

September, 2020

# Chapter Bulletin

## President's Corner

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### Contributors

Megan Howser, Kara Daniel,  
Cindy Atkins, Carrie Mathes

We support education as a means to continually furnish excellence in our ranks. We promote ethical, efficient and cost effective procurement practices for the promotion of integrity and best value for our public stakeholders.

Chapter Member of:



Fellow MAPP Members,

I hope this finds you doing well! I know right now we are all faced with challenging times in our agencies and even in our personal lives. Thank you for all you are doing at your agency through these unprecedented times. Often in purchasing, we are the unsung heroes but I want you to know **you are appreciated!** Remember we are all in this together if you have questions of your fellow MAPP professionals please engage through MemberConnect and our MAPP Facebook group!

### MAPP Updates:

I am kicking-off this newsletter with exciting news! At the *virtual* NIGP Forum 2020, it was announced that MAPP received the Silver Chapter Performance Seal!!! We also received honorable mention for 77% of our chapter members holding both and NIGP and a MAPP membership!



Speaking of Forum, I hope many of you were able to attend the 75th annual NIGP Forum! I was not sure what to expect being a virtual event but in typical NIGP fashion, they knocked it out of the park! It was a wonderful week of learning and networking with fellow public procurement professionals!

...continued on next page

# President's Corner, cont...

Even though we cannot all be together during this season the MAPP Board felt it important to still provide our members with educational opportunities. I hope you have taken the time to watch the webinar presented by Dr. Brandhorst. If you have you can access the webinar recording at the following link:

<https://www.mappi.org/insidepages/filearchive/>. Be on the lookout for future networking sessions, live and pre-recorded webinars.

The Board is working to tentatively schedule our conference for 2021. We are being very mindful of the pandemic but with positive hopes, we are moving forward. We are working with the Chateau on the Lake in Branson, MO for October 13-15, 2021.

**Are you getting emails from MAPP? If you are not getting our emails, try this:**

Ask your IT department to "white list" [mail.chaptermanager.com](mailto:mail.chaptermanager.com) and [mail.mappi.org](mailto:mail.mappi.org)

*and the IP address of our new mail server:*

**173.239.96.20**

This should help get our messages to your inbox.

## **NIGP Updates:**

During Forum NIGP made many exciting announcements! A new Mentorship Program has been developed to help support lifelong learning. You can find out more about this program by visiting:

<https://www.facebook.com/groups/nigpmentorship>.

NIGP also unveiled their new logo which is coming soon!

All NIGP courses through the end of the year have been converted to virtual sessions. Just a reminder that MAPP does offer scholarships to attend NIGP courses.

## **UPPCC Updates:**

In August the UPPCC announced the CPPO/CPPB certification exams coming in October 2021.

In closing, during Forum this kept coming up and it really with me resonated with me. I felt it was worthy of the share! Keep up the good work, keep growing, and remember to always follow these wise words from Stephen Covey.

Take care and be well!

Sincerely,

Kara M. Daniel, CPPB

MAPP President



# Education Opportunities

## **Sept.29** Webinar - You Are Certified by the UPPCC. Congratulations! What is Your Next Journey?

If you are currently certified as a CPPO or CPPB and consider yourself a mid to executive level leader, this Webinar is for you. Recent surveys concluded that half of the respondents would consider a new credential. This number jumps to 74% for respondents under 40. Through June 2021, you have a unique opportunity to earn your NIGP Certified Procurement Professional designation without spending a dime. Learn how to apply via an abbreviated online application and prepare for the modular exam that will only focus on those topics not covered in your UPPCC exam.

[https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg\\_evt\\_key=e3a0b4ee-e20e-41d0-9b65-a2f3fe849c0b](https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg_evt_key=e3a0b4ee-e20e-41d0-9b65-a2f3fe849c0b)

## **Oct.7** Webinar - Zoom to the Top ... Of the Virtual World

Conducting meetings is a big part of the procurement professional's role and is something most of us have done face-to-face hundreds of times. However, many of those meetings are now conducted on-line and if you are a novice to the virtual world, it can be a little intimidating. This webinar will explore tips and techniques, not just the mechanics, but also the visual and audio aspects that can help you succeed in the virtual world.

[https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg\\_evt\\_key=39fcb5e8-36b8-45d6-bc39-da28d7cc3705](https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg_evt_key=39fcb5e8-36b8-45d6-bc39-da28d7cc3705)

## **Nov.30** Webinar - How Unlikely Partners Can Make You Successful: The Realized Value in a Collaborative Buyer & Supplier Relationship and Why it Matters

Addressing realized value in collaborative Buyer/Supplier relationships and why they matter. How can you utilize your strategic partners to bring private sector solutions to your public agency and improve your overall value to the agency while staying in regulatory compliance? How do you effectively measure contractor/vendor performance, justify overall savings or share risk management within product or services procurements? There's overall value to an agency when procurement, departments and vendors communicate to implement mutually beneficial solutions and you are the key.

