



**The National Association for the Employment of People who are Blind**

**NAEPB Board of Directors Teleconference**

**April 8, 2013**

10:30 am – 12:00 pm (Eastern)

Dial-in number: 1-877-860-3058

Pass Code: 925356

**AGENDA**

1. Call to Order Mitchell
2. Roll Call Moneymaker
3. Minutes for Approval Moneymaker
  - a) January 29, 2013 Meeting
4. Treasurer's Report Adams
  - a) Balance Sheet, March 30, 2013
  - b) Income Statement, ending March 30, 2013
5. Consent Calendar Reports Mitchell
  - a) Commercial Subcommittee Call Agenda (May 2013) (Gilliam)
  - b) FY2014 NAEPB Strategic Plan w Committee Assignments and Names (Gilliam)
  - c) NAEPB Commercial Subcommittee February 2013 Meeting Information (Gilliam)
  - d) NIB BSC Bi-Weekly Update 25 March 2013 Final (Gilliam)
  - e) Component Value Added PL Additions Draft 2013-02-09 (Kerlin)
  - f) MINUTES - Price Strategy Committee 2013-03-08 (Kerlin)
  - g) NAEPB OPERATIONS REPORT 2013-04-04 (Kerlin)
  - h) NAEPB Operations Summary Post PL Process Improvements 2013-04-04 (Kerlin)
  - i) 7280023 - VA Ability One Memo Signed copy (Taylor)
  - j) GSA JanSan MRO FSSI (Taylor)
  - k) Mag update (Taylor)
  - l) NAEPB NIB JanSan Goals-Teams Update (Taylor)
  - m) Notes\_OPAgencySubcommittee\_121312 (Taylor)
  - n) Public Policy and Communications Report to the NAEPB Board 4-8-13 (Hopf)
6. Draft Reciprocation Policy Kerlin/Gilliam
7. Membership vote of NAEPB stance on subminimum wages Hopf/Mitchell
8. 2013 Strategic Plan Gilliam
9. G4 Meeting Outcomes Mitchell
10. "All In in 2013" Mitchell
11. Public Policy Forum Update Hopf/Hartley
12. NIB Update Lynch
13. Other Business All



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14. Adjournment

Mitchell

**NAEPB COMMERCIAL SUBCOMMITTEE CALL AGENDA**

**May 28, 2013 (877-860-3058, 925356)**

**(2:00-4:00AM EST)**

| <b><u>TOPIC FOR DISCUSSION</u></b> | <b><u>DISCUSSION LEADER</u></b> |
|------------------------------------|---------------------------------|
| Agenda Review                      | Mike Gilliam                    |
| Membership Corrections/Updates     | All Members                     |
| Agency "Commercial" Readout:       | _____                           |
| Seattle                            | Kirk Adams                      |
| Louisiana                          | Shelly Taylor                   |
| Winston Salem                      | Dave Horton                     |
| IB Milwaukee                       | Chuck Lange                     |
| Bosma                              | Lou Moneymaker                  |
| Beyond Vision                      | Jim Kerlin                      |
| Strategic Commercial Partnerships  | Thomas Panek                    |
| Development of "Best Practices"    | All Agencies                    |
| New Business/Future Topics         | All Members                     |
| Schedule Next Meeting              | Mike Gilliam                    |



# FY2014 NAEPB Strategic Plan

To represent the collective interest of its member organizations to enable them to maximize employment opportunities for people who are blind.

## Strategic Thrusts

**Program Stewardship**  
*(Strengthen the AbilityOne Program and Prepare for the Future)*

- Establish proactive public policy strategy (advocating Program to legislators & addressing threats) (PP-Gidget, BSC-Mike)
- Develop and execute strategic communications plan (advocating Program to all key stakeholders) (PP-Gidget, BSC-Mike)
- Conduct Cost-Benefit Study on Program (PP-Gidget)

**METRICS: # AbilityOne Champions**

**Employment Growth & Employee Satisfaction**  
*(Grow and Diversify Employment)*

- “Mandatory” support and enforcement – (OPS-Jim, PP-Gidget)
- Embrace and support the Quality Work Environment initiative ( NAEPB/NIB-Scottie)
- Pursue business diversification/job growth via commercial market opportunities (OPS-Jim & SVCES-Dennis)

**METRICS: # Blind Employees, Total AO Sales, Total Sales, Total Blind Managers, ETS Capture, QWE-Participating Agencies**

**Customer Satisfaction & Operational Excellence**  
*(Be Supplier Of Choice)*

- Publicize/recognize agencies’ outstanding customer service – (PP-Gidget)
- Establish customer recognition and contact program (PP-Dan)
- Establish customer service measurement and tracking (OPS-Jim & SVCES-Dennis)
- Optimize Customer Satisfaction across all NAEPB Agencies (OPS-Jim & SVCES-Dennis)

**METRICS: Customer Satisfaction, On-Time Delivery. Quality Delivered,**

**Membership Engagement and Value**  
*(Engage Members and Provide Value)*

- Strengthen partnership/communication/ coordination with NIB (PP-Dan & Angela)
- Coordinate with NIB to devise “information center” of products and services, core competencies and relationships (OPS-Jim & SVCES-Dennis)
- Encourage larger, stronger agencies to mentor smaller, resource-challenged agencies – (Membership-Lou)
- Identify opportunities where joint “pooling” approaches will generate member benefits (OPS-Jim & SVCES-Dennis)

**METRICS: # Member Agencies, Comm. Participation**

**Sales & Business Growth**  
*(Grow and Strengthen)*

- Have federal agencies establish goals (NIB-Kevin)
- Acquire “umbrella” GSA Schedule for all NIB agencies (NIB-Scottie)
- Leverage Federal Acquisition Regulations to better position BSC’s (BSC-Mike)

**METRICS: Federal agency purchase goals BSC Sales, BSC Employment**

Dear NAEPB Commercial Subcommittee Members,

As agreed on our call last week, our next meeting will be Tuesday, May 28<sup>th</sup> from 2:00-4:30PM EST----BYOB. Our call-in number will be the same 877-860-3058, pass code 925356.

The format will be selected agencies taking 5-10 minutes providing the following information:

- Current Major Commercial Projects
- Capabilities That Are Strengths
- Major Commercial Customers
- Major Commercial Projects Being Pursued

The agencies speaking on our next call are:

- Louisiana
- IB Milwaukee
- Seattle
- Winston Salem
- Bosma
- Beyond Vision (Milwaukee)

(It's the Committee Membership's intention to follow this approach for the next 3-4 calls to provide all participating agencies an opportunity to provide the group with their pertinent information.)

Additionally, the membership agreed to focus on the establishment of a "Summary of Commercial Best Practices"----so between now and May, each agency representative has a homework assignment of identifying any best practices they now practice or are aware of. As a starting point, we will utilize the attached "Commercial Implementation Template" (attached). After the six agencies noted provide the prescribed information, the group will devote 15-20 minutes discussing "best practices". In that vein, you will also find attached San Antonio's Board of Directors business cards that are distributed throughout the local community.

