

# ***THE MACPP MESSENGER***

A QUARTERLY NEWSLETTER FOR MID AMERICA  
COUNCIL OF PUBLIC PROCUREMENT  
CHAPTER OF NIGP



**Happy Birthday to all  
of our MACPP  
members with  
birthdays in  
September, October,  
November, December!**

***WE DON'T BUY GOODS AND SERVICES.  
WE BUY RELATIONS, STORIES, AND  
MAGIC!***

# Mark your calendars for these upcoming events



- October 8, 2020 at 10:00 AM - 12:00 PM

*Stay Connected with your NIGP Area 6 Chapter Ambassador, Kara Daniel! Learn about the Pathways Program and the NIGP-CPP certification. We hope you can join in the discussion.*

- Registration required at [www.macpp.org](http://www.macpp.org).  
--Free to members and non-members



## Check out these upcoming 90-Minute webinars through NIGP

*Participate in engaging and informative Webinars on trending topics you don't want to miss!*

### Calculating the ROI of eProcurement

- September 24 2-3:30PM (EDT) FREE to Members and Non-Members

### Zoom to the Top....of the Virtual World

- October 7 2-3:30PM (EDT) FREE to Members and Non-Members

### How Unlikely Partners Can Make You Successful: The Realized Value in a Collaborative Buyer & Supplier Relationship and Why it Matters

- November 3 2-3:30PM (EDT) FREE to Members and Non-Members



## President's Message - Barb Smelter CPPB, CPPO



Wow, what a crazy time we are in right now! I truly hope you and your family are staying safe and healthy.

Your MACPP Board members are continuing to work to provide ongoing information regarding upcoming classes and "roundtable" discussions. How are you and your peers handling and dealing with these new and urgent issues? I have heard several stories from my peers regarding how they are handling these "strange" times and am so very impressed with the profound out of the box thinking they have exhibited. If you have an interesting story you would like to share, please contact one of your MACPP Board members. We would love to hear from you.

As the first total virtual NIGP annual conference ended, we hope you were able to take advantage of this opportunity to hear new and innovative ways to do our job of Public Procurement.

If you were not able to attend the NIGP Forum this year, the discussions didn't end there. The NIGP - NSite Community is going strong with many discussions within procurement. Feel free to browse the discussion boards at <https://nsite.nigp.org/home>.

I encourage you to attend the next MACPP event where our NIGP- Area 6 Chapter Ambassador, Kara Daniel from the Springfield, Missouri School District will be discussing the new NIGP-CPP certification.

The MACPP Board wishes you a warm and wonderful autumn!



-Barb Smelter, Hickman Mills School District

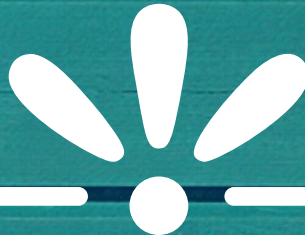
# Special Recognition



Winner of the Public Service Recognition Week Service  
Award for Leadership Philosophy

City of Olathe, Kansas

Victoria Smith, Procurement Specialist



Honorable Mention

MACPP received Honorable Mention at the NIGP Forum for  
85% of our chapter having an NIGP membership.  
Way to go MACPP members for being active in NIGP!





## **NIGP Forum Scholarship Recipient Article - Nicole Hogan, Blue Valley School District**

The brisk cooler weather is upon us. It's my favorite time of year! As a procurement professional, fall is the time of year when planning is crucial to the following summer's project schedule. NIGP Forum provides me with an energized spirit for those planning discussions. Forum gives us an opportunity to learn new and innovative ways to provide value to your organization. There are a few takeaways from this year's event that I would like to share with you.