[https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg\\_evt\\_key=6790a95d-54ac-46f1-adfb-83d569cb97ef](https://ams.nigp.org/eweb/DynamicPage.aspx?webcode=NIGPEventInfo&Reg_evt_key=6790a95d-54ac-46f1-adfb-83d569cb97ef)

**NIGP also offers other opportunities to GROW PROFESSIONALLY through their online course offerings - check their online offerings out at:**

<https://www.nigp.org/home/your-learning-journey/education/take-a-course>



## **NIGP Webinar Information**

NIGP webinars focus on a wide variety of topics facing the procurement professions. Attend regularly to learn about the latest changes in policy & legislations impacting public procurement, technology trends, and overall trending topics in the profession



Webinars are **COMPLIMENTARY** for NIGP members

Include 60-70 minutes of content followed by a Q&A session

1 Contact Hour awarded for each webinar attended



# Board Member Spotlight

## Kara Daniel, CPPB

Manager I – Purchasing for The School District of Springfield R-12  
MAPP President 2019 & 2020  
NIGP Area 6 Chapter Ambassador



- 1. How long have you been in Public Procurement?** I began my career in public procurement in 2004, I have been in this industry for 16 years.
- 2. How long have you been a member of MAPP?** I have been a MAPP member for 8 years.
- 3. Why did you join MAPP?** When I became a Buyer in 2012 my office paid for my membership. Initially, I was not sure what MAPP was all about, but the more I got involved the more I learned about our organization. My memberships to both MAPP and NIGP have been invaluable to my professional development.
- 4. What is your current position on the Board?** What do you do in this role? I am incredibly honored to serve as President. In my role, I represent our Chapter to NIGP. I lead our all-star team of Board members and support YOU, our awesome MAPP members! I strive to continually grow our membership and membership offerings.
- 5. What do you enjoy most about volunteering?** I am extremely passionate about public procurement, MAPP, and NIGP. What I love most about volunteering are the relationships I have built with members of both MAPP and NIGP. We have a strong support system that I both value and appreciate. Also, I have been blessed in my career with some fantastic mentors to have given me so much. I feel like volunteering is a way for me to give back.
- 6. What advice would you offer to a new MAPP Member?** Get involved in MAPP!!! Join our Facebook Group, follow us Twitter, connect with us on LinkedIn, and ask questions on MemberConnect. When we are all able to meet together again, come to our events! Network with your fellow MAPP members. When I attended my first MAPP conference I really did not know anyone. By nature, I am 100% an introvert, but I stepped outside of my comfort zone and met new people. Little did I know that step out of my comfort zone would lead me to incredible friendships and a large networking base. When I have a question about procurement I have connections that are only an email or a phone call away to offer advice and support. If you have any questions about your membership benefits please reach out to me at [kmdaniel@spsmail.org](mailto:kmdaniel@spsmail.org).
- 7. What do you love most about working in Procurement?** I love that we support and serve the communities we live in. When I first started in procurement I didn't realize that the work we do every day has such big impacts on our communities!
- 8. How do you define success?** To be successful you have to commit to being a lifelong learner. You have to set and work towards goals. You have to step up, help out, and learn whenever possible. Nobody is perfect we all make mistakes but it how you learn and grow from mistakes that can make you or break you!
- 9. Who inspires you?** Lourdes Coss, MPA, CPPO has been a huge inspiration to me. Lourdes is a retired public procurement professional, author, coach, and a speaker. Lourdes is one of many professionals who sprang into action when COVID changed the world. To give back to other procurement professionals Lourdes started a series of motivational and educational leadership sessions and book studies. I have tried very hard not to miss a session as they always offer great advice, tips, and conversation. Her sessions not only inspire me to be a better me they also provide me with personal growth and leadership skills. Be on the lookout for a new podcast from Lourdes, when it is available I will post a link to our Facebook group.
- 10. If you could choose anyone as a mentor, who would you choose?** Brene Brown, I like her leadership style and she is very relatable. In her book, Dare to Lead, she refers to the song Riser, by Dierks Bentley I have often felt this is my theme song.



# Board Member Spotlight

Kara Daniel,  
continued...



Chorus:

I'm a riser

I'm a get up off the ground, don't  
run and hider

Pushing comes a-shovin'

Hey I'm a fighter

When darkness comes to town,

I'm a lighter

A get out aliver, out of the fire

Survivor

**11. What's one thing - either industry-related or not - you learned in the last month?** I have learned that moving your entire household in the middle of a pandemic can be done albeit VERY stressful...the end result is totally worth it!

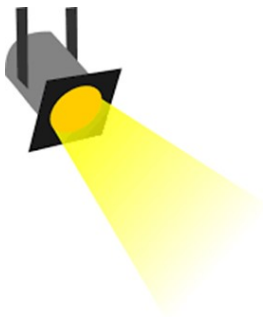
**12. What's something about you (a fun fact) that not many people know?** In college, I was the Editor In Chief of Ozarks Technical Community College's student newspaper the Eagle.

**13. What is the last book you read?** Dare to Lead by Brene Brown. I am currently reading Seeing Excellence by Richard Pennington and listening to the audible book Winning with People by John Maxwell.

**14. What is the first concert you ever attended?** I honestly could not tell you, I love live music and have been to too many concerts to count. My favorite concerts have been Keith Urban, Miranda Lambert, Jake Owen, Lady A, Miranda Lambert (x2), Garth Brooks (x2), Eric Church (x2), and Dierks Bentley (x6).

**15. What is something you didn't know about MAPP or NIGP prior to serving on the Board?** I did not know that MAPP has 200+ members and NIGP has more than 15,000 active members! I did not know the passion that MAPP board members have for this organization. I did not know about the dedication NIGP staff and volunteers have for supporting public procurement and truly lifting our industry up. I have met with and worked with some truly respectful individuals in both organizations. These people have motivated me to work hard, give back and keep moving forward.

**16. What do like to do in your free time?** I love spending time with my friends and my family. My husband is a Shriner and before COVID-19 we enjoyed attending Shrine events and fundraisers. My husband's "toy" is a 2003 Ford Mustang Mach 1. It is a lot of fun we like to go to car shows and take joy rides. It is also a lot of fun to drive!!!! I am an avid craft beer lover! If you are ever in the Springfield area I highly recommend 4 by 4 Brewing Company. Even during the season of COVID they have adapted and are canning and doing curbside to go. When our new normal begins it will be one of my first stops!