If you have any questions, please let me know. Otherwise, I will talk to you in May.

Thanks,

-Mike



Mike Gilliam  
President  
San Antonio Lighthouse for the Blind  
2305 Roosevelt Ave.  
San Antonio, TX 78210  
(210) 531-1530  
(210) 533-4676 fax

## NIB BSC PROGRAM BI-WEEKLY UPDATE

(March 25, 2013)

### **SUBJECT #1: Shay Assad AbilityOne Base Supply Center Letter of Support**

LEAD: John Qua

STATUS: The revised letter is at the Commission for review and forwarding to DPAP. The letter was discussed at the 12 March BSC program review and is on track. Target Date April

### **SUBJECT #2: MICC Letter of Support**

LEAD: Mike Gilliam

STATUS: Closed based on action taken by Army HQ and G-4 (note Subject #3).

### **SUBJECT #3: Modifications to Army Supply Regulation**

LEAD: Tommy Thomas

STATUS: The G-4 has drafted the ALARACT message and is awaiting approval from the Chief of the Supply Directorate and signature from LTG Mason. We have reviewed the initial G-4 ALARACT message draft, as have Mike Gilliam, Buddy Sell and Ken Barnett, and deemed it good as written. G-4 plans to engage BG Vollmecke at MICC to ensure the MICC policy is properly aligned with the G-4 instructions. G-4 action officer Mr. David Irvin will keep Tommy Thomas informed as to progress. Target Date March

### **SUBJECT #4: AbilityOne Commission Letter of Support**

LEAD: Mike Gilliam

STATUS: This letter was a subject of discussion at the 12 March meeting with the AbilityOne Commission, and Kim Zeich and Tina Ballard are working the letter. Target Date April

### **SUBJECT #5: Frequently Asked Questions and Army GPC Modifications**

LEAD: Johnette Lee

STATUS: The revised Army GPC Policy has been released and is strongly favorable to the BSC Program. Virtually all input coordinated by Johnette Lee with the other BSC operators was incorporated into the final document. This document may provide some much-needed leverage with MICC and local Army commanders and contracting officers. "Closed"

**Subject #6: San Antonio Lighthouse land lease payment requests (Fort Sam Houston, Fort Bliss, Kirtland AFB and Randolph AFB---and now Luke AFB) for both new and existing facilities**

LEAD: Tommy Thomas

STATUS: We are seeking guidance from the Department of the Air Force to render BSCs an exemption to not pay annual land-lease fees and remain in line with the other Services not charging annual lease fees.

NIB received a letter (attached) dated March 4, 2013 from Department of Air Force indicating they would not reverse the land lease requirement levied on the BSC's at these locations. NIB appealed this decision to the office of the Deputy Assistant Secretary of the Air Force Installations, and it was agreed they would further review the land lease issue with Major General Byers and for us to standby. San Antonio Lighthouse for the Blind has also engaged Retired United States Air Force Lieutenant General Stephen Polk, one of their Board members, to address land lease concerns with Air Force senior leaders. Target Date April 2013

**SUBJECT #7: BSC Locator Code Web Site**

LEAD: Tommy Thomas and Ken Barnett

STATUS: On March 18, Ken Barnett, Jim Gallamo and Tommy Thomas reviewed the site and identified the site had some missing dimensions. The aspects lacking were discussed and will be implemented expeditiously. Target Date March

**SUBJECT #8: Gain AbilityOne Commission and Office of Federal Procurement Policy (OFPP) to support BSCs alignment on the same playing field with the Federal Strategic Sourcing Initiative (FSSI) players**

LEAD: Tommy Thomas

STATUS: Support dependent on providing the same data and frequency as FSSI vendors. John Qua is attempting to get clarification from Jack Kelly at OFPP on the detailed information requirements and frequency of reporting that will be necessary so that we can determine way forward. Target Date April

**SUBJECT #9: Review of BSC Assignment List**

LEAD: Mike Stine

STATUS: Mike Stine is conducting a complete scrub of the BSC assignment list and will be coordinating directly with the agencies to review their portions for accuracy and completeness. Target Date April

**SUBJECT #10: BSC Schedules**

LEAD: Tommy Thomas

STATUS: Based upon a meeting with several BSC operators on March 12th, NIB is now exploring the operational concept for a “Buyer’s Group” or having a number of NPAs participate under NIB schedules (the number of which depends upon the scope of products intended to be sold). A concept paper is being developed for review. Target Date April

**SUBJECT #11: Commission Website Rewrite**

LEAD: Mike Gilliam

STATUS: Updated BSC-related language has been furnished to the Commission for incorporation into the AbilityOne website. Commission stated at the March 12th BSC program review they are conducting a due diligence review of the language/changes. Target Date April

Subject: AbilityOne Program Component Value Added PL Additions

1. Purpose

This memorandum provides guidance in obtaining Committee approval of a PL (Procurement List) addition wherein a AbilityOne NPA (Nonprofit Agency) provides the value added labor by employees who are blind or have other severe disabilities in the form of components produced by people who are blind or otherwise severely disabled in the production of a commodity under the Javits-Wagner-O'Day Act Program, 41 U.S.C. 46-48c, Public Law 92-28.

2. General

To meet the requirements for a commodity or service to be produced or performed by a qualified NPA, (Section 2(a) (1) of Public Law 92-28), components of an item that is intended to be added to the PL are to be produced by an NPA to create value added content by people who are blind or have other severe disabilities. The cooperative arrangement with a commercial firm must effectively include provisions to insure that the value added components produced NPA are used on the finished PL products.

3. Conditions

The arrangement between the NPA and the commercial firm must be transparent with the commercial firm maintaining sufficient control over its production to insure that the value added parts that are produced by the NPA are used in the PL products that are supplied to the federal agencies.

In general, the following conditions must be met:

- a. The storage and warehouse facilities where the NPA's value added components are stored must be set controlled to insure that those components are used on the PL articles.
- b. The NPA must demonstrate they have sought broad competition in the procurement of raw materials, and must maximize such sourcing from other AbilityOne NPAs or small businesses, consistent with the Committee's regulations at 41 CFR 51-4.4.
- c. The NPA must procure materials which meet the federal government specifications, quality requirements and provide best value to the federal government.
- d. The NPA must meet the commercial firm's component part detail drawing specifications and quality requirements to provide quality products to the federal government that perform as intended.

- e. All value added components produced by the NPA under this arrangement will be manufactured by a minimum of 75% legally blind or otherwise severely disabled direct labor.
- f. Shipping of the value added components will be under managerial, technical and quality control of the NPA.

4. Agreement

The NPA must obtain an agreement in writing from the commercial firm which meets the conditions set forth in paragraph 3 above. The CNA must provide the Committee staff a copy of the proposed agreement between the NPA and commercial firm (1) prior to the impact determination or addition package of the commodity(s) to the Procurement list has been submitted to Committee staff or (2) prior to entering into any such arrangement to produce a commodity already on the Procurement list.