Jake Smithwick, Assistant Professor at University of North Carolina-Charlotte, helped me understand that a "100% perfect Statement of Work (SOW) does not exist." The true objective of procurement agents should be to create an effective SOW. Jake provided us with a Statement of Work checklist which I will share on the following page with the MACPP members. Many times our end users don't know what they need. This checklist may help a procurement team to ask the appropriate questions of our end users to build an effective bid or RFP. Jake Smithwick has also shared with us a free virtual training event later this fall. More information about that training will also be shared on another page in this newsletter. Taking advantage of the free virtual training events can really boost our knowledge on a minimal budget. What purchasing agent doesn't appreciate that?

I also attended a very interactive session on procurement in the courtroom. The Honorable Richard Pennington role played the judge of the court, while several other NIGP members played legal counsel for the defendant and the plaintiff. They went through a couple of different scenarios while we listened to both sides of the argument. Each side had fair and reasonable arguments for their position. It was a challenge to decide who should win the case. Judge Pennington helped us all in the end understand the law involved, and then made his decision. It was interesting to see how a real world procurement case could play out in the courtroom. I learned that documentation is crucial when it comes to contract management.

Overall, NIGP Forum was a memorable experience. As I sat at the Forum last year in Austin, Texas, I never would have dreamed it would be an all virtual event this year. Covid has changed the way we do business and how we learn. It has provided us with more learning opportunities in a budget friendly environment. Thank you again to the MACPP Board for allowing me the chance to learn in such a way that makes it convenient to my schedule!



## **NIGP Forum Scholarship Recipient Article – Lisa Robbins, City of Olathe, KS**

NIGP's 2020 Annual Forum offered virtually this year was my first experience and I must say it presented its challenges and benefits much like basically anything during this interesting time we have experienced due to COVID. I am thankful to the MACPP for providing the scholarship to attend and know that it will enhance the work done for the Chapter and for the City I work for.

One of the things I typically look forward to the most is the networking that goes on in the breakout sessions. Sharing stories of survival with others who are fighting the same fight gives our hearts a resurgence and motivates us to forge on. The virtual format offered this a little differently with members utilizing the chat function in their breakout session. There was a lot of comradery and celebrations happening still that I find valuable and was very happy to see continue.

One of the breakout sessions I would recommend listening to if you have not yet was presented by Janet Arrowood and titled, "Get Your Solicitation Right the FIRST Time: Q&A Cycle." This session looked at some of the language used in RFP's and how to keep it simple, so we don't cause confusion which leads to more Q&A. Janet encouraged procurement professionals to try to understand how the proposers think when writing RFP's, which can increase correlation between your SOW and their proposal. She suggested avoiding wiggle words like "might" "should" and "could" and instead stick with plain language words like "must" if there is an obligation. Janet also encouraged use of requirements/compliance tables to increase correlation between solicitations and bids. The participants were able to go through a couple scenarios with language and identify the problematic areas etc.

I look forward to going back and listening to some of the sessions I missed and others that have been recommended. Overall, this year's forum was a rewarding experience. I also got to meet several members who have facilitated a mentorship program through NIGP. If you are on Facebook, check out their new page, NIGP Mentorship!

# **NIGP Forum Scholarship Recipient Article – Jim Shatto, University of Missouri**

I need to first thank you, MACPP and the Scholarship Committee for the scholarship awarded to me to attend the NIGP 2020 Virtual Forum. Without it, I would not have been able to attend the conference and acquire valuable CE points for my CPPB Recertification. Thank You!

Almost all public institutions have experienced budget cuts over the past few years and, especially during the current Pandemic. I hope that there is light at the end of the tunnel. In the meantime it is conferences such as this one hosted by NIGP that help to educate and inform their members. These conferences benefit employers, too, as their employees are able to keep up with local and national trends and issues through collaboration with their peers and the Educational Sessions.

This conference offered multi-session choices for every time slot. With so many choices, it gave me and other attendees the freedom to choose issues and subjects that were of value for our particular needs or interests. I will make note of two that I attended.

You could start each day with a Special Interest Coffee Meet-up. These sessions lasted 45 minutes and you could choose between topics such as: “You Are What you Buy: Tips For Value-Based Procurement” “Trends in Procurement” and “The Procurement Office-The greatest Acquisition of All” These fit in well with the Virtual format.

