

July 2020

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

Editor: Tonia Lawson

## MESSAGE FROM YOUR PRESIDENT



Congratulations!!!! For what, you ask. To you. . . . for being you, for being the change maker, for being the adaptive one, for making things happen!!!! I see you.

Thank you to my great Board that finds the time to have Board meetings during these trying times.

As you know the 2019 RTS was cancelled. You will soon see open registration for 2020 RTS to be

held May 7, 2021 at Gulf Coast State College.

Our next Chapter meeting is July 30<sup>th</sup> with Santa Rosa School District hosting the event. Join us for exciting news of the upcoming Fall Fundraiser.

## Congratulations are in order!

To **Rick Young** on his upcoming retirement of 2021. Rick's last day at work will be November 6<sup>th</sup> (he has lots of leave to take). Now he and his wife Julie can spend lots of time together boating and fishing.



To **Jackie Dorman** for her promotion as Assistant Purchasing Agent for Bay District School effective July 1<sup>st</sup>.

To **James Walter** on your new position as Deputy Purchasing Manager at Escambia County effective June 8<sup>th</sup>.

## Small Talk is Not a Small Skill



by Krista Ferrell CPPO, CPPB

**P**rocurement professionals use questions to gather information from customers, suppliers, and stakeholders to assure that each gets what they need to be successful. We must learn from those we serve about their needs to create the strategies that satisfy those needs. We engage with others to shape RFPs and contracts, assess risk, develop sustainable strategies, and solve complex issues on our campuses. The better we get at building relationships, the more ability we have to achieve success not only for ourselves but for others.

The average human asks thousands of questions a day. We ask others how their day is going and about the weather. Most of these questions are surface-level questions or "small talk." These types of questions serve to create connections with those around us and establish rapport. Small talk begins the trust-building process and paves the way for more profound levels of relationship building. As procurement professionals, the ability to connect and establish trust quickly is important as our work requires us to quickly resolve problems.

While the art of small talk may seem a basic skill, not all people find it easy or feel proficient in it. Navigating the delicate balance of the number and type of questions to ask makes many people trepidations about engaging, so they remain quiet. Ironically, the awkward void, or not having anything to talk about, can also produce an equal amount of anxiety. The casual conversation need not be intimidating because the key to making small talk is having an arsenal of preplanned questions.

Below is a list of questions that goes beyond the weather to use when meeting new customers, suppliers, and stakeholders.

- 1) How long have you worked with the department, supplier, or business?
- 2) Can you tell me a little about your role in the department?
- 3) What is the best thing about working with the department, supplier, or business?
- 4) What is your biggest challenge working with the department, supplier, or business?

- 5) What is your typical day like?
- 6) How did you get started in this line of work?

We can learn a lot from people through the small talk that applies to our work. More critically, listening builds trust, which is necessary for developing deeper levels of a relationship. People can learn a lot about someone from listening, such as that person's level of social intelligence, empathy, and warmth.

Body language and tone are also important. Everyone is the same as you, just people who are looking to connect. Others are most likely just as nervous as you are. Keeping your body language soft and receptive while keeping your tone warm and inviting encourages others to relax. When people experience this effect, their brain designates the listener as a safe place to share information and to have that information valued and accepted. When this happens, the brain secretes a chemical signaling safety, which will set the stage for deeper sharing on more complex subjects.

Procurement professionals rely on the depth of relationships for more than just the daily delivery of procurement functions. These relationships are important for the execution of strategy and being a trusted advisor on campus. It all begins with a little small talk that opens the door to more meaningful discussion and sharing of the more significant and complex issues facing our customers, suppliers, and stakeholders.

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## Leveraging Cooperative Procurement during COVID-19 Crisis

Written by OMNIA Partners, 05/1/2020

Cooperative procurement is proving to be a vital resource during the COVID-19 pandemic. With the growing adoption of this contracting methodology over the past decade, the National Cooperative Procurement Partners (NCP) Association was formed to offer educational content to support procurement teams in creating a cooperative procurement strategy for their agency. Recently, NCP sponsored a special webinar to answer key questions for procurement teams in leveraging the use of cooperative contracts to address the current crisis.