5. Approval

Initially, AbilityOne Commission approval of a cooperative arrangement with industry will be for a one-year conditional basis. Renewal for a longer term approval will be considered upon meeting all of the requirements outlined herein including those of the Javits-Wagner-O'Day Act Program, 41 U.S.C. 46-48c, Public Law 92-28.

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**The National Association for the Employment of People who are Blind  
Price Strategy Committee Meeting Minutes  
Teleconference of March 8, 2013**

**NAEPB Committee Members Present:**

Jim Kerlin, NAEPB VP of Operations, CEO, Beyond Vision  
David Wells, Executive Director, West Texas Lighthouse for the Blind  
Shelly Taylor, President/CEO, Louisiana Association for the Blind  
Bill Price, President, The Lighthouse for the Blind New Orleans, Inc.

**NIB Staff Persons Present:**

Scottie Knott, Chief Operating Officer  
Steve Heinecke, Vice President E-Commerce and Product Catalogs  
Jack Glasscock, Director Federal Agency/ MAS Channel Management  
Chuck Froemke, Assistant Vice President Operations Support  
Jennifer King, ETS Analyst  
Carla Williams, Administrative Assistant NAEPB

**NAEPB Committee Members not Present:**

John Mitchell, President NAEPB / Executive Director, Cincinnati Association for the Blind  
John Thompson, President, The Lighthouse for the Blind, Inc.

**Opening Statements**

The meeting was called to order 3:15pm. ETS has been removed from the discussion of Price Strategy. Each team/spokesperson provided a status report on the Action Items outlined on the Agenda.

**Steve Heinecke – Distributor Supply Chain Markups Update**

- Received presentation detailing SP Richards “My Analyst Pro” proprietary pricing and reporting program (available only to 1<sup>st</sup> call SPR dealers). This is very similar to USSCO “Matrix” program. Key findings:
  - Commercial office product dealer pricing is driven by dynamic pricing systems that give dealers the ability to optimize pricing (markup) by customer based on their specific purchasing patterns and terms
  - Public facing “web scraped” pricing tends to be at high end of the pricing range and do not reflect bid-based pricing (or terms)
  - Purchase terms (like volume commits, order minimums, purchasing behavior) strongly influence pricing and markups
  - Pricing models focus on aggressive pricing for high profile price competitive items (like copy paper), and higher markups on less price sensitive items.
- GSA has committed to doing a better job of controlling MAS pricing. This week’s Allen Federal Business Partners update reports:
  - Assistant Commissioner Jeff Koses has dedicated additional resources to examining pricing variability and is actively engaging contractors to either justify prices that are higher than others for the same item, reduce those prices to be within a narrow range, or have those items removed from the identified Schedule contracts.
  - Channel Management reports that GAS is driving price decreases as schedule holders renew their contracts, update item listings or request pricing revisions. GSA uses a proprietary formula to evaluate dealer pricing and then demand price decreases.



**The National Association for the Employment of People who are Blind  
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- Email and Advantage are well established online pricing comparison resources. There is high awareness of these sites with Federal buyers. There is increasing use of these sites by Federal buyers as they are being directed (by management) away from vendor portals.
- First round of market basket survey is completed and in review. Over 40 NSNs included from office product and JanSan lines. Refinement of the survey data and presentation ongoing. Dealers surveyed:
  - GSA/GGS
  - FSSI (Staples and Capitol)
  - JanSan (Grainger, MSC)
  - SDV (APD, Metro)
  - AbilityOne (Ecommerce, NPA/BSC)

**Market Basket Studies**

- Important to keep up with the pulse of where mark-ups exist.
- Important to put data in front of the Committees so that they realize where the customer's dollars are going.

**Jack Glasscock – Distribution / Tiered Pricing Update**

- Tier Two Review is still a work in progress; Jean Claude Cappler will reach out to Jim Kerlin and Rich Weigold to determine proper upcharge for Tier Two.
- Business Review with United. Inquired about the potential of a Fourth Tier. United would like a \$25 million price break versus \$1 million price break. Big buyers need incentive.
- Will put together a pilot using reasonable numbers in the marketplace.
- Stressed the importance of having administration in place.
- Will include Ms. Taylor in further research and will continue to convene group to receive consensus to make a determination on how to proceed.
- Entertain the idea of removing GSA from the discussions completely.

**Chuck Froemke – RFP for Business Case Update**

- Meeting with 2/19 with Pal Service regarding tie in to wholesale, reviewed the project guidelines.
- Pal Services Report from March 5<sup>th</sup> revealed the 3 following methodologies:
  - Cost of Goods directly from the manufacturer. Difficulty with method had to be a member of trade groups.
  - Formulaic Approach based on retailers annual financial reports.
  - Software, database Haystacks Gold – which shows historical purchases on similar items already procured under a GSA contract. (Most promising way for trying to find wholesale prices).
  - Went back and asked PAL Services, Inc. to provide a BCA template for Pricing Analysis to use at Commission and government customer. .
- Other Deliverables from Pal Services Consulting Report
  - Retail: Looked at different sellers. Established a range for pencil sharpener using SKILCRAFT. Results revealed SKILCRAFT was in lower range of pricing for similar products.
  - 3 Year Forecasts - Used 2 different databases; Haystacks Gold and Price Supporter to do exponential smoothing to forecast demands. Pal had a credible report but needed to separate methodology from BCA that needed to be handled to GSA. (Knott).
  - Database was able to receive GSA purchases in order to forecast best price from wholesaler or dealer. Credible substitute. Can use Formulaic approach which is to take financial statements, take a look at cost of goods sold and overhead GNA costs to come to a formulaic approach to



**The National Association for the Employment of People who are Blind  
Price Strategy Committee Meeting Minutes  
Teleconference of March 8, 2013**

come up with a cost of goods sold versus the overhead to come up with a price for the item. Not perfect, but something that we can start with (Knott).

- Haystacks Gold database has commercial sales data but may not be applicable to all items on procurement list.

**Jim Kerlin - Statistical Approach to FMP Determination**

- Jim Kerlin walked the group through a diagram outlining a statistical approach to determine FMP.
- The 14W9 Privacy Filter was used as the example. These results are typical, some small variability.
- The statistical analysis included every AbilityOne Distributor's published price for each NSN.
- Statistical analysis by definition diminishes the effect of price high or low outliers and provides objective representation of the entire distribution population of market prices.
- Conceptually we could propose that FMP determined by this approach would be defined as somewhere near the median and within the bounds of +/- one standard deviation.
- Beyond Vision will use this statistical approach for an Impasse study on a number of items from the product line.
- Scottie Knott commented that the statistical approach does a great job of showing market retail. However, FMP is comparable to wholesale of competitive products without distribution mark-ups.
- We need to use the average mark-up in order to use statistical approach unless the actual wholesale price can be determined by other means such as a Haystack report for an existing NSN.