# Board Member Spotlight

## **Nicolle Backes CPPB**

Purchasing Manager – State of Missouri, Office of Administration  
Scholarship Chair 2019 & 2020

### **1. How long have you been in Public Procurement? How long have you been a member of MAPP?**

I started in procurement June 2013 and became a MAPP member shortly after

### **2. Why did you join MAPP?**

I joined MAPP because the office had all employees become members.

### **3. What is your current position on the Board? What do you do in this role?**

Currently, I serve as the Scholarship Chair. I process scholarship applications as they are submitted, send them to the board for approval/denial and award/deny the scholarship application.

### **4. What do you enjoy most about volunteering?**

I love to see the smile on people's faces and hear their stories.

### **5. What advice would you offer to a new MAPP Member?**

Get involved!!!! When you attend conferences, don't sit with people you know.

### **6. What do you love most about working in Procurement?**

It is awesome to see the items I work on helping the MO citizen.

### **7. How do you define success?**

Success..... this is difficult. There are multiple levels of success. Work success – completing work on time and in manner that involved very little intervention. Personal success – accomplishing goals I set for myself

### **8. Who inspires you?**

My mom – She never quits and always puts everyone in front of her own feelings.

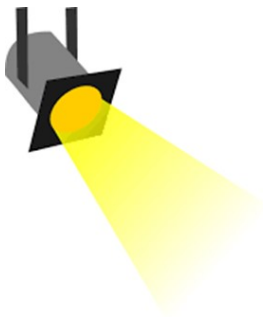
### **9. If you could choose anyone as a mentor, who would you choose?**

I have no clue. Never really thought about it. I feel like choosing just 1 person a mentor would be a disservice to myself. I choose to have multiple people to look to for advice.

### **10. What's one thing - either industry-related or not - you learned in the last month?**

I learned that vendor truly don't know how to read. Hahah just kidding, I learned to not second guess myself as much.





# Board Member Spotlight

**Nicolle Backes,  
continued...**

**11. What's something about you (a fun fact) that not many people know?**

Terrified of ticks even though I live in the country

**12. What's the last book you read?**

The official rule book for high school volleyball – I recently became a certified ref through MSHSAA

**13. What's the first concert you ever attended?**

Tim McGraw & LeAnn Rimes

**14. What is something you didn't know about MAPP or NIGP prior to serving on the Board?**

How much the work is done in the background by the board. They do A LOT to keep the organization running

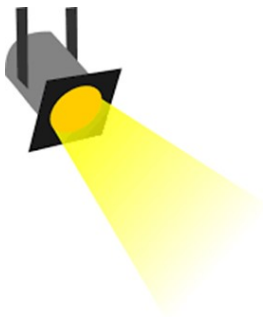
**15. What do like to do in your free time?**

HAHA... what is free time? I work 3 jobs & have 3 kids. But if I do have a minute to spare, I love to spend time outdoors whether it be by the lake, on a boat, or by the pool.



OFFICE of ADMINISTRATION  
Division of Purchasing





# Board Member Spotlight

**Kim Hopkins-Will, CPPO, CPPB**  
Buyer II – City Utilities of Springfield  
Public Affairs/Research and Specifications Chair 2020 & 2021



**1. How long have you been in Public Procurement?** 17 years. I worked for the Metropolitan Government of Nashville-Davidson County for six years, most of that time as a Contract Specialist. I worked at Missouri State University for four years, three and half as Technology Buyer. Currently, I work for City Utilities of Springfield and have been serving as a Buyer II since 2014.

**2. How long have you been a member of MAPP?** 9 years

**3. Why did you join MAPP?** I was previously an officer with the Tennessee Association for Public Purchasing (TAPP) and new firsthand of the benefits associated with a state procurement organization.

**4. What is your current position on the Board?** My current position is Public Affairs/Research & Specifications Chair. My role in this position is to review the bills before the Missouri General Assembly. The Missouri General Assembly is made up of 163 House of Representatives and 34 Missouri Senators.

**5. What do you do in this role?** In this role I keep MAPP members informed of bills that may affect procurement. An example of this was the Anti-Discrimination Act Against Israel that became effective August 28, 2020. I wrote up an article detailing the legislation. In turn, that article was distributed to all MAPP members along with a draft of an Affidavit that each entity could copy.

**6. What do you enjoy most about volunteering?** What I enjoy the most about volunteering for MAPP is helping others. Specifically, I enjoy helping new buyers navigate and learn the right way to do things in public procurement. Remembering how nervous I was when I first went into public procurement in 2002. If it had not been for my mentors like Angie McDonald, Pat Edwards or Dr. Stephen B. Gordon I do not know where I would be today.

**7. What advice would you offer to a new MAPP Member?** Be patient and read. Read your policies and procedures. Ask lots of questions regarding public procurement. Ask how your entity was formed and what purpose does it serve the taxpayers. Learn about your organization and profession first everything else will fall into place.

**8. What do you love most about working in Procurement?** I love solving problems for my end users. This job is a majority of reading and analytical problem solving. 1. Define the problem. 2. Generate alternatives/solutions. 3. Evaluate alternates/solutions and select one. 4. Make your decision. 5. Follow up.

**9. How do you define success?** To me professional success is a sense of internal satisfaction knowing that I strive to do a job well done and be a better coworker, buyer, and mentor to those around me.

**10. Who inspires you?** My son, Chase Marable inspires me every day. Everything he does is to help others. Chase is a commercial insurance agent and loves what he does.