**How is COVID-19 different than past emergencies across the nation?** Dr. Kim Abrego from Disaster Recovery Services and an expert in FEMA requirements, stated, "COVID-19 is quite different to any declared event that FEMA has seen to-date for a number of reasons. First, this is a national emergency, so instead of having to support the financial recovery of public entities in a localized region, FEMA is now supporting efforts across the nation. Second, with social distancing measures in place, FEMA is not able to deploy their usual field support team to actively engage with applicants at their locations. And third, this disaster is not tied to any physical damage which is how the FEMA program delivery model was originally designed. As a result, FEMA is shifting its program to an online model."

**Does FEMA allow the use of cooperative contracts?** FEMA allows the use of cooperative contracts during an emergency within specific parameters, and defines a cooperative purchasing program as "a cooperative arrangement for acquiring goods or services that involves

aggregating the demand of two or more entities in an effort to obtain a more economical purchase." The most current FEMA Fact Sheet entitled PUBLIC ASSISTANCE: PURCHASING GOODS OR SERVICES THROUGH COOPERATIVE PURCHASING PROGRAMS (dated Sept 2018) offers additional guidance.

**What are key steps to take in using a cooperative agreement while still being eligible for FEMA reimbursement for COVID-19?** "It is important to note that not all cooperative contracts are created equal," states Tammy Rimes, Executive Director for NCPP, and a former Purchasing Agent and long-time government manager. "During my experience working for the City of San Diego during the fires of 2007, our team had to vet a cooperative's procurement process against FEMA's requirements." Dr. Kim Abrego adds further direction by suggesting these due diligence questions, "was an independent estimate done prior to soliciting bids, is there documentation to support full and open competition, were FEMA contract provisions included, and were affirmative steps taken to actively include MBE/WBEs? This is not to say that a cooperative agreement cannot be used if it doesn't check all of the boxes, however there may be extra steps your organization will need to address any gaps in the FEMA requirements, to ensure a fully supported procurement file."

**What is a key benefit to using a cooperative contract during this emergency?** Ensuring best value is a difficult challenge during this pandemic, with competing requests, limited resources, and worldwide demand for the same products. Using an already solicited and awarded cooperative contract offers an additional distinct advantage of having established pricing that does not change, or prevent price gouging and inflated costs. For example, the contract price that was established upon contract award for a specific commodity – such as masks, PPE, or cleaning products – is the same before, during and after the emergency.



**How can a cooperative organization help procurement teams?** Many cooperative organizations have established dedicated COVID-19 website resources, contract listings and knowledgeable staff to support procurement teams. Chris Mellis, Senior Vice-President of Strategic Accounts with OMNIA Partners, notes that his organization has taken an even greater proactive approach to offer support to government employees, Mellis states "we are working closely with public agencies to understand immediate needs, as well as with our supplier partners to quickly identify solutions. Information is rapidly changing so we've established a COVID-19 Task Force and deployed a resource page on the OMNIA Partners website to provide public agencies with the most current information to support them during this challenging time."

# Be like Darth Vader



- Wear a mask
- Doesn't visit his son and daughter
- Socially and emotionally distant
- Follows orders

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Virtual Forum  
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August 24-28, 2020  
See Page 7

NIGP is here to support you and provide innovative training that empowers you to be agile and successful in today's evolving workplace.

Forum 2020 promises to be our most engaging and exciting virtual conference yet. It's five days of learning, networking and inspiration as you connect with peers and thought-leaders across North America.

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### Pricing

*(Forum fees are significantly below market to address the deep financial challenges facing public entities).*

Members: \$249 (through July 15) (\$14 per contact hour)  
| \$297 (after July 15) Non-Members: \$397 | Group

## What You Should Know About Price Gouging

You may have heard the recent news about companies being accused of price gouging or profiteering. There is a difference between the two that you should be aware of. Price gouging takes place when organizations sell products to consumers at higher prices than they would normally do to take advantage of a situation that threatens supply, usually, but not necessarily affecting a large geographic area. For example, it may be because of a severe hurricane, a national emergency, a war, a viral disease, or anything else that is viewed as a threat to the public welfare that may restrict the ability to obtain a particular good or service.