**Action Items and Conclusion**

- Steve Heinecke will refine the Market Basket Analysis and report out on next call. (Steve Heinecke)
- Continue to convene Tiered Pricing Group, pick numbers and move forward with a pilot. (Jack Glasscock)
- Team for Cost versus Price was repurposed.
- Ms. Knott and Mr. Froemke will send repackaged report to committee members when received from Pal Services. Mr. Froemke and Ms. Knott will then reformulate report so that it can be used in a business case that can be presented to the Commission.
- Testing using statistical approach with formal Impasse process with the Business Case that's due April 10<sup>th</sup>. (Jim Kerlin)
- The next meeting is scheduled for Monday, March 25<sup>th</sup> at 2:30pm EST / 1:30pm CST

**Draft statements with respect to when to use Cost and Price to determine FMP:**

**When to use Price Analysis to determine FMP**

- In cases where there are market prices to consider, such as JanSan and Office Products – Price is used to determine FMP.
- If it is an initial PL addition and there is an existing NSN for the commercial item, the Haystack report can directly determine the procurement history of the wholesale price.
- If it is a new NSN and there is no procurement history, or if an item has been on the PL for some time and the commercial procurement history is dated, then the statistical approach should be used.

**When to use Cost Analysis to determine FMP**

- In cases where there are no prices set in the open market and or unique items such as textile, niche and military specs exists - Cost may be used to determine FMP.

The Call ended at 4:15pm EST.

Operations Report  
Jim Kerlin, NAEPB - VP Operations  
04-04-2013

AbilityOne Standing Sub-Committees

- Shelly Taylor, NAEPB Operations AVP, will report separately on the status of the standing AbilityOne sub-committees including Office Products, Jan-San, TAG, MR and Medical Products.

Commercial Business Diversification Sub-Committee

- Mike Gilliam chairs the Commercial Diversification Committee has submitted a separate report of activities.

LEAN Development Process - Post PL Product Launch Process

- Learning from the product development Lean Development Process initiative, NIB has implemented similar process improvements to close the gaps causing bottlenecks in the post procurement list launch process.
- The agencies will see overall management of the process by the Channel Management team, reporting and status updates to track their product throughout the process, clear decision points to ensure tasks are met within prescribed timelines, and transparency throughout the process.
- **All are encouraged to attend the webinar hosted by NIB on 19 April at 1:00 EST to outline the overall process, the process improvements and answer any questions. Registration for the webinar is published in the NIB This Week e-newsletter.**
- Please do not hesitate to contact Jen King, Jack Glasscock or Timothy Dudley if you have questions.

ETS

- There is tremendous need to focus on better enforcement of ETS. Given the federal budget mess, there is need for sense of urgency as well.
- The IPT team is comprised of members from NIB, GSA and the AB1 Commission. The cross-functional IPT task force is led by Jen King of NIB, and members include Eric Beal of the AB1 Commission, several members from GSA and me as the NAEPB representative.
- The IPT has been meeting for several months and making steady progress. The detailed status of the IPT task force efforts are regularly updated in NIB This Week. This is an overview.
- The team is currently focused on cleaning up A-list Office Products ETS. That category, being the richest field of ETS violations, is the focused starting point, not the ending point. GSA, NIB and the AB1 Commission have collaborated and cooperated in notifying all AbilityOne GSA schedule 75 holders to remove ETS items. GSA themselves are also working on removing ETS from their own schedules.
- This is not easy. One challenge remains in clearly defining ETS around product variables like environmental material content, unit of issue, color, etc. We of course are lobbying for "essentially" the same as very different from "exactly" the same, as some have tried to narrowly define it in the past.
- Note that there's a parallel effort within NIB to get the AB1 Commission to ratify a recommendation for clearer ETS definition around these and other variables. Some months ago the Operations Committee was given an opportunity to weigh in on that draft proposal. That is on the Commissions desk for completion.
- It is a learning curve for GSA engineers in understanding the spirit of ETS, however, again steady progress is being made.
- Still another challenge is developing a robust means of identifying ETS which accounts for the variation in part numbers and descriptions of ETS items and still correctly identifies them as ETS.
- Finally, as mentioned, focusing on the office products A-list is only the first category of implementation. Much work remains to extend effective managing of ETS to non-A-list items and other commodity categories such as JanSan.
- Please contact Jen King to ask clarifying questions.

PRICING STRATEGY

- The ad hoc Pricing Strategy Committee has meet in person and by teleconference multiple times.
- Members include John Thomson, Bill Price, Shelly Taylor, John Mitchell David Wells and I, as NAEPB agency representatives. Scottie Knott, Jack Glasscock, Chuck Fromke, and Steve Hieneke are representing from NIB.
- The goal is to develop a defensible strategy for defending the "Fair Market Price" statute language.
- A detailed report and minutes is attached.

## Process Improvement Update to NAEPB

As part of our continuous response to feedback from NAEPB Focus groups, NIB has evaluated the current product launch process to identify process improvements in order to bring products to market more efficiently. Working cross functionally throughout the organization, the audit team identified process gaps causing delays in the process. Subsequently, the audit team implemented improvements in the overall process beginning 1 March 2013. The following summary highlights the process improvements.

Process Improvements include:

1. **Management of the Process:** The Channel Management team led by Jack Glasscock assumed overall responsibility of the process. Although the process mirrors a project team with members from Product Management, Contracting and Pricing, Product Marketing, Packaging, Engineering, Ecommerce, and the Base Supply Center (BSC) Program, Jack assigned Jason Endicott as the overall ‘clipboard holder’. Jason will ensure each product launching will meet the necessary milestones to launch.
2. **Reporting:** An overall tracking tool has been developed and implemented by NIB to accurately track the status of a product through the overall process. Overall visibility and standard reporting was lacking.
3. **Go/ No Go Tasks:** Decision points have been incorporated into the process such that if key tasks are not completed within the specified timeframe, the launch date will shift. In the past, commitments were made that were not fulfilled causing delays to our channel partners. To prevent future delays and negative impressions, tasks must be completed within the prescribed timeline. These include both NIB tasks and NPA tasks.
4. **Agency Awareness:** The producing nonprofit agency will receive initial and progress updates throughout the launch process. Similarly to the development process, Jason along with other team members, will keep the agency aware of the completion of key milestones and next steps in order to launch the product.

