

NEWSLETTER

Tampa Bay Area
Chapter NIGP, Inc.
www.nigp-tampabay.org

ISSUE 35
September 2009

FROM THE DESK OF THE PRESIDENT.....

Greetings,

What a great leadership and learning experience it was for Tampa Bay Area Chapter members attending the 64th Annual Forum held Aug. 22-26 in St. Louis, Missouri. Many of our members earned scholarships to attend through our Chapter's participation point system. Attendees learned innovative ideas, new leadership techniques, and unique methods to improve agency support. Many of us were moved by featured speaker, FDNY Chief, Richard Picciotto: "Last Man Down."

There were several highlights and awards given to our Chapter and local agencies during the five day event. Our Tampa Bay Chapter received the Certificate of Achievement for High Percentage of National Members Award whereby 86% of our chapter members also hold an NIGP national membership – placing us third among all medium chapters. Our Chapter was also one of the three finalists for the Medium Chapter Award. Although we did not win, it was indeed an honor to be nominated. Congratulations members and thank you to Linda Balcombe for submitting our application. Next year Linda Balcombe and I will work diligently with the application process in pursuit of another successful nomination.

Hillsborough County BCC Purchasing Department won the "Pareto Award of Excellence in Public Procurement." The Pareto Award is the pinnacle award for public procurement excellence. Congratulations to Lu Banks and her staff.

The City of Tarpon Springs received the Sterling Agency Award. Congratulations to Jay Jackus and his staff for achieving a UPPCC fully certified public procurement staff recognition for three consecutive years.

There are many educational and volunteer opportunities just around the corner. Our next luncheon will be September 18th at 11:30 am at the Rusty Pelican, 2425 N. Rocky Point Dr. in Tampa. Our guest speaker will be Mr. Jeff Moore and the topic: "Lean and Mean." Also on the agenda will be our 2010 Election of Officers. Positions open are: Secretary, Membership Committee, and Program Committee. Please contact Linda Balcombe at balcombel@pscb.org if you are interested in any of these positions.

On Thursday, October 8th and Friday, October 9th our Chapter will host Fundamentals of Leadership and Management. This seminar will be held at the Children's Board of Hillsborough County, 1002 E. Palm Ave. in Tampa. Contact Corey Murphy at corey.murphy@sdhc.k12.fl.us if you have questions.

Our annual Product Expo and Trade Show will be held on Thursday, November 4th at the Tampa Fairgrounds, 4800 US Highway 301 North in Tampa. Registration for Vendor Booths as well as the Entity Registration can be found on the Chapter website. To volunteer, please contact Mina Kaeding at mina.kaeding@sdhc.k12.fl.us or Laurie Roberts at lmroberts@pasco.k12.fl.us

Please take advantage of every learning opportunity and consider taking a leadership position in your Chapter.

I look forward to seeing you at the September Luncheon.

Tim Shoby, CPPO/CPPB
Chapter President



2009 OFFICERS

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LAURIE ROBERTS CPPB

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Golf Tournament
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Reverse Trade Show
Linda El-Shamy, CPPB
(813) 307-1732

Trade Show
Co-Chairs
Laurie Roberts, CPPB
Mina Kaeding, CPPB, Ph.D.

Where's My Stuff?: Navigating Sales Organizations

So the board has approved and the multi-year widget agreement has finally been executed. You've introduced the supplier and the end users and both parties are ready to do business. Until....

Fast forward six months. You are notified by your end user that it takes two weeks for the supplier to simply enter and acknowledge the order. Deliveries have consistently been late or non-conforming in a laundry-list-like number of ways. By the way, the grand opening of the park/library/pool is next week and our widgets are now the bottleneck. It's Monday too and you are the proud owner of a "category five" supplier performance issue. Your next steps here are extremely critical.



Your first step in this voyage is to identify the key roles in your supplier's organization. This may sound simple, but in many cases a review of your bid and agreement records may only reveal the names of the vice president that executed the agreement and the business development manager that responded to your bid. To make matters worse, the sales person who was originally assigned to your account in the bid response has become a recessionary statistic. The logical next step here is to call your end user and ask them to identify their contact. Do you now log into your trusty Groupwise or Outlook and launch an inflammatory email to this individual? No, no and a thousand times no. Although it is tempting to fire a shot and return to your multi-tasking, this is probably the least effective strategy next to doing nothing at all. We've already established that our contact is unresponsive. It's time for research and assertive communication.