The major difference between price gouging and profiteering is that price gouging refers to excess price increases paid by consumers, whereas profiteering refers to excessive price increases paid by businesses.

In response to complaints by consumers, many states have passed a law that calls for fines or other penalties imposed on the businesses that exceed a certain percentage increase in a price because of scarcity or other reasons. The businesses involved may have an allowable or justifiable reason for the increase amount. For example, they may have paid a higher price to obtain the product from a distributor or manufacturer. Some of the states have passed or enforced such laws recently as a result of the COVID-19 virus. The amount of increase deemed excessive varies by state – some with a maximum allowable increase of 10%, while others permitting an increase of up to 20%. Note that these laws are state laws, not federal.

Buyers for business should be more concerned about the anti-profitteering efforts by the federal government because the companies involved are those that sell to buyers of other businesses. Keep in mind that as long as the increases can be shown to be justified no action will be taken against raising the price. Profiteering, per se, is not illegal, but the government will take action against a company that manipulates prices in order to make an unreasonable excessive profit.

Buyers rarely complain to the Federal government about a particular supplier unless the amount of the increase has a major impact on their business.

- American Purchasing Society, Spring 2020



## Prepare for 5G Today

The Technology can provide internet of things and data support in the built space.

So much of what a building and its occupants do demands network connectivity, that a good connection is necessary and expected. Building owners and facilities managers should also consider the increased use of connected devices and sensors, and the looming sunset of 3G networks that's possible in the next few years.

With all those factors put together, your occupants might be considering if they should add 5G to their space.

### What is 5G?

5G – or the fifth generation of networking – isn't available everywhere, so while it might not yet be available for a few years, you should be aware of it to be prepared for its capabilities for your occupants.

While 1G and 2G focused on voice and data; and 3G, 4G and 4G LTE brought smartphone capabilities; 5G will connect people and things. 5G, a Deloitte report explains, "will enable a new era of connecting machines, with the value of these connections being in the data interchange between them."

While the previous generations of network technology use cell towers to transmit over long distances, 5G uses a combination of frequencies to create more coverage. 5G's benefits include:

- Increased bandwidth, capacity and speed
- Lower latency

The Internet of Things (IoT) and video are some of the more common use cases that would benefit from 5G, and with it, data that can be collected. Your occupants may be eager to take advantage of the technology to fully embrace data and IoT capabilities in their space.

Not only that, but 3G will sunset and 4G LTE will hit a bottleneck at some point as more IoT devices get online, warns Darren Sadana, CEO of Choice IoT. "It opens the opportunity for 5G in the space."

### Getting Started with 5G

Ted Ritter, principal at Lead Management Institute and global chair for the Information Technology Community of IFMA, hears commercial building clients and community members asking questions around availability and cost, like how to better:

- Support the user experience in a building
- Connect teams in multiple locations at once

- Help service personnel in the field
- Support multi-language interaction in real time

A McKinsey & Company survey of CTOs at large telcos in 2019 found 61% of operators responding that they expect peak rollout during the period between 2020 and 2022, and in most markets its presence will be felt from 2020 on.

In the meantime Ritter encourages those interested in taking advantage of 5G to partner with the right IT resources. Together, you can develop a roadmap and capacity planning exercise based on use case discussions with department heads and a workplace strategist.

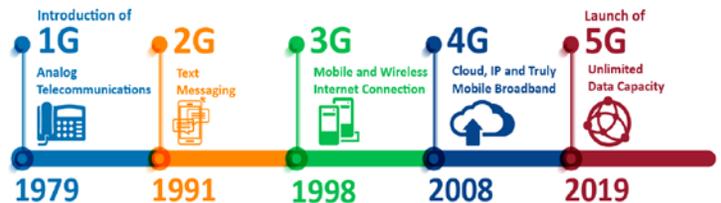
It's likely that there will be three potential use case components to consider, Ritter explains. How will this impact:

- Internal customers, the employees or facility occupants of the organization
- Organization customers
- Logistics of operating the building or portfolio with the internal team and service partners

From there, decide how 5G can help the organization do things faster that couldn't be done before, and what processes or functions can it support for the space.