He produces motivational podcasts and recently talked his employer into letting him do a “101 days of kindness”. For 101 days straight, Chase spotlighted a different nonprofit in Springfield and the surrounding areas. His company paid each nonprofit \$20 and then he challenged others to give to that charity. He also organizes fundraisers and runs half marathons for St. Jude’s Children Hospital. Chase’s best friend from high school, Zach Winter, passed away with a brain tumor while they were both still in college. Chase started the Run for Zach team (#R4Z) and has raised thousands of dollars for St. Jude’s research. You asked.



# Board Member Spotlight

## Kim Hopkins-Will, continued...

**11. If you could choose anyone as a mentor, who would you choose?** I have several I would choose, but I would like to be mentored by Angela Merkel, Chancellor of Germany. She is the first woman to be elected chancellor and the first chancellor since the fall of the Berlin Wall. Chancellor Merkel holds a doctorate in quantum chemistry and worked as a research scientist until she got into politics in 1989. It is not so much her politics I agree with, but her tenacity to learn everything she could about her government. She served in numerous capacities of government until her Chancellor election in 2005. She has announced this year that she will stand down as Chancellor in 2021.

**12. What's one thing - either industry-related or not - you learned in the last month?** The Artificial Intelligence that is going on in this world is amazing. There are robots right now stocking shelves in Japan. I have attached a link to an article, <https://www.cnn.com/2020/09/14/business/robots-japan-supermarkets-spc-intl/index.html>. It is in the testing phase, but it is going well. Who knows what will happen in the next 5 years?

**13. What's something about you (a fun fact) that not many people know?** I am an Ancestry.com fanatic. I have over 3000 people in my family tree. I recently uncovered who was my husband's biological grandmother. His mother was adopted, and she never knew her biological family. Members of his mother's biological family, previously unknown, are reaching out. It is pretty cool.

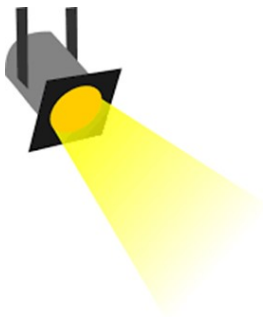
**14. What is the last book you read?** How to think like a Roman Emperor. *The Stoic Philosophy of Marcus Aurelius* by Donald Robertson.

**15. What is the first concert you ever attended?** The Carpenters in 1968. Karen Carpenter was a drummer and in fifth grade I started playing drums until I was a senior in high school.

**16. What is something you didn't know about MAPP or NIGP prior to serving on the Board?** That is not a fair question, because I served on the board previously 2013-2015 as Scholarship Chair. Something I didn't know in my new position as Public Affairs/Research & Specifications Chair is how interesting it is learning about the State of Missouri's General Assembly.

**17. What do like to do in your free time?** My husband and I, preCOVID-19, traveled a lot and internationally. Cabo San Lucas is my happy place. I enjoy their culture, the ocean, whale watching and the food is muy bueno. This year it we will be closer to home, table rock lake.





# Board Member Spotlight

**Todd Cox**

Buyer II – City of Springfield, Division of Purchases  
Program Chair 2019 & 2020



## 1. How long have you been in Public Procurement? How long have you been a member of MAPP?

Closing in on 7 years. MAPP member for the same amount of time.

## 2. Why did you join MAPP?

Recommendation of my first supervisor in Public Procurement, Jim Tillman. He saw MAPP as a great resource for learning, growth and networking.

## 3. What is your current position on the Board? What do you do in this role?

I am currently the Program Chair. My biggest responsibility is planning the annual MAPP meeting

## 4. What do you enjoy most about volunteering?

I enjoy seeing others benefit from the work that you do. There is nothing better than the close of an annual meeting when you get feedback from people who are excited about their experience. It might be people they have met or something that they learned they didn't know previously.

## 5. What advice would you offer to a new MAPP Member?

Get plugged in. Meet new people. Talk, ask questions and don't be shy. The way you learn is by networking

## 6. What do you love most about working in Procurement?

I truly enjoy seeing things accomplished for the agency you are working for. Whether that is saving money or securing a service that is greatly needed it is very satisfying to work with an ongoing project and seeing it come to a successful completion.

## 7. How do you define success?

Success, is keeping yourself inspired for life. No matter what job you are doing or what obstacles you face can you remain inspired. This has really come to a test with this year, but if you can find inspiration for life in the midst of everything is going on today, you can be a great success in your life.

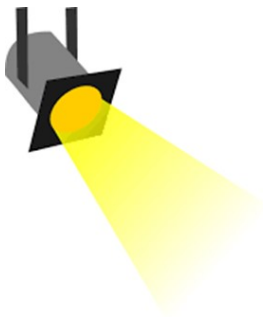
## 8. Who inspires you?

Sounds a bit crazy, but right now it's my 17-year-old son. He has accomplished a great deal in his young life and instead of just resting on success he continues to seek more experiences and pushes to new horizons.

## 9. If you could choose anyone as a mentor, who would you choose?

I'm not sure that I have a person in particular in mind. I think the person I would want to mentor me is someone who have the ability to teach you balance in life. I think a lot of times we can get overburdened in one area and ignore much more important issues.





# Board Member Spotlight

Todd Cox, continued

**10. What's one thing - either industry-related or not - you learned in the last month?**

I think in the last month I have been better able to identify my role in life. When you are working from home and not really getting out much you have the ability to focus more on what you are supposed to be doing as opposed to what you are required to do. It changes the way you look at life.

**11. What's something about you (a fun fact) that not many people know?**

That I am growing a beard as my COVID-19 project.

**12. What's the last book you read?**

I'm currently reading 5 books. I'm one of those, but the most interesting book I think I'm reading is "American Moonshot – John F. Kennedy and the Great Space Race" by Douglas Brinkley. I do love the history stuff.