To assist our nonprofit agencies to clearly understand the necessary requirements for a product to launch successfully, we created the below table.

| Addition Notice Date | Effective Addition Date | Phase 1 Tasks Deadline | PLIMS Upload Target (+/- 5 days) | Agency Production Date (45 Days Prior to Launch Date) | PLIMs Upload Effective Date (Launch Date) | Days from Add Notice to Launch Date (i.e. the targeted goal) | Days from Effective Date (i.e. the targeted goal) |
|----------------------|-------------------------|------------------------|----------------------------------|---|---|--|---|
| 1 Sep – 31 Nov       | 1 Oct – 31 Dec          | 23 Dec                 | 1 Jan                            | 15 Feb  | 1 Apr                                     | 120-210  | 90-180  |
| 1 Dec – 28 Feb       | 1 Jan – 31 Mar          | 23 Mar                 | 1 Apr                            | 15 May  | 1 Jul                                     |  |   |
| 1 Mar – 31 May       | 1 Apr – 30 Jun          | 23 Jun                 | 1 Jul                            | 15 Aug  | 1 Oct                                     |  |   |
| 1 Jun – 31 Aug       | 1 Jul – 30 Sep          | 23 Sep                 | 1 Oct                            | 15 Nov  | 1 Jan                                     |  |   |

The product launch team begins planning once the Commission's vote letter on the product and the second federal register notice is posted. Thus the first two columns of the table above represent the starting point for the product launch with the addition notice date and effective addition date. Upon successful addition, the Commission then requires a product to be added to the A or B list and corresponding price files 90 days prior to the effective date. The upload to the respective list can only occur on a quarterly basis for products with an effective addition date prior to the upload (i.e. Can only execute transactions against products that are effectively added to the procurement list via the Procurement List Information Systems (PLIMS)). For a product to be uploaded to the price file, the following tasks (Phase I tasks or third column) must be completed 7 days prior to the upload date (column 4):

- Receipt of permanent national stock numbers (NSNs) with Commission approval
- Receipt of Item Product Description (IPD): Agreement between nonprofit agency and GSA
- Agency provide Samples/Product images/UPC generated (if agency generated): the sample should be as if you were sending to a customer within the approved packaging
- Coordinate with NIB's packaging department to design and place packaging on order
- Production Date must be confirmed as being at least 45 days prior to the launch date (effectively 45 days after transaction to upload the product to the respective list via PLIMS upload) to enable distributors/wholesalers to begin placing stocking orders in preparation of launch date : Product management will coordinate with the producing agency to understand the production timeline
- NIB will review Master Specification Sheets in preparation for data collection for the wholesalers and stocking distributors
- Collect Material Safety Data Sheets (MSDS) data if applicable
- NIB will develop Vendor Specification Sheets and gain producing agency approval

If the above steps are not completed by the deadline OR the Production date is less than 45 days prior to launch date then the PLIMS transaction upload date (and ultimately the launch date) will shift automatically to the right 90 days to coincide with next available PLIMS transaction upload opportunity. Shifting the launch date since key milestones cannot be met minimizes delays and back order situations along the supply chain.

Once the upload occurs, additional operational requirements occur to initiate stocking among the distribution channels prior to the effective launch date. If wholesale supported, the wholesaler will initiate stocking orders approximately 30 days prior to launch. Therefore, production must occur at least 45 days prior to launch. The BSCs and multiple award schedule holders will pull from the wholesalers or direct. If the product is direct vendor delivery, the AbilityOne.com Ecommerce team will add the product to the respective contract and add to AbilityOne.com. If the product is a depot stocked product, the NIB contracting team will work with the respective GSA contracting office to update the contract.

We encourage you to attend the NIB webinar conducted on 19 April at 1:00 EST on this process to insure that you are familiar with the steps and the expectations of getting your product launched successfully through all of our distribution channels.



Date:

SEP 28 2012

From: Deputy Assistant Secretary for Acquisition and Logistics (003A)

Subj: Increasing VA Use of AbilityOne Mandatory Procurement List Products (VAIQ 7280023)

To: Heads of Contracting Activities

1. The purpose of this memorandum is to assist Department of Veterans Affairs (VA) facilities in improving the Department's overall compliance and procurement of mandatory AbilityOne Procurement List items.
2. The AbilityOne Program, a program created by Congress and managed by The U.S. AbilityOne Commission, is designed to aid in the employment of individuals who are blind or have other significant disabilities. The Committee for Purchase From People Who Are Blind or Severely Disabled determines which products and services are suitable for placement on its Procurement List.
3. The Procurement List identifies items which are designated for mandatory use by VA and other Federal agencies. Please note, not all AbilityOne available products and services are placed on the mandatory Procurement List.
4. In order to facilitate ordering of the mandatory Procurement List items, VA's Office of Acquisition and Logistics (OAL) has established basic ordering agreements (BOAs) to help identify and aggregate orders for the mandatory items.
5. Unfortunately, the Department's overall performance in procuring the mandatory AbilityOne items is weak. Therefore, in order for VA to increase its usage, I am providing lists of current AbilityOne Program mandatory BOAs, and I strongly encourage all VA facilities to take the following actions to ensure compliance:
  - a. Review the attached medical supply BOA listing and add all mandatory items to your facility's medical/surgical prime vendor (MSPV) distributor's Core List, when and where appropriate. Ensure the AbilityOne mandatory items are coded as a higher priority, when placing orders with your MSPVs.
  - b. Review the attached non-medical supply BOA listing and ensure the AbilityOne mandatory items are given a higher priority, when placing orders for these types of items.

Page 2.

Subj: Increasing VA Use of AbilityOne Mandatory Procurement List Products  
(VAIQ 7280023)

c. Visit [www.abilityone.gov](http://www.abilityone.gov) to review and confirm whether a product or service is on the Procurement List, **before** going to other sources.

d. Attend AbilityOne training seminars on how to navigate the Procurement List. Visit [www.abilityone.gov](http://www.abilityone.gov) to identify web or face-to-face training opportunities in your area.

6. To ensure compliance and adherence to policy concerning AbilityOne mandatory Procurement List items, OAL's Office of Procurement Policy, Systems, and Oversight will be performing a review of each VA Facility's Core Lists and procurement actions.



Jan R. Frye

Attachments

### Medical Supply Basic Ordering Agreements (BOAs)

| Product  | Contractor  | BPA or BOA or National Contract Number | Effective Date | Expiration Date |
|--|---|--|----------------|-----------------|
| Accelerate OR Kits                                 | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | VA797-BO-0231                          | 10/1/2009      | 9/30/2014       |
| Applicator, Cotton-Tipped, Disposable, Non-Sterile | Suburban Adult Services, Inc.                               | V797P-2005                             | 9/1/1997       | 3/31/2014       |
| Bag, Tube Feeding; Bag, Urine Collection           | Work, Inc.  | V797P-2019                             | 9/1/2003       | 8/31/2013       |
| Cap, Operating, Surgical, Women's                  | Allied Healthcare Services, Inc.                            | V797P-2003                             | 9/1/1994       | 3/31/2014       |
| Cup, Disposable                                    | The Lighthouse for the Blind-New Orleans                    | V797P-2008                             | 9/24/1999      | 9/23/2013       |
| Exam Gloves, Vinyl, Latex and Nitrile              | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | V797P-2071                             | 8/1/2005       | 7/31/2017       |
| External Male Catheters (Condom Catheters)         | The Lighthouse for the Blind                                | V797P-2057                             | 5/1/2004       | 4/30/2014       |
| Facial Tissues                                     | LC Industries, Signature Works Division                     | V797P-2058                             | 6/1/2004       | 5/31/2014       |
| Fecal Incontinent Bags                             | Work, Inc.  | VA797-BO-0029                          | 11/1/2006      | 10/31/2016      |
| Gloves, Vinyl Industrial                           | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | VA797-BO-0385                          | 10/15/2010     | 10/14/2015      |
| Hood, Operating Surgical                           | CARC-Halas Vocational Center                                | VA797-BO-0310                          | 3/1/2010       | 2/28/2015       |
| Kit, Ambulance                                     | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | VA797-BO-0200                          | 10/1/2009      | 9/1/3014        |
| Paper, Patient Exam                                | Cincinnati Association for the Blind                        | V797P-2000                             | 9/1/1994       | 6/30/2013       |
| Stethoscopes                                       | Central Association for the Blind & Visually Impaired       | V797P-2015                             | 4/1/2003       | 3/31/2013       |
| Surgical Gloves                                    | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | VA797-BO-0357                          | 8/1/2010       | 7/31/2015       |
| Suture Removal Kit                                 | Washington-Green County Branch                              | V797P-2002                             | 7/15/1994      | 6/30/2013       |
| Waterless Alcohol Based Hand Sanitizer (Foam)      | Travis Association for the Blind                            | VA797-BO-0137                          | 4/1/2009       | 3/31/2014       |
| Waterless Alcohol Based Hand Sanitizer (Gel)       | Travis Association for the Blind                            | VA797-BO-0133                          | 3/15/2009      | 3/14/2014       |

