-hyped the item and purposefully lowered quantity to increase demand.

And speaking of demand, he's demanding \$5,000. It's totally deceptive,” Barr said. “Who runs out of chicken?”

## Who's Paying For Free Shipping?

With consumers now expecting fast and free delivery, shippers and their 3PL partners must figure out ways to drive down supply chain costs and free up money for fast shipping at low or no cost to consumers.



*-bit.ly/payingforfree*



**Becky Barnes**  
Purchasing Agent  
City of Panama City



1. What year did you join the chapter? **2010**
2. How long have you worked in the procurement profession. **30 years**
3. What organization do you work for? **City of Panama City. The City of Panama City is located in the Florida "panhandle" on St. Andrews Bay approximately 170 miles east of Mobile, Alabama, 95 miles east of Pensacola, Florida and 100 miles southwest of Tallahassee, Florida. St. Andrews Bay surrounds much of Panama City and provides a protected harbor**

for facilities at the growing Port of Panama City complex. The Panama City area has a climate that is nearly ideal. The average temperature is 68.8 degrees. Average summer temperature is 81 degrees and the average winter temperature is 53 degrees. Prevailing winds are southerly in the summer and northerly in the winter.



4. What is the most interesting, unusual or challenging purchase in which you have been involved? **Asbestos abatement and demolition of 33 homes. Interesting because I knew nothing about asbestos abatement, challenging because it was a high profile job in the media and community, and I didn't want to mess it up.**
5. What professional certifications do you hold? **None**
6. What is your number one goal (career or personal)? **Careerwise, to help Panama City recover from Hurricane Michael. Personally, to enjoy my hometown again.**
7. What is your favorite past-time or hobby? **I love anything with a Housewife.**
8. Share a little known fact about yourself. **I officiated at my best friend's wedding, so I'm an ordained minister by an online church.**



## How to Solve Your Single-Use Water Bottle Issue

Single-use water bottles are a major environmental problem. Americans throw away over 60 million every day. Only 12% are ever recycled. All because we don't trust our tap water.

Now you can do something about it. The answer is simple – turn your building's tap water into something occupants want to drink. A breakthrough water technology

offers the solutions. It fixes five other problems too.

**Con't to next page**



HANS Premium Water Appliance solves that problem and makes bottled water and water delivery services obsolete.

- Breakthrough technology that provides great-tasting crystal-clear, virtually contaminant-free water from every faucet and drinking fountain.
- Output is fresher, cheaper and cleaner than bottled water (no plastic bits).
- Removes hardness without salt.
- Radically reduces levels of contaminants like lead, arsenic, iron and many more.
- Free, reusable water bottles provided to everyone in your building.
- Compact, space-saving design combines two stages of filtering, powerful reverse osmosis technology and remineralization for perfect taste and pH balance.



For more information, visit

<https://hanspremiumwater.com/commercial/>

## EOY Celebration/State of Chapter

Members gather at Camille's on Friday, December 13 for our "End of Year Celebration & State of the Chapter".



Camille's at Crystal Beach offers the freshest seafood that can be found on the Gulf Coast. A

sister restaurant to Harbor Docks,

Camille's service Gulf seafood that is caught in local waters by local fisherman and unloaded right on the dock at Harbor Docks Seafood Market, ensuring a Gulf to Table experience.



"The will to win, the desire to succeed, the urge to reach your full potential... these are the keys that will unlock the door to personal excellence".

Confucius



## New Approaches to Cooperative Contracting

This procurement method continues to help solve problems and expand its focus  
by Tammy Rimes

Combining spend to leverage savings is a contracting method that brings more "bang for the buck" purchasing for any organization. Cooperative procurement takes the concept further by combining the spend of multiple government entities for an awarded contract, thereby creating even greater savings.

Endorsed by the American Bar Association, and widely adopted by states, municipalities, school districts, colleges and universities, cooperative contracts have been used over the past decade for commodities such as office and janitorial supplies, computer systems, heavy equipment and those supplies needed to operate any government or education operation.

For more information and to read the full article, visit [https://www.nigp.org/docs/default-source/new-site/govpro/govproaugustsept2019.pdf?sfvrsn=390997d\\_0](https://www.nigp.org/docs/default-source/new-site/govpro/govproaugustsept2019.pdf?sfvrsn=390997d_0).

## How to Motivate Your Team

Your project lead sits at his desk doodling while the other employees are eagerly completing their work assignments. The day is almost over, and it is clear the employee will have nothing to show for their eight hours of work. As their manager, you want to light a fire under the employee and get them motivated. Apathetic employees can be the ultimate frustration for a manager, but you cannot magically transform an unmotivated employee into the office superstar. It takes effort.