As a refresher, I enjoyed the 8/26 session - “Get Your Solicitation Right the FIRST Time: Avoid the Q&A Cycle”. Janet Arrowood, President of The Write Source, Inc., brought us back the basics and offered some great tips on writing a good solicitation. She started by letting us know it is critical to ensure Your Writing is Effective by using “plain language”, be clear and concise, use spell and grammar check, and correct punctuation.

You also need to understand how proposers “think”. They are just like us in that they have limited time and resources. They value clarity, conciseness and consistency. It’s also important to increase the correlation between your Statement of Work and their Proposal/Response or Bid. Use “Must” instead of “Shall”. Call out key information with tables, figures and bullets. Try not to repeat, and eliminate Confusing Text or Instructions.

Another session I found valuable was: “Fishing for the Root Cause”. This session was a discussion in a simple technique that helps us to determine “what happened and why” so we can identify methods to prevent future recurrence of problems. It explored the basics of risk management and assessment in Proposals, Surety and Liability, Contracts, Schedules, Performance and Price. There was also a discussion on Methods of Handling Risk.

The Closing Plenary – “Front Row Leadership: How Top Performers Never Settle for Balcony Seats”, presented by Marilyn Sherman, was very entertaining. Life is One Big Venue...Balcony, Front Row or Usher. We want to be the Usher and Shine the Light and open a path for others! Live with Compassion and Kindness! Show Up! Be Positive and Be Present! Focus on What’s Right and what you are doing right!

Overall, this was a good Conference, especially for being Virtual. Thanks to those at NIGP and those who spent many hours getting quality sessions and activities lined up for the attendees. And thank you again for allowing me the opportunity to attend a quality event and take an “update” to my profession back to my work place.

# SOW Checklist – Information from Jake Smithwick

## OBJECTIVE

A 100% perfect Statement of Work (SOW) does not exist. The real objective is to create an effective SOW.

## WHAT IS AN EFFECTIVE SOW?

An effective SOW gives Expert Suppliers information needed to prepare an accurate proposal response. This checklist provides a list of minimum elements to consider when developing an Effective SOW.

## *How Does your SOW Stack-up?*

### SCOPE SUMMARY

- ✓ Project Overview: clear, concise, & easily understandable (1-2 paragraphs max)
- ✓ Goals, Objectives & Motivation: primary business drivers and purpose
- ✓ Key Measures of Success: top 3-5 quantifiable metrics (cost, time, quality)

### CURRENT CONDITIONS

- ✓ Overview: clear, concise, & easily understandable description of current state
- ✓ Figures, Diagrams, & References: supporting docs to describe current state
- ✓ Pain Points: biggest dislikes, problems, challenges that must be fixed
- ✓ Strengths: aspects that should remain or be built upon
- ✓ Volumes/Quantities: describe the level of current operations
- ✓ Other: other miscellaneous information to paint the picture of current state

### DETAILED REQUIREMENTS

- ✓ Overview: clear, concise, & easily understandable description of future state
- ✓ Figures, Diagrams, & References: supporting docs to describe future state
- ✓ Transition/Migration: efforts to move from current state info into future state

### DETAILED REQUIREMENTS

- ✓ List of Requirements: itemized, organized, categorized
- ✓ Project Deliverables: tangible outcomes to be produced by the supplier
- ✓ Minimum Qualifications: pass/fail elements

### SCHEDULE REQUIREMENTS

- ✓ Schedule Constraints: clear and transparent identification of timing needs

### BUDGET REQUIREMENTS

- ✓ Budget Constraints: clear and transparent identification of financial needs

### UNIQUE CONSIDERATIONS

- ✓ What may be unusual in your environment (vs. the supplier's other clients)?
- ✓ Unknowns & Assumptions: list any conditions that are unknown or assumed

QUESTIONS? Contact Jeff Sawyer at [jeff@simplar.com](mailto:jeff@simplar.com)



# FREE Virtual RFP Training Course

## BETTER RFPs BETTER PROJECTS



Learn Industry Best Practices to Increase Project Value & Outcomes

All Courses contain the same content, so sign up for the Course that best fits your schedule.