### Non-Medical Supply Basic Ordering Agreements (BOAs)

| Product  | Contractor  | BPA or BOA or National Contract Number | Effective Date | Expiration Date |
|--|---|--|----------------|-----------------|
| Brushes; Brooms; Squeegees; Scrapers                               | Industries for the Blind, Inc.                              | VA797-BO-0345                          | 5/1/2011       | 4/30/2016       |
| Chemicals (Housekeeping)   | Susquehanna Association for the Blind and Vision Impaired   | VA797-BO-0104                          | 10/1/2008      | 9/30/2013       |
| Custom Stamp Coupon  | Arbor Products, Inc.  | VA797-BO-0135                          | 3/15/2009      | 3/14/2014       |
| Filter, Notebook   | Wiscraft, Inc.  | VA797-BO-0182                          | 9/1/2009       | 8/31/2014       |
| Flashlights  | Development Workshop, Inc.                                  | V797P-2010                             | 10/20/1999     | 10/19/2013      |
| Floor Pads   | Beacon Lighthouse, Inc.                                     | V797P-2011                             | 5/1/2000       | 7/31/2014       |
| Impact Gloves; Mechanic's Gloves; Flyer's Gloves                   | South Texas Lighthouse for the Blind, Inc.                  | VA797-BO-0361                          | 10/1/2010      | 9/30/2015       |
| Labels, Lasers   | North Central Sight Services, Inc.                          | VA797-BO-0251                          | 10/15/2009     | 10/14/2014      |
| Medical File Folders   | Clovernook Center for the Blind & Visually Impaired         | V797P-2083                             | 1/1/2006       | 12/31/2017      |
| Mop, Flat Microfiber   | New York City Industries for the Blind, Inc.                | VA797-BO-0083                          | 6/1/2008       | 5/31/2013       |
| Mopheads, Wet & Dust   | New York City Industries for the Blind, Inc.                | V797P-2009                             | 10/14/1999     | 10/13/2014      |
| Pajama, Tops and Pants   | Central Association for the Blind & Visually Impaired       | VA797-BO-0176                          | 9/1/2009       | 8/31/2014       |
| Picture Frames   | Eastern Carolina Vocational Center, Inc.                    | VA797-BO-0141                          | 5/15/2009      | 5/14/2014       |
| Pillows, Medical Re-Fluff Cluster Fiber                            | RLCB, Inc.  | V797P-2012                             | 9/16/2002      | 9/15/2017       |
| Plastic Bags   | Envision  | V797P-2016                             | 5/15/2003      | 5/14/2013       |
| Scouring Pad; Scouring Pad, Griddle; Scouring Pad, Griddle Screens | Beacon Lighthouse, Inc.                                     | VA797-BO-0470                          | 10/15/2011     | 10/14/2016      |
| Shelter-In-Place Kits  | Bosma Industries for the Blind, Inc., dba Bosma Enterprises | VA797-BO-0447                          | 8/1/2011       | 7/31/2016       |
| Sponge, Scrubber, Cellulose  | Mississippi Industries for the Blind, Inc.                  | VA797-BO-0403                          | 4/1/2011       | 3/31/2016       |

### Non-Medical Supply Basic Ordering Agreements (BOAs)

|                                    |  |               |            |            |
|------------------------------------|--|---------------|------------|------------|
| Spray Bottles                      | Alphapointe Association for the Blind                        | VA797-BO-0451 | 9/1/2011   | 8/31/2016  |
| Standard Stamps and Ink            | Arbor Products, Inc.   | VA797-BO-0143 | 5/1/2009   | 4/30/2014  |
| Table, Folding Legs; Chair Folding | MidWest Enterprises for the Blind, Inc.                      | VA797-BO-0440 | 8/1/2011   | 7/31/2016  |
| Twist N Fill Dispensing System     | Beacon Lighthouse, Inc.                                      | VA797-BO-0071 | 11/15/2007 | 11/14/2012 |
| Utility Towels                     | East Texas Lighthouse for the Blind (dba Horizen Industries) | VA797-BO-0153 | 6/15/2009  | 6/14/2014  |
| Wall Clocks                        | The Chicago Lighthouse                                       | V797P-2007    | 9/20/1999  | 9/19/2013  |

## **GSA to launch new FSSI for Jan/San and MRO**

Jason Endicott, Federal Account Specialist, NIB Channel Management

The General Services Administration (GSA) and the Office of Management and Budget (OMB) recently invited GSA schedule holders with schedules 51V, 56, 73, 75 and 81B to share constructive input and concerns with regard to a new Federal Strategic Sourcing Initiative (FSSI) Blanket Purchase Agreement (BPA) for Janitorial and Sanitation (Jan/San) and Maintenance, Repair and Operations (MRO) commodities procurement.

GSA estimates that the federal government is currently spending \$2 Billion annually on Jan/San and MRO commodities. The goal of FSSI BPAs is to reduce the cost of commodity items. This goal is met when commercial distributors agree to lower prices based on larger volumes of business. In addition to lower prices the government will require increased levels of sales data reporting from commercial distributors that are awarded the BPA. This improved data will be used to monitor government spend and find areas of overspend and duplicative spending. The improved data will allow GSA to report on the vendor's performance with regard to AbilityOne, small business, environmentally friendly products and other socio-economic federal priorities.

As with the previous FSSI for office products; GSA will require vendors who apply for the BPA to first be authorized by the US AbilityOne commission as AbilityOne authorized distributors. The final selection of vendors will likely include a mix of large and small sized businesses.

GSA is currently offering one-on-one meetings with vendors to acquire additional input. They intend to release a request for quote (RFQ) as soon as June 2013 and implement awards by August 2013.

