

November 2020

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

Editor: Tonia Lawson



Congratulations to our Buyer of the Year and Manager of the Year

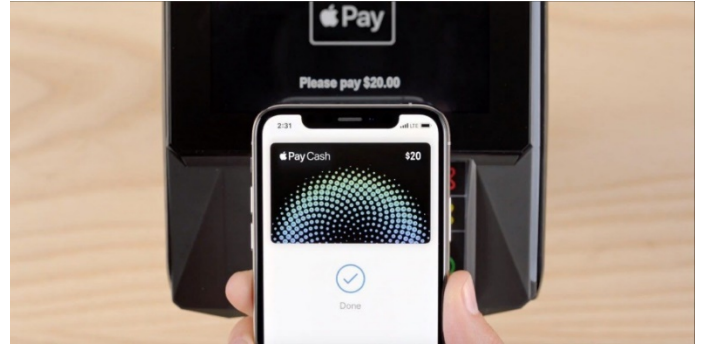
Thank you to those that attended the last Chapter Meeting of the year. Big thanks to Santa Rosa School District, Cindy Lambeth and her amazing staff.

Manager of the Year

Allison Watson
Sr. Purchasing Agent
Escambia County
School
District

Buyer of the Year

DeRita Mason
Contracts Coordinator
Okaloosa County



"The World has moved to a digital-first economy and I don't think there is any going back."

- Dan Schulman, chief executive officer and president, PayPal. He says the COVID-19 crisis has meant a tipping point for digital payments that, during the past three to five months, accelerated e-commerce penetration that otherwise could have taken three to five years to accomplish. The digital payments company showed strong growth across its business, stemming from an increase in digital payments during the pandemic.



**END OF YEAR
CELEBRATION
DINNER**

Join us to celebrate our accomplishments for the year 2020. View the CGCC webpage for more information and registration.

December 4, 2020

7:00 – 9:00 PM

Trade Winds Italian
Restaurant

205 Government Avenue
Niceville FL 32578





What's the most significant way COVID-19 has changed the supply chain?

The pandemic has increased uncertainty to a level never seen before in supply chains. Demand patterns are all over the place, supply lines are disrupted, lead times are uncertain, and nobody is quite sure when and how things will change going forward. Supply chain planning? More like supply change prognosticating!

- Ryan Purcell, Director of Global Impact, LLamasoft

Online commerce has exploded, and consumers won't change once the pandemic subsides. That's putting huge pressure on last-mile delivery. For truck drivers, COVID also shined a bright and deserving spotlight on their role as essential to the economy for keeping store shelves filled. We are seeing more acts of kindness shown to our drivers, and more appreciation for the work they do every day.

- Greg Orr, President-CFI

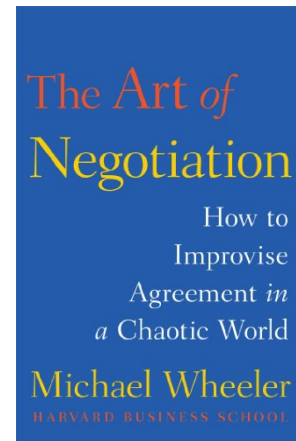
It brought to light just how complex supply chains are. We can no longer take for granted that goods can be moved easily and quickly through international logistics. Businesses are revisiting supply chain design and possible localization, which has caused healthy debate around resiliency versus efficiency and cost.

- Jason Haelzle, P.Eng. Food & Agriculture Sector Leader, GHD

Much of the pandemic's e-commerce growth will be permanent. Both pure online and brick-and-mortar retailers will need to adjust their reverse logistics programs to accommodate higher return volumes. Store retailers will face choosing between return-to-store options for online shoppers or keeping e-commerce returns online amid store-crowding concerns.

- Ken Bays, VP, Supply Tec Product Development Inmar Intelligence

Good Read



The Art of Negotiation: How to Improvise Agreement in a Chaotic World

By Michael Wheeler

A member of the world-renowned Program on Negotiation at Harvard Law School introduces the powerful next-generation approach to negotiation.