**13. What's the first concert you ever attended?**

KISS at Memorial Hall in Kansas City

**14. What is something you didn't know about MAPP or NIGP prior to serving on the Board?**

I don't believe I knew exactly how MAPP and NIGP interacted prior to being on the board. It has been interesting to see.

**15. What do like to do in your free time?**

Little limited right now, but I like to read, listen to music, go and eat great food, drive, travel, take spontaneous trips and at times play the guitar. It's a challenge with some of those now, but I look forward to going full bore when the pandemic passes. Just must be a little more creative these days.





# NEWS & INFO



*Please join MAPP in  
wishing a warm welcome to  
the following  
New MAPP Member:*

***Renee Pettijohn***

***Missouri Department of Transportation -  
Kansas City District***

# Welcome

Recently NIGP announced the revamp of their Mentorship Program. Both MAPP & NIGP recognize that life-long learning should be supported by intentional professional relationships established to guide professionals in their careers. To follow suit MAPP is looking to possibly expand our own mentorship program.

Typically at our annual conferences, MAPP offers an option for a mentor during registration. Due to COVID-19, even though we are not able to be together, we feel mentor/mentee relationships are valuable and important.

The MAPP Board is seeking interest from our members regarding the potential of expanding this program to include MAPP. We would appreciate if you would take a moment to complete the brief survey found on the following website:

<https://www.mappi.org/insidepages/surveys/>

To find out more information about the NIGP Mentorship Program, please visit the following website:

<https://www.facebook.com/groups/nigpmentorship>

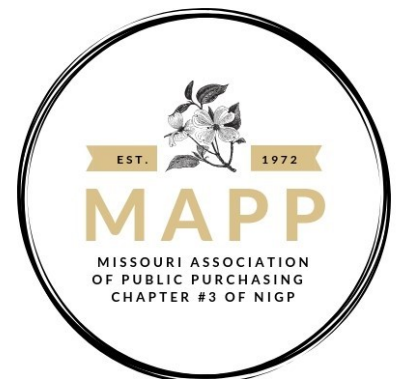


Congratulations to  
**MAPP Treasurer David Weidler**

CPPO, CPPB

who just obtained his NIGP Certified Procurement Professional designation (NIGP-CPP) by successfully completing the competency-based qualifications set forth by the NIGP Certification Commission.

# Congratulations!



# NEWS & INFO



## *Do You Know?*

MAPP has Facebook group, and Twitter and LinkedIn accounts that can be found by searching the [Missouri Association of Public Purchasing MAPP #3 Chapter of NIGP](#) on Facebook and [MAPP of NIGP](#) on Twitter and



## Are you certified?

Do you know you can track your certification expiration dates in your ChapterManager Profile?

Follow these instructions to update your profile to begin tracking your important dates. MAPP suggests reviewing your profile in ChapterManager on an annual basis to ensure your information is up-to-date!

1. Login to your account.
2. Once logged in, click on the Certifications tab and enter your Certification type.
3. Enter your Certification Number if known.
4. Enter your Certification Issuance Date.
5. Enter your Certification Expiration Date.
6. Upload your Certification certificate.
7. Save.

If you need assistance acquiring CPPB/CPPO certification information, contact the UPPCC at <https://www.uppcc.org/>



Save the Date

**MAPP Fall Conference**  
October 13-15, 2021

Chateau on the Lake,  
Branson

# Editorial

By - Cynthia (Cindy) Adkins  
Missouri Department of Corrections

## NIGP Forum 2020

I received a scholarship from the MAPP Board to virtually attend NIGP Forum 2020. It was the 75<sup>th</sup> NIGP Forum, and it was held August 24<sup>th</sup> through the 28<sup>th</sup>. It was my first time attending a NIGP Forum, and it was my first virtual forum or conference of any kind. I didn't know what to expect! It ended up far exceeding my expectations.

NIGP clearly put a lot of thought in to how they were going to have this event virtually. From my perspective, the sessions, plenaries, meet-ups, and virtual exhibit hall went off without a hitch. There were so many great sessions that it would be impossible for someone to walk away at the end of the forum not having gained a great deal of knowledge.

There were many great sessions, but the session that stuck with me the most was From Hurdle to Hero: Stop Being the Roadblock by Stacy Gregg. This session covered why procurement professionals might be perceived as a roadblock or hurdle to end-users and how we can earn a reputation as a hero to them. Roadblocks are designed to make people stop, whereas hurdles challenge you, condition you, and prepare you. Hurdles allow you to keep moving forward.

When we put up unnecessary roadblocks in procurement, it creates conditions where people try to go around us. Stacy described the following consequences of laying unnecessary roadblocks: end-users don't take us seriously, we don't get invited to the planning parties (early involvement), we lose credibility, and stakeholders do whatever they can to avoid us. We become our own worst enemy when we put up unnecessary roadblocks. Stacy provided tips to stop putting down roadblocks and strategically place hurdles so that you can become a hero to your entity. One of those is to provide requesters/end-users with other options instead of just saying no (hurdles). This can be greatly beneficial to everyone involved.

Stacy also discussed roadblocks and hurdles in regard to vendors. One of her tips to not create unnecessary roadblocks for vendors is to take a good look at your specifications. For example, are you making them too restrictive? If your specifications are too restrictive, vendors might not submit a bid. That could then also lead to negative consequences for the end-users (non-competitive pricing, etcetera).

That was a short overview of the session. This session really made me start evaluating if I say no unnecessarily and if I provide alternative options if I have to say no. Laying hurdles instead of unnecessary roadblocks can have a positive impact on both my professional life and my personal life. For example, if I give people alternative options, they are less likely to try to go around me or burst through those roadblocks and create disasters.