To learn more about current FSSI programs; please visit [www.strategicsourcing.gov](http://www.strategicsourcing.gov) or if you have additional question or concerns feel free to contact Federal Account Specialist Jason Endicott at 703-310-0451 or [jendicott@nib.org](mailto:jendicott@nib.org)

MAG UPDATE. FEBRUARY 2013

MAG conference call held Feb 1 with following update

VA - Dedra Flemons and Anjon Roy were added as primary contacts for VA  
Dedra is very connected with all VA's and Anjon has developed strong relations with VHA, OAO and NAC

Met with NAC in December, Ron Jenkins, Chief, Medical/surgical Division  
Discussed SAC And NAC roles - still undecided what roles each plays but for now existing contracts and AbilityOne are still NAC

VA memo sent out with strong language for compliance on existing BOAs.

Anjon and Dedra held two Webinars with outstanding results in January  
2nd one was held to accommodate overflow of first one. Over 300 participants, mostly in contracting being educated on AbilityOne BOAs and where they can find all information on their own VA website

There is also work in progress to provide AbilityOne and existing BOA training to their Contracting Officers at their Training academy in Fredericksburg, MD  
Putting out request for all agencies with BOAs to use this govt fiscal year as baseline for measuring growth in sales with these initiatives. See attached VA Memo from Jan Frye

DLA

MAG meeting w/requirements personnel at Ft Detrick scheduled for last week of Feb with Medical Devices Program Management Office

This will be followed by meeting with DLA Medical in Philly  
Goal - DLA medical should carry AbilityOne medical items already standardized with VA  
In addition to new opportunities

MAG will be providing AbilityOne Training to include capabilities updates to DLA's Medical Supply Chain (decision makers, such as IST Integrated Supply Team Chiefs and contracting officers are scheduled to be in attendance) Training at DLA Troop Support in Philly

Select NPA's with existing medical items will also attend to showcase their current items and share their story

## NAEPB/NIB Jan San Sub-Committee

February 8-2013

### 2013 Goals and Team Assignments

1. Increase the amount of products stocked by MAS commercial dealers and distributors
  - a. Develop a Required Stocking List for Jan San/ MRO

NAEPB Lead: Linda LiPuma-Cheryl Colella-Gehrke

NIB Lead: Jamie Huffman, Shawn Spengler

Working Team: Laminka Jones, Craig Hughes,

Update: We have completed a list by category and sales; Next step scrub and have a suggested stocking list for interested OP Wholesalers and potential Wholesalers by Feb/March

Jack will try and get a potential list of what will be included for the next Jan –San MRO FSSI contract, If we cannot get that we will go with the list we have in development.

2. Increase sales in the Jan San AB1 channels
  - a. Establish a Jan San Wholesaler

Survey results ... High Priority since the FSSI Jan San Contract is in Development.

Jack and I will be meeting with OP Wholesalers, and the Jan San Wholesalers that have showed interest or asked for authorization. Lagasse, Motion,

We will need to have this in place BEFORE the contract is awarded (expected date is Aug 2013)

Meetings will be scheduled with all by March 15<sup>st</sup>, Policies would model what we have in place for the OP Wholesalers.

NAEPB Lead: Linda LiPuma

NIB Lead: Jack Glasscock

Working Group: Joe Kells, Brenda Mee, David Wells

3. Increase awareness and support of the AB1 program

Jason and Mike have all current presentations being used, since FSSI will require more training upon roll out. Suggest looking at out sourcing a training video exclusive to FSSI/Jan San and get

pricing. This working group will play an important role as FSSI is rolled out. Anjon to work on the webinars, Karma and Lisa to start the process flow to roll out trainings once the contract is awarded. Get Joyce Rey/Connie Wilson input.

- a. Develop a training program to educate federal customers

NAEPB Lead: Mike Hill

NIB Lead: Jason Endicott

Working Group: Anjon Roy, Lisa Patterson, Karma Bower

Update Goals in June/ Goal 1 and 2 May have been met.

## **OP Agency Subcommittee Agenda for 12/13/12 Meeting**

**Call in # (218) 632-0550; Access Code: 690021#**

**10:30 – Noon EST (9:30-11:00 CST; 7:30-9:00 PST)**

**NPA Attendees:** Robert Hannah (WAS), Keasha Orban and Brittany (MOS), Jeff Martinelli (WIM), Jean Claude Kappler and Jaclyn Barnes (ILC), Lisa Patterson and Dan Carson (NCW), Gene Hubbard (WIW), Lynn Madlinger (GAB), Cathy West (ALT), Billy Colangelo (WIG), Katie Humphries (NYB), Larry Budde (OHI), Joe Kells (NYR)

**NIB Attendees:** Jennifer Ruth, Jack Glasscock, Jason Endicott, Stephanie Hood, Annelie Eyre, Tommy Thomas, Amanda Alderson, Ryan Gold, Damayra DuPont, David Barrett, Laminka Jones, Connie Wilson, Joyce Rey

### **1. OP Subcommittee Goals**

#### **a. Pricing Structure task force – Jean Claude Kappler**

- i. Decided on a \$1Million annual threshold of total AbilityOne purchases for tier one pricing (current FMP price). The threshold for level 2 pricing (FMP + an upcharge) will be \$250K. Level 3 pricing would be street pricing (similar to pricing found on Advantage) would be for customers who buy less than \$250 K annually and want to buy direct from an NPA.
- ii. Currently seeking NIB's Sr. Level Management approval before presenting to the Commission
- iii. Hope to start a pilot program in April, 2013
- iv. After the pilot, will share results to determine the benefits before rolling out further
- v. Participation will be voluntary.

#### **b. Environmental – Jennifer Ruth**

- i. Office Depot has required either signed environmental certification or a signed affidavit to support "green" claims on all our items – due to NIB by 12/17
- ii. Bev Cowan (NIB temp) has been working with NPAs to finalize enviro. certs. Her last day at NIB is 12/14. After that, send certs. to Heather Lee at NIB (hlee@nib.org)

#### **c. Theme Oriented & Cross Marketing – Joe Kells & Jeff Martinelli**

- i. Rochester, Chicago, Seattle, and other NPAs ran a theme flyer that had a focus on communications. Flyer was designed and printed by NIB. Also created a second flyer with the theme of office essentials which featured products like the bagasse spiral notebooks
  1. These flyers were distributed to 5 NPAs to use as carton & inner pack stuffers
  2. All 5 NPAs executed this plan
  3. Rochester self-stick easel pads had an 8% increase in unit sales over same time
  4. Chicago said their sales were brisk on flyer products
- ii. Will try repeating the above promo in January and again in late Spring – suggest quarterly flyers to provide momentum. Connie Wilson can help coordinate making these flyers available on AbilityOne.com as well as SKILCRAFTSales.com and BSCSales.com
- iii. Cross marketing efforts (product stuffers) – can also do NPA designed stuffers across multiple NPAs – contact Joe Kells in Rochester if interested
- iv. IB Milwaukee, Winston-Salem, and Seattle ran a promo with the wholesalers called the Home Run derby
  1. Promo focused on FSSI dealers and small dealers who buy from wholesalers
  2. Robert Hannah from Seattle created flyers to support sales by the dealers
  3. The 3 NPAs pooled their resources to make the prizes more enticing
  4. Wholesalers provided reporting per dealer per NSN
  5. Each of the 3 NPAs got to select 10 NSNs (A-list only)

6. Promo ran 3 months from 5/1-7/31/12
7. There were 2 winners per wholesaler – biggest % increase and biggest \$ increase
8. Each winner got \$750
9. NPAs saw significant increases on those NSNs (over 49% YOY)
10. The 3 NPAs met with the dealers at the GSA Expo which gave them much visibility with small dealers

## **2. Product Marketing Update – Connie Wilson**

- a. Will be reviving the New Product Fact Books by popular demand. - This is mostly for use by BSCs. Expect the first one in January, 2013.
- b. Completed the GSA Quarterly Review (these were previously put on hold) – submitted image changes and description changes. These changes take about 30 days to implement. Also checked to ensure that the AbilityOne flags are used correctly
- c. Last year did a soft launch of the new product Promotables process to gather lessons learned. Will roll this program out in full in January 2013. Working with each NPA to identify strategy & tactics for promoting new products.
- d. Developing a catalog schedule for 2013 – will include some DLA items
- e. GSA's product descriptions are written from their IPDs, not by Connie. If changes are recommended, contact Connie.