For many years, two approaches to negotiation have prevailed: the "win-win" method exemplified in *Getting to Yes* by Roger Fisher, William Ury, and Bruce Patton; and the hard-bargaining style of Herb Cohen's *You Can Negotiate Anything*. Now award-winning Harvard Business School professor Michael Wheeler provides a dynamic alternative to one-size-fits-all strategies that don't match real world realities.

The Art of Negotiation shows how master negotiators thrive in the face of chaos and uncertainty. They don't trap themselves with rigid plans. Instead they understand negotiation as a process of exploration that demands ongoing learning, adapting, and influencing. Their agility enables them to reach agreement when others would be stalemated.

Michael Wheeler illuminates the improvisational nature of negotiation, drawing on his own research and his work with Program on Negotiation colleagues. He explains how the best practices of diplomats such as George J. Mitchell, dealmaker Bruce Wasserstein, and Hollywood producer Jerry Weintraub apply to everyday transactions like selling a house, buying a car, or landing a new contract. Wheeler also draws lessons on agility and creativity from fields like jazz, sports, theater, and even military science.

NIGP Scholarship Fund

Every single day, with every effort we make at NIGP our focus is on our mission, to develop, support and promote our members and the work that you do. The COVID-19 pandemic has shone a brighter light on that work, and how important it is for the smooth functioning of all the communities and entities you serve. Whether that's a small township or a major metro area, a school system or a hospital network and the many other entities that provide all the vital services to keeping us all healthy, safe and able to cope with the vast challenges we are facing.

Continue to next page

Sourcewell has been a great partner and continuing supporter of NIGP's mission and a champion of the work that we do on behalf of our members and the profession at large.

We are immensely grateful for their generous financial support of \$200,000. This fund will ensure our organization continues to provide the learning and development opportunities that enable our members to be more effective in the work that you do.

How it works

Sourcewell will send the funds directly to NIGP. These funds will be used at the sole discretion of NIGP and will focus on maximizing learning and development opportunities among public procurement professionals.

Thanks to the generous support of



Phase II - For Members Without Training Budgets

COVID19 presents unique challenges to all of us. Many government agencies are operating with uncertainty and forced to make difficult trade-offs because of budget cuts that have left many of our members with no money to continue investing in learning and professional development.

Phase II Professional Development Opportunities

Two-day and three-day virtual instructor-led offerings from NIGP's Pathways curriculum and range from Core Certificates to Specialization Certificates.

Pathways Learning Opportunities

Choose from the following virtual offerings:

- Core Certificate: Foundations of Planning & Analysis
- Core Certificate: Foundations of Strategy & Policy
- Core Certificate: Foundations of Sourcing & Contracting
- Core Certificate: Foundations of Leadership
- Core Certificate: Foundations of Warehousing & Inventory Management
- Specialization Certificate: Technology Procurement
- Specialization Certificate: Construction Procurement



Supplier Spotlight



Founded in 1988, **Batteries Plus Bulbs** is the largest and fastest-growing provider of batteries, light bulbs, and repairs for smartphones and tablets.

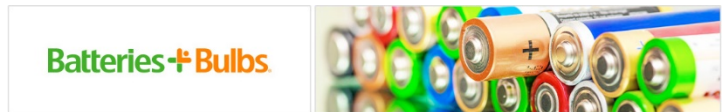
With over 700 stores located nationwide, Batteries Plus Bulbs offers E&I members unmatched service, product breadth, and delivery and pick up options.

Batteries Plus Bulbs product offering includes more than 60,000 types of batteries, light bulbs, and accessories. Members also benefit from device repair services for most tablets and smartphones as well as key fob cutting and programming. And with a nationwide network of stores open 7 days a week with convenient morning and evening hours, members can find the items they need, when they need them.