RFP Training Course – October REGISTER NOW

Session 1 = Tues, Oct 13 9-11:50 AM EST

Session 2 = Tues, Oct 20 9-11:50 AM EST

Session 3 = Tues, Oct 27 9-11:50 AM EST

RFP Training Course – November REGISTER NOW

Session 1 = Fri, Nov 13 9-11:50 AM EST

Session 2 = Fri, Nov 13 1-3:50 PM EST

Session 3 = Wed, Nov 18 9-11:50 AM EST

RFP Training Course – December REGISTER NOW

Session 1 = Mon, Dec 7 11-1:50 PM EST

Session 2 = Wed, Dec 9 11-1:50 PM EST

Session 3 = Tues, Dec 15 11-1:50 PM EST

**The free course will be different from other events in that:**

- They will be shipping a course workbook (including checklists, white papers, and slides for note taking).
- Offers 0.6 PDH / 6 CEUs
- Will provide significant, practical tools to streamline your RFP and statement of work development

Go to <https://center4procurement.org/virtual-rfp-training-course/>  
for registration details.

## **NIGP Forum Scholarship Recipient Article - Barbara Poole, Metropolitan Community College**

First I would like to thank the 2020 MACPP Board for approving my application for scholarship funding so I could attend the 2020 NIGP first Virtual Forum this year. My employer would not have been able to cover the cost for me to attend; therefore I much appreciate MACPP making it possible for me to attend.

With this year being the 75th anniversary for NIGP, I thought it was great that NIGP shared the history of the Institute. It started even before NIGP became an Institute in 1945, thanks to the New York Governor back in May 1944. At that time, he invited other Governors, Mayors and Purchasing Officers to come to New York and join him in a discussion of governmental procurement. As the saying goes "We've come a long way baby" since that first meeting back in 1944.

It was nice to be able to witness and celebrate all the acknowledgements, recognitions and awards to NIGP members, individuals and chapters that have worked so hard this past year in the procurement profession. Our profession is definitely one that requires an enormous amount of dedication and hard work. Hats off to everyone that works in procurement. As we all know, most often the procurement staff is considered a roadblock, not an asset, to the many people in the organizations we work for. We are all constantly trying to prove the value and expertise we bring to our constituents on how tax-payers dollars are being wisely allocated and spent.

I thoroughly enjoyed the opening Keynote Speaker, Kevin Brown. He talked about "The Hero Effect". He pointed out that we are the sum of all the people that have influenced and helped us throughout our lives. He suggested that each of us ask the following questions of ourselves:

1. What can I do to add value in providing service to other people? You should always bring the very best version of yourself every day. Rewrite the storyline that is given to you. Ready yourself for challenges in life. Find resources to help.
2. What does a hero look like? We often think of veterans that have served our country and first responders, yet there are always lots of behind the scene individuals that are also heroes. This would include all of us in procurement. We might think that heroes are ordinary people doing extraordinary things; however heroes are extraordinary people choosing not to just do ordinary things. Mr. Brown noted that everyone is born with talents, special abilities and gifts. No one is ordinary. We can all be heroes.
3. What can I do to serve others? Treat all people with respect, love and dignity. You can make a positive difference every day with everyone you meet in how you treat others.
4. How do you own a moment? Influence is given and received often by just one moment in time and changes everything. Take responsibility for your attitude and actions and this will determined the results. We can create meaningful relationships and deliver an extraordinary experience for every person and customer. We are all in sales. Remember, if your past was not good and you made lots of poor choices, then your past is a place of reference, not a place of residence. You can plant a seed in someone else and make a difference by your influence. Mr. Brown said that the second most powerful words you can say or hear (next to I love you) is "I'm proud of you".
5. What is this place called "Now"? Be fully invested in this moment with other people. Can you see the faces of people in your life that made a difference in you? Will others say that about you?