Thank you MAPP Board for giving me the scholarship to attend the NIGP Forum. It was a great event, and I gained a lot of knowledge. I highly encourage others to look in to future MAPP scholarship opportunities.





# Ask an Expert

**Carrie Mathes, MPA, CFCM, CPPO, C.P.M., CPPB, A.P.P.**  
Orange County Government Procurement Division | Manager

## **What advice would you offer to a new Procurement Professional?**

Perhaps the best piece of advice that I can offer is to get connected with mentors. Mentors can provide great guidance, both personally and professionally throughout your entire career. Don't limit yourself to a single resource. We are blessed to be in a profession with a significant number of experienced professionals, who are more than willing to share their knowledge and provide guidance to help you navigate the public procurement waters. Mentors can be extremely helpful when it comes to discussing your professional goals and developing a plan to achieve them. I am blessed to have connected with some amazing mentors early in my career who were so integral in my development as a procurement professional. To this day, I still rely on them for counsel occasionally, and I am so unbelievably thankful for their guidance and support.

I also recommend becoming active in your local NIGP chapter. Don't just get involved, stay involved. Chapters are key to building a network of peers, which is such a crucial component to our profession. Chapters are an amazing resource to connect their members with volunteer and professional development opportunities locally, in addition to providing information on resources available through NIGP: The Institute for Public Procurement.

My final piece of advice is to remain inquisitive. Don't be afraid to ask questions, it's vital to your development as a procurement professional. Public procurement covers such a large spectrum of topics, that we are constantly learning and adapting to embrace (or develop) best practices and emerging trends. Even the most seasoned professionals continue to learn in this profession. That's the best part!

## **What advice would you offer to a seasoned Procurement Professional?**

Always remain approachable. Seasoned procurement professionals have some amazing stories to tell, ranging from lessons learned, successes or challenges and how you overcame them. Remain willing to share your stories, so others can learn from your journey. Yours is an important and impactful story...tell it!

Consider serving as a mentor to others, so you can help provide guidance and advice to those following in your footsteps. Think back to when you started your career in public procurement. Recall the many folks who impacted your journey in a positive way, and consider paying it forward.

## **COVID has changed so much for our industry. Can you share some resources that you have used or found to be useful during this season?**

The greatest resource that I have utilized during the COVID-19 pandemic has been the NIGP network. I am forever grateful for the COVID-19 resources made available to its membership. They produced timely webinars that provided an opportunity for direct engagement with peers across the United States and Canada. The Coronavirus Nsite community has provided a forum to post and respond to pandemic specific discussions, where resources are identified and shared. To date, there are over 300+ unique discussions that have been initiated! Through this community, I have obtained and shared potential sources for PPE, and benefited from discussions related to federal funding.

Additionally, through the NIGP membership network, I have directly communicated with members across the country, engaging in information sharing to support response efforts. This pandemic had a global impact, with none of us being spared from response efforts. The NIGP community has been a saving grace for me during these last 6 months. Be it resource sharing, timely webinars, or simply an outreach to ask how I was doing, it's made a huge difference!



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# Ask an Expert

## Carrie Mathes, continued

### **Over the course of your career in Procurement what has been your biggest challenge? What has been your biggest learning opportunity?**

The biggest challenge I have encountered during my career has been the COVID-19 pandemic. The pandemic required us to quickly develop and implement numerous changes to our internal workflows, procurement processes

and how we handle public meetings to ensure compliance with state laws under emergency orders. We were challenged to promptly develop comprehensive telework program documents and reporting templates, interim e-procurement system implementation business case, and business continuity readiness re-opening plans. Change management was critical during these implementations to ensure our team was supported and set up to successfully adapt to the numerous transitions. I am so grateful for my procurement leadership team, who developed several internal resources to aid in that support, and led us through numerous program implementations to successfully automate processes, allowing us to remain efficient, even in a telework environment.

Concurrently, our emergency operations center was activated and remained in an active status for 169 days, which required our team members to be physically present at that location to procure all resources requested to support the response to COVID-19. This was my primary assignment, and I was responsible to ensure sufficient staffing was present during each operational period. For the first several months, the operations required presence seven days a week for 12-hour shifts. Needless to say, our small but mighty emergency support function team rose to the occasion! But we did experience numerous challenges in procuring personal protective equipment (PPE), in addition to the global supply shortage that we all endured, we also experienced orders being confiscated in transit by the Nevada National Guard, orders being quarantined in customs, and navigating the hand sanitizer recall which was announced in July, which we learned directly related to orders we had placed back in April. This required us to coordinate recall claims with our legal and risk management teams as well as the development of a communication plan to our departments to notify the of the recall and provide guidance for any employees who may have been affected. During the emergency activation, we also entered what has become an extremely active six-month hurricane season and participated in shelter planning activities to ensure social distancing guidelines were incorporated and sufficient PPE was inventoried to support shelter occupants.