## **3. Discussion – Product launch ideas? – Jack Glasscock & Tommy Thomas**

- a. Reaching BSCs w/ new product – Tommy Thomas is NIB's new Director of BSCs. Product launches to BSCs is a “work in process”. Previously product info was emailed to Harlan Erker and he distributed it via email to the store operators; can still do this by emailing Mike Stein at NIB. There are now 147 stores. BSCs use BSCSales.com for sell sheets & ETS info. The coming reintroduction of the Fact Book will help. Connie is working with Tommy on a website – building a BSC zip code locator website which could include new product information for customers.
- b. Product launch process revisions – Jack Glasscock – developing a new process for launching new PL products. It involves most NIB departments with tracking of defined tasks, timelines, and handoffs. The definition of a successful product launch is when a new product is made available for sale in all of the intended channels. This new process will be in place sometime early in 2013. There will be “go/no-go triggers” to decide when a product is ready for launch after PL addition.
- c. Business Reviews for MAS dealers – new process to hold business reviews to discuss sales numbers, trends, new items, existing products, slow and declining movers, and to offer samples and sell sheets (both paper & electronic). As a result of these meetings, many dealers have come up with exciting marketing ideas.

## **4. ETS List Challenges & Compliance Update – Stephanie Hood**

- a. Issuance of ETS List to distributors – the issuance of the new ETS file was still held up by the Commission as of this meeting date, but was released shortly thereafter. This hold up was to allow GSA the opportunity to weigh in on the accuracy of our ETS list – they have differing opinions of what should be ETS.
- b. Update on ETS Compliance
  - i. FY13 is starting out as a fantastic year re: ETS compliance results so far:
    1. 13,000+ infractions have been identified; working with GSA to have these removed from Advantage
    2. Have had a 97% success rate at conversion of solicitations – 45 NPAs were positively affected – 95 offending KOs identified

3. 9 BSC stores were found to be ETS-free and only 2 stores contained ETS – much better than FY12
4. Working with GSA to develop a software solution which could prevent ETS from being uploaded to schedules in the first place (proactive monitoring, not just reactive).
5. Have captured \$7.5 Million of potential ETS leakage through solicitation monitoring in just the first 2 months of FY13 (as much as all of last year). \$5.5 Million came from a large OP BPA solicitation issued by DHS in November.
6. Anjon Roy is also working on trying to plug ETS leakage throughout the VA

**5. Channel Management updates:**

- a. Channel Sales FY12 sales vs. FY11 for combined OPs and Writing Instruments – Jack G.
  - i. GSA Global Supply – down 9.4%
  - ii. Commercial Distributors – up 20.6%
  - iii. Wholesalers – up 1.1%
  - iv. BSCs - up 9.3%
  - v. E-Commerce – up 10.0%
  - vi. Total – 2.1%
- b. GSA Global Supply Update
  - i. General GSA update – Jason Endicott – GSA Expo will be held 5/14-5/16 in Orlando; GSA SmartPay will be held 8/6-8/8 in Chicago
  - ii. BCA Update - GSA NY - Jennifer Ruth – have seen a little progress with getting BCAs approved. Jennifer visited NY on 12/17 to try to clear 5 of the oldest BCAs .
- c. Report on events/meetings
  - i. United Stationers – November – Las Vegas – successful show – lots of dealers and United sales reps wanted more AB1 training and information. Gave out some packets on how to get AB1 certified for new interested dealers. Gave out many samples.

## NAEPB Report from the Public Policy and Communications Committee

Submitted by A. Gidget Hopf

The Committee is grateful for the ongoing dedication and hard work of Rick Webster and Laura Reimers and their teams for the outstanding job they are doing in the arenas of Public Policy and Communications.

April 8, 2013

### Public Policy

- 1) A subcommittee met with NIB staff and the chair of the NIB Board Public Policy Committee, Jeanne Morin to plan for the upcoming Public Policy Forum in May.  
At its strategic planning session, last year, the Public Policy and Communications Committee set a goal of increasing participation at the Public Policy Forum which will be held this year at the National Harbor May 14-16<sup>th</sup>; there will be an all-out blitz to achieve that goal given the importance of communicating with our elected officials during these turbulent times. Affiliates are encouraged to participate and to bring along well-spoken employees who are blind who can help deliver our key messages.
- 2) There have been several joint committee meetings with the NIB Board Public Policy Committee and we continue to align our priorities and messaging
- 3) At the NAEPB Board Retreat in January, McBee Strategic, our Public Policy Firm gave a comprehensive overview on the current state of National Affairs and Public Policy

### Communications:

- 1) NIB is celebrating its 75<sup>th</sup> Anniversary and the anniversary of the Wagner O'Day Act.
- 2) A new website called the newsroom at [newsroom.nib.org](http://newsroom.nib.org) is being piloted with Communications and Marketing liaisons at our affiliate agencies. This is a helpful site to develop an active nationwide effort to promote the anniversary.
- 3) NIB conducted an exclusive hiring managers survey with the Wall Street Journal that focused on perceptions of businesses and their hiring of people who are blind. The article on the WSJ website received 15 comments; it had over 500 recommendations on facebook and 174 tweets. The article is a great platform for NAEPB members to start a dialogue with their community and elected officials.
- 4) A weekly digest is sent to Communications and Marketing Liaisons that this week will announce the Awards program for the 75<sup>th</sup> anniversary. The NIB team hopes to spark some friendly competition similar to what happened for the 50<sup>th</sup> anniversary. This will help to promote the Ability One Program and NIB nationwide. Awards will be given for the best campaigns.
- 5) We are gearing up for the National Conference Oct 8-11<sup>th</sup> at the National Harbor in Maryland

6) The Communications team at NIB is working closely with the Public Policy team. The PP team identified 5 key important legislative districts that the Communications team is targeting with focused media to build awareness in these areas.

\*Most of the Communications Work is being coordinated with agencies liaisons where these have been identified. Agency CEO's should be checking in with them to stay connected to the major initiatives. If an agency has not identified a liaison, it is important to do so.