Listed below are examples of words of encouragement and actions provided by Mr. Brown that we should consider doing each day of our personal and professional life:

# **NIGP Forum Scholarship Recipient Article - Barbara Poole, Metropolitan Community College (Continued)**

1. Smiling is the gateway to connecting and to grow together.
2. Help people go the extra mile, care about their character.
3. Create an expectation and ask yourself "What can I do".
4. Take 100% of the blame and don't blame others, take responsibility.
5. See things as they can be, not as they currently are.

I attended a number of really good sessions during the week of the virtual forum. I've listed some of them and due to the length of this article, I will only point out a few key things I took away from each of these sessions.

1. Higher Education Session regarding COVID-19. Discussed products, availability, concerns and various processes and practices being done during this pandemic.
2. Creating an Effective Statement of work (SOW). Jake Smithwick, PHD, MPA, Professor of University of North Carolina at Charlotte, NC was the speaker. One thing I took away from the session was to focus on describing your goals of what you want done and rely on the vendors, who are experts, to explain how they will do what you want done instead of you trying to tell them upfront how to do the work.
3. A Boss's Nightmare – Star Employee Stole \$6,000,000 in Plain Sight. The speaker Teresa Collins, CPSM, CPSD, CPM, did a terrific job. The session centered on Procurement Card Fraud. The entire fraud case was so interesting from beginning to end.
4. Strategic Function of Procurement – Disaster Procurement Policies and Procedures. Jason Reed, BA, Debbie Wellnitz, MBA, Gary Jayne, CSRM, CBO and Tina Yoke, CPM discussed the process of establishing the "DP Bag" Disaster Procurement Bay Area Group in California. It took over a year to create and process the 20 page Disaster Policy which was adopted on November 28, 2017. Great job done by this team of speakers. I obtained lots of good information.
5. Here Comes the Judge – Procurement in the Courtroom. Presented by Barbara Johnson, MPA, CPPO, CPPB, Kristy Varda, MBA, CPPO, CPPB, Richard Pennington, CPPO, Lynda Allair, CPPO, Valerie Scott, CPPB and Carl Bonitto. All presenters did an excellent job presenting court room scenarios on cases such as a Contract Administration Case and a Bid Protest Case.
6. Moving from Social Distancing to Virtual Team Engagement. Presenters, Debra White, CPPO, CPM, and Michelle Hill did a great job of covering the 7C's of Virtual Team Engagement, being 1) Communication, 2) Culture, 3) Climate, 4) Commitment, 5) Collaboration, 6) consolidation and 7) Completion.
7. Breached! Procurement In-Cyber Security. Presenters John Adler, CPPO, Rosemary Pelletier and Jan Siderius. They pointed out that we are key to avoiding "hacks" and that fishing attacks are up by 40% since COVID-19. They also discussed whether Contract tracking for COVID-19 apps have value.
8. The final Keynote speaker was Marilyn Sherman. Her topic was "Front Row eadership". She pointed out that the front row seat isn't really the best seat. The best seat in the house is to be an Usher since the Usher leads others down the most direct path and they light the way. She finished with always focus on your "Wins".



# **NIGP Forum Scholarship Recipient Article – Rick Gentry, City of Lee's Summit, Missouri**

Thank you Mid-America Council of Public Procurement (MACPP) for the scholarship that provided me the opportunity to attend the 2020 NIGP Virtual Forum. This was the 13th forum I have attended, the first virtually. Some thoughts on the virtual vs. in-person forum. The virtual forum had the same great content that one can get in person. A nice feature is I am able to log into the event and watch sessions that were occurring at the same time, in-person you can only be one place at a time. Access to the sessions is available through the end of the calendar year. A bonus is I having staff join me to watch some of the sessions which can help them grow as well. The money spent on the scholarship will be put to very good use! The shortcomings of the virtual forum are the missed personal connections with my colleagues. Each year I make an effort to meet and expand my resource connections, plus reconnect with my existing contacts, hopefully next year we will be back in person. So what did I get out of forum?