My biggest learning opportunity has been overseeing multiple complex and political procurement processes to contract for the expansion of the Orange County Convention Center, the second largest in the United States. The entire expansion project was estimated at \$605 million. Since this is my first experience with a construction project of this magnitude, there have been quite a few learning opportunities associated with the procurement planning meetings to contract for the various professional services procurements, including Owner's Representative Services, Design Services, and Construction Manager at Risk Services. To ensure we maximized outreach efforts, a business outreach strategy was developed, consisting of multiple pre-solicitation informational sessions, to provide the project overview and identify the numerous opportunities to engage minority and small businesses to support the project. The sessions were a collaborative effort between Convention Center, Procurement, Risk Management, Legal and Business Development. As you can imagine, due to the estimated value of the associated contracts, there was a lot of interest from the contractor community, as well as media scrutiny, who didn't necessarily believe that we should be expending tourist development tax monies on this expansion (they felt the money could be better spent elsewhere). The success of these procurements and the overall project relied on a solid communication plan to ensure County leadership and elected officials remained informed of the overall strategy the processes as they unfolded. This proved to be a great strategy, as numerous constituents engaged with their elected officials, and they remained prepared to field those inquiries timely and effectively. To make a long story short, we spent the last several years facilitating and executing the aforementioned professional services contracts, as well as a contract for an Owner Controlled Insurance Program (OCIP), which was another first for me. Due to COVID-19, the tourist development tax revenues that we relied on to fund the expansion project have essentially evaporated, and are not projected to recover in the near future. At the direction of our Mayor, we have issued termination for convenience notices for the Construction Manager at Risk Services, as well as the OCIP. We have issued suspension notices to the Owner's Representative team and the Design team. We are now actively coordinating the demobilization of the respective teams to ensure sufficient close-out. It remains to be seen if we will ultimately terminate those contracts, it will be dependent on the revenue rebound, and when it stabilizes.

### **What do you think it takes to be a successful Public Procurement Professional?**

Maintaining strong ethics and protecting the integrity of the procurement process are critical to a successful career in public procurement. To lose either of these erodes the public's trust in what we do, and equally as important in how our government agency is perceived to its constituents. Undoubtedly you will face challenges in your career, but it is incumbent upon us to make ethically sound decisions.

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# Ask an Expert

## Carrie Mathes, continued

I believe in life long learning. We are never too old to learn or sharpen skills. There are so many resources quite literally at our fingertips, if we just take the time to utilize them. We must challenge ourselves, push the boundaries and be willing to step outside of our comfort zones. Every experience is an opportunity for growth. Will we make mistakes? Sure! But success comes from analyzing and learning from them.

I also believe that success in this profession requires us to be adaptable. A wise man once said “change or be changed by change”. Consider how much technology has evolved over the last decade, or sustainability initiatives within your organization. As programming and initiatives evolve, so must procurement. Gone are the days of saying “this is the way we’ve always done it”. Successful procurement operations must be adaptable, embrace progression and develop processes for effective execution.

### What resources do you use to help you grow professionally?

Professional associations are a key component to my development. I love the educational content provided by NIGP. I often find myself reviewing the Global Best Practices to gain a deeper understanding of certain procurement topics, which has been a huge help in developing strategies and optimizing operations. I also consider my state procurement association, FAPPO, a great resource for content specific to Florida and the laws we must comply with.

As mentioned previously, my mentors continue to contribute to my professional growth. I’ve been in the public procurement profession over 20 years now, and they are still a critical resource to me.

Finally, I would say my network of peers are an amazing resource for growth! Having the ability to pick up the phone and reach out to them and pose a question, or talk through a scenario to obtain their input is incredibly valuable. Considering perspectives outside of our own can be transformational. My peers challenge me to be the best version of myself.... you can’t ask for a better resource than that!

### Is there anything additional words of wisdom or advice that you would be willing to share with our MAPP Members?

Pursue that which you are passionate about. If you have a passion for public procurement, jump in with both feet, pursue every opportunity for growth and don’t be afraid to reach outside of your comfort zone. Set development goals, put them writing and share them with someone for greater accountability. Fully invest yourself in whatever it is that fulfills you. My final piece of advice, which I am actively working on personally, is to set time aside for self-care. Self-care is so crucial to your overall health, please allocate time for yourself and whatever makes your heart smile.

Carrie has over 25 years of procurement experience in both the private and public sectors. She currently serves as the Manager for the Orange County Procurement Division.

Carrie has obtained several professional certifications including Certified Federal Contracts Manager (CFCM), Certified Public Procurement Officer (CPPO), Certified Professional Public Buyer (CPPB), Certified Purchasing Manager (C.P.M.), and Accredited Purchasing Practitioner (A.P.P.).

Carrie currently serves as Chair-Elect of the NIGP Governing Board. She is a Past President of the Florida Association of Public Procurement Officials (FAPPO), and the Central Florida Chapter of NIGP, and has previously served on NIGP’s Talent Council, and the Board of Examiners for the Universal Public Procurement Certification Council. Carrie received the Anne Deatherage Meritorious Service Award from NIGP in 2014, and was named the Professional Manager of the Year by NIGP in 2012.

Carrie holds both Master and Bachelor degrees in Public Administration from the University of Central Florida and a Graduate Certificate in Emergency Management from the University of Central Florida.

*MAPP is always looking for information/news about members or past members, articles for Editorials, Procurement News, Family Matters, Where Are They Now, Ask the Expert articles, etc. for upcoming newsletters.*

*Please contact Megan Howser, Communications Chair and MAPP Newsletter Publisher at [megan.howser@oa.mo.gov](mailto:megan.howser@oa.mo.gov) to submit ideas or for more information.*

*Thank you for your support!*





# Missouri Association of Public Purchasing

## 2020 MAPP Board Roster

### OFFICERS

### POSITION/Term Expiration

#### Kara Daniel, CPPB

Manager I - Purchasing  
The School District of Springfield R-12  
1458 E. Chestnut Expressway  
Springfield, MO 65802  
Phone: (417) 523-0225  
Fax: (417) 523-0496  
E-mail: [kmdaniel@spsmail.org](mailto:kmdaniel@spsmail.org)

#### **President**

December 2020

#### David Weidler, CPPO, CPPB

Director of Procurement  
City of Kirkwood  
212 S. Taylor Ave.  
Kirkwood, MO 63122  
Phone: (314) 822-5850  
Fax: (314) 984-5975  
E-mail: [Weidledc@kirkwoodmo.org](mailto:Weidledc@kirkwoodmo.org)