Step two is to personally call (yes on the phone) the sales contact for a status. Leave messages and continue until you reach them in person. At this point, calling several times a day is not at all inappropriate. The purpose of this call is to re-establish the urgency of the order, and also to start our navigation of their organization. When you reach them, determine the role of the assigned sales person. Most sales organizations have an *Outside Sales* rep and an *Inside Sales* rep. The role of Outside Sales is to visit customers, introduce new products, prospect for bid opportunities, address quality issues and provide general strategic account maintenance. Many times this person will have a local office or even work from their home. Conversely, the Inside Sales rep usually works in or near the manufacturing facility that is producing your product, or the warehouse that is distributing your product. They may be in a completely different city or state from your Outside Sales rep. The main role of the Inside Sales person is to enter and schedule orders. This individual is the tactical key to your order status. Therefore, if you find you are speaking with an Outside Sales rep, request the contact information for the Inside Sales

Sales Organizations (Cont'd from page 2)

rep and the Vice President/Manager of Customer Service for your region. If you *are* speaking with the Inside Sales rep, get a quick order status and request the contact information for the Vice President/Manager of Customer Service as well. Typically, Customer Service Management is closely aligned with production management and logistics and can give your issue the immediate exposure you need.

If you have difficulty getting contact information, go online and research the company. Find out how the sales regions are divided and look for contact names from the company's website. Linked-In can produce info on the titles of sales management by querying the company name. Google can produce phone numbers and email addresses from similar queries. If all else fails, call the main factory or warehouse number and request phone numbers for the contact names you've located until you reach sales management.

When you reach the appropriate sales management contact for your order, you have some important questions to ask: Has a ship date been determined? Can they provide a partial delivery sooner? Have they contacted their master scheduler at the factory to expedite the build? Are there other customers for this item that may have surplus that can be immediately redirected? Are there any possible substitutions that are immediately available that can be proposed to our end user? Are they willing to ship the items via next day air at their expense due to the delay? If they need to research and call you back, ask when you can expect to receive a return call and if it does not happen, call them immediately.

Finally you have received a ship date and the grand opening of your park/pool/library is nearly out of danger. However, your job is far from finished. The day or two before shipment is scheduled, call your Inside Sales rep to confirm that everything is still on track. Last but not least, call your Inside Sales rep again around mid-day on the day of shipment to get a waybill or tracking number, as shipments will be transferred to carriers in the afternoon. You can now follow your shipment to its destination online and update your anxious end users. When you receive your shipment, call and thank your sales contacts and schedule a meeting to address the root causes for the performance issues, so a permanent solution can be put in place. Here's a hint: if your orders have been going to the Outside Sales rep all along, it's time for a change. She has been on the road for days and your order has been resting comfortably on the fax machine in her home office.



Barbara Grilli, CPPB, C.P.M., FCCM

City of St. Petersburg
Purchasing Manager

Debriefing Unsuccessful Vendors



There are a number of reasons why purchasing professionals don't provide debriefings to unsuccessful offerors including insufficient training, time constraints, feeling uncomfortable with the process or a preference to avoid any type of confrontation. However, a well prepared debriefing can be an excellent mechanism to instill confidence in Offerors of the evaluation process. Good, solid debriefings can strengthen and enhance the agency's relationship with vendors out in the marketplace.

For the purpose of this discussion, we will define debriefing as the process that gives offerors an explanation of the evaluation process, an assessment of their proposal in relation to the evaluation criteria, a general understanding of the basis of the award decision, and the rationale for their elimination from the competition.

There are a number of positive reasons to provide debriefings such as assisting vendors in processing the experience thereby reducing the likelihood of protests, demonstrating to vendors that the evaluation was fair, objective, open and ethical, and to encourage better responses from vendors in future.

Debriefing (Cont'd from page 4)

Some tips for success include utilizing staff members to assist particularly when the project is complex or very technical in nature. Then if questions arise, responses can be provided by debriefing team members whose expertise is in the area of discussion which goes a long way in promoting a vendor's overall assessment of a qualified and capable review of their offer.