Contract Highlights:

- Significant discount off regular retail pricing on over 100 core items
- Up to 40% discount on non-contract items
- Online ordering and full punchout capabilities
- On-hand inventory for immediate fulfillment
- Flexible delivery options, store pick up, and curbside services
- End-to-end solutions on best practices for recycling
- On-site and virtual needs assessments

For more information, please contact Jason Lovell, jlovell@batteriesplus.com.



Picking a Supplier When All Bidders' Offers are the Same

Buyers may receive bids from multiple sources that have all or nearly all terms and conditions the same. This is particularly true for MRO shelf items from a distributor. However, there are differences in the suppliers' costs. For example, the suppliers probably have different costs for transportation. Their labor cost may be different. One supplier may be more efficient than another.

Although the delivery charge may be buried in the price of the product, you may be able to have that supplier's expense separated and billed to you or obtain delivery at a lower cost either by using your own truck or by using a low cost carrier.

A factor to consider is the reputation of the suppliers. Have you obtained supplier references? Award your order to the one with the best reputation.

Another way to handle the matter is to ask for bids for larger quantities. One of your suppliers may be able to give you a more favorable quote than the others.

Another possibility is to use multiple sources by giving some partial quantities to more than one supplier.

Although this is an extra burden on the buying organization, it is one way of handling the situation. It has the advantage of comparing the performance of each supplier.

When the product is continually needed you may wish to alternate suppliers each time you need to reorder.

You may be able to negotiate with one of the suppliers to keep inventory of your normal requirements on hand so you can obtain immediate order fulfillment.

It is better to have a sourcing plan that you will stick to rather than make a new decision each time you need to reorder without any good reason for selecting one supplier over another.

Make sure that all the quotes are really the same. Some differences are not really apparent. For example, one supplier may have submitted its bid earlier than the others. That is worth something. It may be the only reason that you select that supplier over the others, but at least it is a reason.

Unless your industry or company policy is to make all quotes public, it is not a good idea to disclose quotes from one supplier to another. Leaving suppliers in the dark about what you received from others or even who you received quotes may provide incentives for negotiating a better deal next time.

- American Purchasing Society, Sept. 2020

Florida Sets the Future

August 17, 2020 – Inbound Logistics



The Sunshine State is a strategic and economic powerhouse, driving companies' logistics success and setting the stage to play an even more substantial role in the coming years.

While nine U.S. states have at least one panhandle—an elongated protrusion—it can be argued that Florida's panhandle, a 200-mile strip at its northwestern end, is easily the most well-known in the country.

In a logistics sense, the entire state of Florida is something of a panhandle, functioning as a geographic landing and launching strip into the rest of the country and the world.

The third-largest state and fourth-largest economy in the United States, Florida offers world-class business amenities and infrastructure. That's why companies from around the world choose it as the site for their national and international headquarters.

Florida is home to nearly 3,000 headquarter offices, including 16 Fortune 500 corporate headquarters. Moreover, numerous international firms base key facilities in Florida to take advantage of the state's easy access to global markets.

To read this entire article, please visit

<https://www.inboundlogistics.com/cms/article/florida-sets-the-future/>.

Microsoft Teams vs Zoom: Which Platform is Better for Your Organization

by Unify Square



Why should you consider both? Microsoft Teams vs Zoom, which is better? As the UC market increasingly moves from UC to UCaaS, the key compete scenario which we find most customers discussing with us is no longer Skype for Business vs Cisco, rather the cloud scenario (which now encompasses both video conferencing as well as voice, with the advent of the Zoom Phone functionality) of Zoom vs Teams in the cloud. So, when it comes to evaluating Microsoft Teams vs Zoom, the answer is now just as tricky in the new UCaaS world as it was in the old Microsoft vs Cisco battle.

Each of these relatively new platforms has seen rapid development over the last couple of years, amassing an

impressive number of features and fans. And, don't blink, for the ongoing competition, creation, and fulfillment of new end-user and enterprise fulfilling scenarios is likely to be rapid-fire over at least the next couple of years.