#### **Treasurer**

December 2020

#### Beth Lambert, MBA, CPPB

Purchasing Manager  
Missouri Dept. of Corrections  
Fiscal Management Unit, Purchasing  
2729 Plaza Dr.  
Jefferson City, MO 65109  
Phone: (573) 526-6494  
Fax: (573) 522-1562  
Email: [Beth.Lambert@doc.mo.gov](mailto:Beth.Lambert@doc.mo.gov)

#### **Secretary**

December 2021

#### William D. "Bill" Noyes, CPPO, CPPB

Senior Procurement Agent  
Missouri Department of Transportation  
(MoDOT) – Northeast District  
26826 U.S. Highway 63  
Macon, MO 63552  
Phone: (660) 385-8245  
Fax: (573) 526-3169  
Email: [william.noyes@modot.mo.gov](mailto:william.noyes@modot.mo.gov)

#### **Past President**

December 2020

Visit us at [www.mappi.org](http://www.mappi.org) follow us on social media LinkedIn: MAPPOfNIGP Twitter: @MAPPOfNIGP

*We support education as a means to continually furnish excellence in our ranks. We promote ethical, efficient and cost effective procurement practices for the promotion of integrity and best value for our public stakeholders.*

## 2020 MAPP BOARD MEMBERS – ELECTED POSITIONS

### **Todd Cox**

Buyer II  
City of Springfield Division of Purchases  
218 E. Central  
Springfield, MO 65802  
Phone: (417) 864-1708  
Fax: (417) 864-1927  
Email: [tc Cox@springfieldmo.gov](mailto:tc Cox@springfieldmo.gov)

### **Program Chair**

December 2020

### **Megan Howser, CPPB**

Buyer IV, Purchasing Manager  
Missouri Division of Purchasing  
301 W. High, Rm 630  
Jefferson City, MO 65101  
Phone: (573) 751-1686  
Fax: (573) 526-9816  
E-mail: [megan.howser@oa.mo.gov](mailto:megan.howser@oa.mo.gov)

### **Communications Chair**

(Newsletter Publisher)

December 2021

### **Nicolle Backes, CPPB**

Buyer IV, Purchasing Manager  
Missouri Division of Purchasing  
301 W. High, Rm 630  
Jefferson City, MO 65101  
Phone: (573) 751-5341  
Fax: (573) 526-9816  
E-mail: [nicolle.backes@oa.mo.gov](mailto:nicolle.backes@oa.mo.gov)

### **Scholarship Chair**

December 2020

### **Stacey McCune, CPPB**

Procurement Officer II  
Missouri Veterans Commission  
205 Jefferson Street  
Jefferson City, MO 65101  
Phone: (573) 522-4226  
Fax: (573) 751-6836  
E-mail: [stacey.mccune@mvc.dps.mo.gov](mailto:stacey.mccune@mvc.dps.mo.gov)

### **Education & Professional**

**Development Chair**

December 2021

### **Stephanie Austin-Rashid, CPPB**

Senior Procurement Agent  
MoDOT – St. Louis District  
2309 Barrett Station Road  
Ballwin, MO 63021  
Phone: (314) 205-7307  
Fax: (573) 526-0016  
E-mail: [stephanie.austindrashid@modot.mo.gov](mailto:stephanie.austindrashid@modot.mo.gov)

### **Membership Chair**

December 2020

### **Ann Struttman**

Purchasing Director  
Franklin County Government  
400 E. Locust St. Room 004  
Union, MO 63084  
Phone: (636) 584-6279  
Email: [astruttman@franklinmo.net](mailto:astruttman@franklinmo.net)

### **Nominations Chair**

December 2020

## 2020 MAPP BOARD MEMBERS – ELECTED POSITIONS CONTINUED

### Kim Hopkins-Will, CPPO, CPPB

Buyer II  
City Utilities of Springfield  
301 E. Central Ave.  
Springfield, MO 65802  
Phone: (417) 831-8417  
Fax: (417) 831-8377  
E-mail: [Kim.hopkins-will@cityutilities.net](mailto:Kim.hopkins-will@cityutilities.net)

Public Affairs/Research  
and Specifications Chair  
December 2021

### Cale Turner, CPPB

Purchasing Agent  
City of Columbia  
701 E. Broadway, PO Box 6015  
Columbia, MO 65205  
Phone: (573) 874-7375  
Fax: (573) 874-7762  
E-mail: [cale.turner@como.gov](mailto:cale.turner@como.gov)

Resolutions, By-Laws, and  
Ethics Chair  
December 2021

## 2020 MAPP BOARD MEMBERS – APPOINTED POSITIONS

### Michelle Sorensen, CPPB

Procurement Officer  
City of Columbia  
701 E. Broadway, PO Box 6015  
Columbia, MO 65205  
Phone: (573) 874-6317  
Fax: (573) 874-7762  
E-mail: [michelle.sorensen@como.gov](mailto:michelle.sorensen@como.gov)

Historian  
December 2020

### William “Bill” Noyes, CPPO, CPPB

Senior Procurement Agent  
Missouri Department of Transportation  
(MoDOT) – Northeast District  
26826 U.S. Highway 63  
Macon, MO 63552  
Phone: (660) 385-8245  
Fax: (573) 526-3169  
Email: [William.noyes@modot.mo.gov](mailto:William.noyes@modot.mo.gov)

Chapter Advisor  
December 2020

Visit us at [www.mappi.org](http://www.mappi.org) follow us on social media LinkedIn: MAPPOfNIGP Twitter: @MAPPOfNIGP  
*We support education as a means to continually furnish excellence in our ranks. We promote ethical, efficient and cost effective procurement practices for the promotion of integrity and best value for our public stakeholders.*