While those actions might get your short-term compliance in the long-term this behavior is likely to continue and possibly become worse.

So, is there another way to motivate the unmotivated? You must find something that is a motive, something that fulfills them. Or you have got to move them to a place or position where they can do something where they are fulfilled.

By definition, unmotivated employees have the capability of doing their jobs, but simply are not producing results. As a manager, it is your job to do whatever it takes to get them involved and wanting to do their very best, but how? There are no surefire ways to inspire motivation in the unmotivated, but there are steps you can take to improve your odds: (Con't)

- **Accept that you cannot force motivation.** Reject the concept that motivation is something you do to others. As a manager you can equip, coach, train, and inspire your employees, but you cannot force them to be motivated. Motivation is internal, an employee who does not want to change will not.
- **Hire right.** The easiest way to have motivated employees is to hire the right people for the right job. Look for self-motivated employees, employees who fit into your company culture, employees who are equipped and well qualified to do the job. When you hire right, motivation typically takes care of itself.
- **Demonstrate the behavior.** A leader can only inspire motivation if they model motivated behavior themselves. A leader always sets the tone for their team. If you want a successful and productive team, then you cannot demonstrate lazy behavior.
- **Manage by walking around.** Managers should spend time walking around the office, watching each person's reactions to events, listening, and taking notes about what everyone is drawn to and what their employees struggle with. Walking around and talking to your employees and inquiring about their work shows you care about their work, that you are engaged and knowledgeable about their work. A manager who is involved inspires motivation easier than the manager who is uninvolved.
- **Ask what is the problem.** Even the best employees can become exhausted, ineffective, or cynical at work. When you notice a performance issue the only way to handle it is to face the issue and have a real conversation. Asking an employee if they are OK, and if there is anything you can do to help, is often enough to begin resolving issues. As a manager, you have an obligation to your team, and it is your objective to establish a relationship that allows for open and honest conversations about any issues when they arise.
- **Recognize Growth.** It is disheartening when we feel no progress, when the work we do seems futile. The result of the stagnation is the employee's motivation dies. When progress is being made and victories are being won, there is no better motivator. Progress is powerful. Reflect with your employees on how far they have come, and the good work accomplished.
- **Knowledge is power.** You cannot inspire motivation in an employee who you do not understand. Question number one should be to find out why they are not working up to their potential. Determining what the gap is between ability and execution is the only way a manager can assist the employee in solving the problem. The more a manager knows the better chance they will have of uncovering what incentives motivate their employee. Is it money, flexibility, prestige, recognition, workplace

relationships? What aspects of the current working environment do they find challenging and discouraging? Once the motivators are known by the manager then they can go about solving the problem.

- **Paint the big picture.** To garner the most results, you must be able to explain the big picture. It is easy for an employee to get lost in the tactical details of work, but not understand how all of the details tie together to create the panoramic picture of the organization's mission. Tying the details together demonstrates the value of each small step and how it works to hold the ultimate vision together.
- **Set goals.** When an employee understands the goal they are working towards, then it is easier for them to plan and manage their time in order to realize that goal. Not being given clear milestones and timelines is confusing and can make tasks feel useless and a waste of time.

Completing projects ahead of time, or achieving over-and-beyond the original target, can be a great boost to motivation, especially when the manager takes the time to acknowledge the accomplishment.

- **Set clear expectations.** It is very difficult for an employee to meet expectations when they do not know what the expectations are. A critical success factor is to make your performance expectations very clear. Tell an employee what is acceptable and what is not. An unmotivated, sub-standard performance is never an acceptable goal. Clear communication is always needed when strong performance is desired.
- **Tap their interests.** You do not have to pressure people to do what interests them. This option is not always readily available and as a manager you may have to think outside of the box to discover how to make this happen, but when you can the results can be amazing.
- **Allow employees to move on.** Sometimes an employee is just in the wrong position. When the employee does not have the skills and motivation needed to perform their role, then the management solution is straightforward: They should not be in the job. It is the role of the manager to either transfer them to a new position or release them to find and fulfill their potential in another organization.

All effective leaders want their organizations to be filled with motivated employees, but inspiring real motivation is not a quick task. Bribery and temper tantrums may produce quick results, but those results will come at a cost and they will not last. Long-term motivation comes from within the employee themselves, and the major function of a successful leader is to work on inspiring motivation by focusing on the growth of their team.