The plenary speaker I enjoyed the most was Kevin Brown. Kevin's speech, titled The Hero Effect, was an inspirational presentation about his life and focused on the challenges faced by his son and amazing conquering "hero," his wife. He takes on a journey to magical Disney World to show how an individual can have a long lasting impact on a child. Kevin points out the acts carried out by Disney staff to make it a magical place that makes you happy to give them all your money...noting that "people don't" notice satisfaction." Meaning we all must go above and beyond satisfying our customers to achieve long lasting success. My team and I need to reach beyond what is required to be successful!

One of the challenges I am working on in my current job is to get Procurement involved in projects and planning earlier in the process. This brought me to the session Leadership, Changing the View of Procurement, presented by Jack Pellegrino, County of San Diego, CA. Jack shares his approach to changing the view of procurement in his organization. First it starts with a self-assessment of where procurement is in the organization. Is it centralized or decentralized, what authority does procurement have, responsibilities, are there policies in place at the top of the organization? Next reach out to your customers and find out what they think and perceive about procurement, later this is repeated to see if the perception has changed. With the information that has been collected, analyze it. What are the shortcomings, strengths, weaknesses? Identify metrics that can be measured to demonstrate successful performance by procurement. The work begins now, based on the information gathered, develop a strategic plan for procurement, set goals, get supervisor/leadership buy-in. Share the plan, work with and develop staff, ask your customers to hold procurement accountable, annually do customer satisfaction survey (5-7 questions) to get feedback. Modify and adjust the plan as needed. Report out the results of the survey and metrics...keeps procurement accountable. It is a process that takes time and commitment of all staff to be successful. Acknowledge and celebrate positive results. Since the forum I have reached out to Jack to get samples of the surveys his agency used so we can start developing our own.

My agency is looking at a Public Private Partnership (P3) for an upcoming development project. I took the opportunity to attend the session presented by staff from Miami-Dade County titled Innovation in Construction Procurement: Exploring a Successful Public Private Partnership (P3). The presenters did a very fine job explain what a P3 and some of the pro and cons. They shared about their experience with the replacement of the county courthouse. Their process started with a RFQ to identify qualified potential partners, then the development and issuance of an RFP to select the partner from the qualified pool. A few things I found interesting and helpful. For the project to be of interest to the industry

## **NIGP Forum Scholarship Recipient Article - Rick Gentry, City of Lee's Summit, Missouri (Continued)**

(partners) the project value threshold needs to be at least \$100 million, smaller project can be combined to get there. Risks need to be address and shared between the agency and partner. The expectations are laid out and risks identified and shared to get a better project for the agency. I also found it fascinating that P3 is typically in place 30-50 years allowing the partner time to recover their investment in the project. I also attended a couple of the sessions on ethics and 2CFR 200 as with many agencies we are expending CARES Act funds in response to COVID-19. I plan to listen to some of the other sessions I had an interest in but could only be one place a time. Thank you again to MACPP for the scholarship and opportunity.



# **NIGP Forum Scholarship Recipient Article – Victoria Smith, City of Olathe, KS**

## **My First Forum Amid CoViD-19**

I was pleasantly surprised at the variety of offerings of the NIGP Forum this year and the price made it worth the proverbial “leap of faith” (aside from the fact that MACPP bestowed upon me a wonderful scholarship that paid for the cost of admittance – thanks MACPP!). A few strengths of this event, in my opinion, were: the symposiums that were recorded and immediately available thereafter the event had closed, the ability to move from room to room without feeling committed to one symposium, socialization without the anxiety of being around people I didn’t know, and I didn’t have to leave my neck of the woods. As I didn’t have much to compare previous forums to my experience, I really couldn’t come up with a negative and rather enjoyed the virtual conference for what it was.