Often times in an effort to show understanding, purchasing professional make the mistake of being overly apologetic that the unsuccessful firm was not selected. However a better approach would be to ensure that your feedback corresponds to the evaluation criteria, is stated objectively and as much as possible comes directly from the vendor's proposal.

To improve the success of your debriefings you need structure and control; so put the information on paper and review it for content, accuracy, and objectivity. Rather than letting the vendor start the meeting with a barrage of questions, take control and be in charge by ensuring your debriefings have purpose and parameters. In other words, establish the agenda and guidelines for the meeting to the vendor and then proceed with the debriefing. There should be balance in each debriefing to include both strengths and weaknesses; but again, be sure to review each statement for accuracy prior to the meeting, and present the information in a constructive and open format.

Going into a debriefing unprepared is the surest way to lose the confidence of the vendor and sabotage your efforts. Therefore, possibly the most important key to a good debriefing, is planning. Planning that started in the RFP development stage with the evaluation criteria that makes it possible to structure the proposal evaluations in a way that provides the purchasing professional with objective feedback to present to unsuccessful vendors.

Theresa Jordan CPPB, C.P.M.

City of St. Petersburg
Purchasing Supervisor



PROFESSIONAL DEVELOPMENT NEWS

Fundamentals of Leadership and Management

October 8th and 9th, 2009 7:30 a.m.— 4:30 p.m.

\$150 (Chapter and National Member Price)

This course will focus on motivation, decision making, communication, conflict management, group dynamics, organizational change and how these issues inter-relate. Practical application of theory will be discussed with the intent to improve organizational effectiveness while considering the individual. Minimum 8 registered students required per class within 30 days of class date. Register online at www.nigp.org or download the online form and fax to 703-736-9639 Attn: Nicholas Burke. Instructed by Mr. Kenneth D. Hayslette, CPPO, C.P.M., CPCM. All course materials are included.

Location: Children's Board of Hillsborough County (Ybor City)
1002 E. Palm Ave., Tampa, FL 33605
Room: Boardroom

Details: <http://www.nigp-tampabay.org/ProfessionalDevelopment.asp>
or contact Corey Murphy at 813-272-4372 or corey.murphy@sdhc.k12/fl.us



IT'S YOUR NEWS LETTER

THANK YOU FOR YOUR CONTRIBUTION.....

*Thanks to all who contributed
...without you these pages would be blank...*



LESS THAN 3 MONTHS LEFT IN HURRICANE SEASON 2009!

Excellence in Public Procurement



Tampa Bay Area Chapter NIGP, Inc
www.nigp-tampabay.org
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PUBLICATIONS
 Email the news from your corner of the world to:
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 KEEP IN TOUCH....IT'S YOUR NEWSLETTER

**Tampa Bay Area Chapter
 National Institute of Governmental Purchasing, Inc.
 2009 Meeting Schedule**

JANUARY 30TH	CHAPTER LUNCHEON
FEBRUARY 20th	Board Meeting @ Tampa International Airport @ 2:30 PM
MARCH 13th	Chapter Luncheon (Purchasing Month)
APRIL 24th	Reverse Trade Show
APRIL 29th - May 1st	SEMINAR: Contract Administration
MAY 15th	Golf Tournament and Chapter Luncheon
JUNE 1st—2nd	SEMINAR: Performance Based RFPs
JUNE 12th	Board Meeting @ Tampa International Airport @ 11:30 AM
JULY 10th	Chapter Luncheon
JULY 20th-22nd	Developing and Managing RFPs
JULY 24th	Effective Management of Construction Contracts
AUGUST 3rd—4th	CPPO Preparation
AUGUST 22-26TH	National Forum
SEPTEMBER 18th	Chapter Luncheon (Election of Officers)
OCTOBER 8th -9th	Fundamentals of Leadership and Management
OCTOBER 16th	Board Meeting @ Tampa International Airport @ 2:30 PM
NOVEMBER 5th	Product Expo / Trade Show
DECEMBER 4th	Chapter Luncheon (Holiday Program & Installation of Officers)
FEBRUARY 10th-12th	Planning, Scheduling and Requirement Analysis
APRIL 8th—9th	CPPO PREPARATION