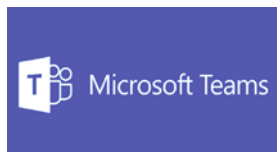
Many organizations are currently in the Skype for Business mix, but with the recent announcement for the Skype for Business Online end of life date (and suspicions that the on-prem version will have a similar fate), it's causing many IT teams to evaluate what their next move will be for their communication and collaboration ecosystem.

So how do you decide between Microsoft Teams and Zoom? First, we'll break down each platform, and then dive in to compare them on as near of a level playing field as we can create.



What is Zoom? is a leader (and arguably the most high-profile of the pack since their April IPO) in the video communications industry, tackling unified communications with their cloud

platform for video, audio conferencing, collaboration, chat, and webinars across all endpoints.



What is Microsoft Teams? is Microsoft's all-encompassing workstream collaboration plus unified communications platform – combining meetings, chats, calls, and

file sharing with the Office 365 application stack to bring everyone together in a shared workspace.

Microsoft Teams vs Zoom Breakdown

At a very high-level, Microsoft Teams and Zoom both overlap and compete in the way that they offer a set of services for video conferencing (including room systems), and UC telephony. Drilling deeper into the more nuanced features, UX, pricing, and integrations is how organizations can evaluate trade-offs and make the best decisions as to which platform is the effective fit.

Features

When it comes to features, both Zoom and Teams enable online meetings, chats, calls, screensharing, and file sharing. The difference between the two is really Microsoft's integration between Teams and its Office 365 stack. This enables Microsoft Teams to truly be a one-stop-shop for many organizations. This also allows for seamless collaboration, backups, and file search. However, going some way to balance out Microsoft's Office365 integration, Zoom and Slack feature a wide-ranging partnership and set of technical integrations.

Zoom, as a company, is a much newer organization in comparison to the behemoth that is Microsoft, yet it manages to compete with its aggressive roadmap, and due to the fact that it doesn't have to worry about managing (and eventually migrating) a set of legacy on-premises customers.

UX (User Interface)

The user interface and experience are truly where Zoom excels in the Microsoft Teams vs Zoom debate. Zoom users all rave over its simple interface and the ability to get end-users up and running with little to no training or IT support.

Microsoft Teams poses a bigger challenge as users need to get up to speed on how to interact in different channels and Teams, incorporate file sharing, and also all of the other Office 365 applications baked into Teams. Although the full set of workstream collaboration functionality built into Teams clearly allows it to offer a broader surface area of usage and scenarios (and hence a better value) than Zoom, this precise value is also in some ways its Achilles heel with respect to onboarding.

Room Systems

As parts of the Zoom vs Teams battleground threaten to become increasingly commoditized, one area of unique differentiation is the "room systems" installed in an organization. A room system can range from a simple huddle room configuration all the way up to a deluxe executive conference room. In our webinar on UC Conference Rooms: The Good, the Bad, and the Ugly, we break down everything you need to know about room systems, including comparing Microsoft Teams vs Zoom room systems. While both offer device management, touch enhancements, companion experiences with mobile, and dual-screen rooms support, Zoom has the added benefit of people counting, and Teams has proximity detection. Another difference between Zoom vs Microsoft Teams is that Zoom certifies both integrators and hardware providers while Teams only certifies the hardware solutions.

Pricing

Microsoft Teams and Zoom each offer a free version of the platform, with more advanced features offered with paid plans.

The free version of Microsoft Teams includes limited chat and collaboration, productivity apps and services, meetings and calls, and security. Two big pieces missing with the free version include administration tools or Microsoft support.

Zoom's free version includes meetings that can host up to 100 participants (with a 40-minute limit on group meetings), unlimited 1:1 meetings, online support, as well as video and web conferencing features, group collaboration features, and security.

Microsoft's Premium plan is slightly cheaper per user than Zoom's comparable Pro plan, but for their enterprise plans, they're similarly priced.