You might wonder why some of these four points would ever be considered strengths for a Procurement Professional, so please allow me to elaborate. I am a studious individual and like to have take-aways from the courses/lectures/symposiums I’ve attended. The best I can ever hope for is a good powerpoint handout and my rushed, shorthand notes. But, to have the entire symposium recorded to listen through again, it’s priceless! I feel like I got so much more out of what was offered. So many things I missed the first time around (due to a phone call or email that needed to be answered right away, or just daily requirements of my job) and was able to really sink in that second or third go.

A major perk of being anonymous and behind a computer screen, for me was, on a few occasions, about 20 mins or so into a lecture, I realized, hmm this may not have been intended for my audience. Since there were so many other options, I just quickly hopped on over to another lecture that piqued my interest. If I felt like I really missed out on anything important, I could go back and rewatch the first parts I had not seen. So no commitment was required and I could float around as I so chose.

The ability to move freely without the social anxiety of all eyes on me as I left early or came in late, made me feel more relaxed and more willing to participate in conversations and groups as well as ask more questions. I interacted with people whom I probably never would have had the chance to do so with would it have not been through the benefits of “breakout rooms” via Zoom.

To stack onto this list of amazing reasons I enjoyed this virtual conference, I was already telecommuting for work. I have a youngin’ and no family around to help. There was a reason I wasn’t at the office. I definitely wouldn’t have been able to attend an in-person conference for a week and might have missed a few more years of forums before I could actually make it to one in-the-flesh, even outside of the pandemic.

All in all, I would say the quality of what I received versus what I paid was pretty much a steal. It was extremely comfortable, it was insanely convenient, and I was most impressed with the subjects covered, the lecturers, the group settings (aka breakout rooms) and ability to socialize without the anxiety. If forum is ever offered virtually again and at this same price, I’d be crazy not to attend!



# **NIGP Forum Scholarship Recipient Article – Victoria Smith, City of Olathe, KS**

I had the privilege of attending the 2020 NIGP Virtual Forum and what a great forum it was especially for being the first virtual forum.

The opening plenary speaker Kevin Brown kicked off the forum with a great session titled “The Hero Effect”. After listening to Kevin’s presentation I felt uplifted and motivated. It set such a positive mindset for me for the entire forum. Some points that Kevin emphasized in his presentation that stuck with me was he said “You can never go wrong by doing the right thing, heroes never compromise their character, integrity, or values and everyone was born with talents, gifts, and abilities unique to themselves and created with something to offer this world”.

Kevin also stated that there are 4 things that heroes do that are different from everybody else:

- 1) Heroes help people with no strings attached
- 2) Heroes create an exceptional experience for the people they serve and serve with
- 3) Heroes take 100% responsibility for their life and everything in it
- 4) Heroes see life through the lens of optimism and they look at life not as it is but life as it can be

As Kevin also said “Take the storyline that life gives us and rewrite the story as the pen is always in our hand”.

Kevin is right when he said people don’t come into our lives by accident. They come to us for who we are. We need to invest in people just as those who have invested in us. We always remember those who have influenced us as mentors and we should be returning the favor.

As Kevin suggested, we all need to look in the mirror and see the faces of people who we have made better or hope to make better.

Kevin’s final statements in his presentation were so profound. He quoted John Maxwell who said “When we die they will summarize our life in one sentence and carve it in a piece of stone. We should decide what they write on that stone and the legacy of our lives”.

Finally, Kevin told us to “Always Be Yourself Unless You Can Be Batman and then You Should Always Be Batman”.

We all as procurement professionals should take Kevin’s message to heart and apply it to not only in our jobs but in our life in general. It’s time for us to rewrite our storyline and own this moment in time. It’s time for us to be heroes in the procurement profession and create that exceptional experience for the people we serve and serve with.

Thank you MACPP for this scholarship opportunity and to the NIGP staff for an outstanding virtual forum 2020!