Ritter notes that the industry and market will determine what is most important. "The highest value for each will be different," he says.

## The Evolution of 5G



### The Future of 5G

Ritter suggests looking at cutting-edge buildings and the technology that's in place to see what can be possible with 5G. He points to The Edge in Amsterdam, named the world's most sustainable office building, or Humber River Hospital with its command center.

One thing to keep in mind, Ritter says, is that **"the more devices we connect, the more maintenance we are putting on ourselves and the teams that support our infrastructure and buildings."**

Sadana compares 5G technology to internet 2.0 in terms of impact on the future. He expects the next Amazon or Google to be developed in medical, autonomous vehicles or IoT. "We will see applications we haven't thought of yet."

- Valerie Dennis Craven, 05/06/2020 Buildings Magazine

# Two Cooperative Purchasing Programs Under One Roof

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Schools, government agencies and other non-profit institutions can piggyback on money-saving contracts available through two national cooperative purchasing programs, The Keystone Purchasing Network (KPN) and PEPPM Technology Bidding and Purchasing Program.

The Central Susquehanna Intermediate Unit (CSIU) administers both programs. The CSIU, located in Milton, Pennsylvania is a state educational service agency and political subdivision of the Commonwealth of Pennsylvania.



KEYSTONE  
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NETWORK

[www.theKPN.org](http://www.theKPN.org)



[www.PEPPM.org](http://www.PEPPM.org)

KPN offers a wide variety of contracts that include installation and construction for products such as outdoor athletic track, turf and courts, field and parking lot lighting, athletic equipment, grandstand and stadium seating, portable and modular buildings, carpet and hard surface flooring, kitchen equipment, janitorial supplies, library supplies, document management services, power cleaning equipment, cars and heavy duty service vehicles and furnishings for schools, offices, libraries, and playgrounds. KPN also offers a shipping program that reduces the cost of inbound and outbound freight. For a complete list of available contracts, click the following link [www.theKPN.org](http://www.theKPN.org). Contact us at (888) 490-3182 for additional information or to request bid documentation.

PEPPM has more than 300 contracts that provide technology products, services and supplies from top brands including Xerox, Cisco, Apple, Dell, Hewlett Packard, Lightspeed and Canon. Full online catalogs from vendors such as B&H Photo, CDWG and Zones are also available. The PEPPM website posts over 500,000 technology items, and offers online quoting capabilities for public agencies seeking volume discounts. PEPPM offers agencies free and easy access to its contracts and free shipping on all purchase orders over \$500. To access a complete list of products available in your state, click the following link [www.PEPPM.org](http://www.PEPPM.org). For additional information and bid documentation, please contact us toll-free at (855) 654-5290.

Both KPN and PEPPM have a long-standing history of helping schools and other agencies eliminate the time and cost of bidding. Both program advertise and solicit sealed bids, which are awarded to the most responsive and responsible bidders. The result is higher quality at lower prices.



## UPPCC Announces Exciting New Collaborative Partner Program and Welcomes NASPO As the First Official UPPCC Partner

**Lexington, KY – June 9, 2020** - UPPCC is pleased to announce a new opportunity for professional membership organizations to collaborate with UPPCC to ensure the continued growth, development and global recognition of the Certified Public Procurement Officer® and Certified Professional Public Buyer® certification programs. The UPPCC Partner Program was established by UPPCC to build a stronger communication network between professional procurement membership organizations and the UPPCC. It will provide UPPCC with a broader audience in which to communicate the value of the professional certifications it offers and will provide the UPPCC Partner with an active voice for their membership in the development of the CPPO and CPPB certifications.