Commercial Drone Delivery Is Still Far From Taking Flight

By Sue Doerfler



In August, Amazon became just the third company to get a certificate from the U.S. Federal Aviation Administration regarding use of drones to deliver packages. While such certificates, which come under Part 135 of FAA air carrier regulations, may be a milestone for the industry, they don't signal a seismic expansion of commercial drone delivery, says Rian Whitton, senior analyst, strategic technologies at ABI Research, an Oyster Bay, New York-based global tech market advisory firm.

"What Amazon has been allowed to do is pretty limited," he says. "The drone can fly as much as 15 miles or roughly 30 minutes and deliver packages weighing under 5 pounds." The certification is more of an incremental step in regulatory easing, he says. However, it enables Amazon, as well as UPS Inc. - and Alphabet-owned Wing, which were awarded the certificates last year, to begin testing the waters — or rather, the skies.



Amazon says it plans to use the certification to begin testing customer deliveries. "This certification is an important step forward for Prime Air and indicates the FAA's confidence in Amazon's operating and safety procedures for an autonomous drone delivery service that

will one day deliver packages to our customers around the world," says David Carbon, vice president, Prime Air at Amazon. "We will continue to develop and refine our technology to fully integrate delivery drones into the airspace, and work closely with the FAA and other regulators around the world to realize our vision of 30-minute delivery."

To receive the certification, the e-commerce behemoth was required to submit detailed evidence that its operations are safe, and to demonstrate those operations to the FAA, according to Amazon. Submissions included an extensive set of manuals and comprehensive protocols for operating, training and maintaining an autonomous drone delivery service. The Amazon team developed and validated more than 500 safety and efficiency processes, which formed the basis of its submission, Amazon says.

The only solution worth launching is one that is safe and reliable, the company says, and the certificate is a step in that direction. But Amazon notes that this doesn't mean it will be regularly delivering packages to customers' yards right away. However, it does mean the company will be actively flying and testing, it says, and it will take time before drone operations are ready to scale.

Testing and Trials

The drone industry, particularly within the U.S., remains largely limited to testing and pilot programs, Whitton says. However, some companies have made headway using drones to deliver vital supplies to remote locations outside the U.S., he says. The "best use case," he says, is Zipline, a California company that was founded in 2014 and delivers critical medical supplies to multiple countries. Other companies also employ drones on a trial basis, generally in remote areas, he says.

Additionally, says Susan Beardslee, principal analyst, freight transportation and logistics at ABI Research, drones are being used or considered for delivery of supplies in campus settings, like medical or university campuses. And several companies, including Walmart, which in mid-September announced a partnership with Zipline, are investigating other drone uses and innovations.

An impediment to quick development of widespread commercial drone delivery in the U.S. is how developed the infrastructure is, Whitton notes. "In the U.S., there is generally a perception that the infrastructure will always stay the same: The cities won't change, the roads won't change, the infrastructure won't change that much, and the technology will just be built around it," he says. Quick commercial development is more likely in China than the U.S., Whitton says: "In China, there is still a big appetite to develop new roads and city plans," which makes it more amenable to deploying drone technology as well as other autonomous technologies like self-driving cars.

Moving Beyond Hype

Skepticism about drone delivery is huge — even among the drone community, Whitton says. "There was an initial burst of hype in 2015, certainly around consumer drones," he says, adding that excitement has since died down. Consumer drones also have caused disruptions. Drone sightings around Gatwick Airport, near London, in 2018 caused flights to be canceled and a runway to be closed. A January 2019 incident involving a drone in near London's Heathrow Airport halted departures.

Commercial drone delivery also has faced skepticism. "There have been questions about whether (customers) want the delivery in the front yard or backyard, what if there is a dog in the backyard, and other questions over privacy," Whitton says. "There are many unanswered questions about the underlying proposition.

"Until the wider infrastructure of remote identification and comprehensive unmanned traffic management system that can track all the drones in the air is enabled," he says, "then this will always be a sort of testing technology, a marginal technology, as opposed to something substantive." Whitton adds: "It's something we can think about more in five or 10 years. It's

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