In appreciation of its long-standing relationships, UPPCC first extended invitations to partner to its two original founding organizations, the National Association of State Procurement Officials (NASPO) and National Institute of Governmental Purchasing, Inc. (NIGP). NASPO and UPPCC recently formalized their commitment to work together by signing a Memorandum of Understanding (MOU) and UPPCC is proud to welcome NASPO as an early adopter and the first official UPPCC Partner.

Olivia Hook Frey, NASPO's Director of Membership and Partnerships said, "We are excited to formalize the partnership between NASPO and UPPCC. We have seen the immense benefit CPPO and CPPB certifications have provided the public procurement community over the years, as well as its role in elevating the profession. NASPO recognizes UPPCC as the gold standard in certification for our industry."

In recognition of the collaborative partnership, UPPCC will extend discounted rates for certification and recertification to the membership of all UPPCC Partner organizations. Since UPPCC's inception, this discount had been reserved exclusively for the members of NASPO and NIGP.

"This is exciting news and the UPPCC is grateful for NASPO support of universal standards of procurement competency. Trusted and reliable partnerships are foundational to UPPCC and our profession overall so we look forward to working with NASPO and their membership to help us drive our vision for excellence in the global public procurement profession," said Kathleen Muretti, CPPO, CPPB, CPCP, Chair of the UPPCC Board.

UPPCC partners are like-minded membership organizations that recognize the importance and value of professional procurement certifications to the global community and are dedicated to promoting the unique values and benefits of universally applicable certifications provided by an independent certifying body.

UPPCC values open collaboration from across the profession in the development of UPPCC certifications and extends an open invitation for professional membership organizations of any size to become a UPPCC Partner. Interested organizations should visit the UPPCC Partner page for more information and to view the UPPCC Partner MOU, <https://www.uppcc.org/Partners>.

### About the UPPCC

The Universal Public Procurement Certification Council (UPPCC) is an independent entity formed to govern and administer the Certified Public Procurement Officer (CPPO) and Certified Professional Public Buyer (CPPB) certification programs. The CPPO and CPPB programs are highly regarded and respected among procurement professionals and employers involved in the public sector. To date, the UPPCC has certified well over 13,000 professionals primarily within the US and Canada as well as in other nations around the globe.

### About NASPO

The National Association of State Procurement Officials supports the Chief Procurement Official in all 50 states and the District of Columbia. NASPO's mission is to help its members achieve success as public procurement leaders in their states through promotion of best practices, education, professional development, research, and innovative procurement strategies.

## Currently Scheduled NIGP Webinars

- July 08** **Webinar - NIGP's New Certified Procurement Professional Program is a Proven Pathway to Invest in Your Long-Term Career Growth**
- July 16** **Webinar - Beyond COVID - The Long-term Impacts on Procurement**
- July 22** **Webinar - You are Certified by the UPPCC. Congratulations! What is Your Next Journey?**

For more information, visit

<https://www.nigp.org/home/your-learning-journey/education/webinars>

# NIGP FORUM 2020

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We know prioritizing professional development is a challenge during these trying times. However, upskilling, reskilling and training will help build your capabilities to create a better tomorrow.

That's why we think Forum 2020 may be right for you. At the NIGP Forum you can come together safely to learn, collaborate, and connect with peers in all regions working across a range of agencies. Attend informative procurement-focused workshops, hear inspiring keynote speakers, engage in networking opportunities, participate in a virtual exhibit hall and so much more.

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- **Savings** - Forum 2020 is an affordable learning experience. You pay the conference fee only and skip the extraneous expenses (travel, hotel, and food). **Register before July 15 and pay just \$14 per Contact Hour.**
- **Convenience & Accessibility** - You can join Forum 2020 from anywhere you have an internet connection.
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- **Earn 18 Contact Hours** - by attending this five-day learning extravaganza.

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Non-Member fee: \$397 | Group  
Discounts Available

*(Forum fees are significantly below  
market to address the deep financial  
challenges facing public entities).*

We hope you will join us August 24th -  
August 28th for Forum 2020.



For more information, please visit <https://nsite.nigp.org/2020annualforum/registration/register-forum-2020>