



BSC Committee Report – December 22, 2021

The BSC Best Practices Committee conducts monthly conference calls for all BSC Operators to review program sales and employment, performance metrics, marketing activities and discuss issues affecting the success of the BSC program.

Sales/Employment: With regards to employment, there are currently 18 locations that do not have a blind or disabled employee. 4 of those locations have not had a blind or disabled employee in over 4 years. 2 locations lost employees last month due to vaccine mandates. Overall sales for the month of November were down 32.3%. The overall AbilityOne ratio for the FY22 is 25.2%.

- AbilityOne sales were down 25.8% over FY21
- Commercial sales were down 38.4% over FY21
- HAZMAT sales were down 19% over FY21
- IEE sales were down 29.2% over FY21

Personal Sales: The AbilityOne Commission has asked NIB to propose rules that would potentially allow BSCs to do personal sales. One of the challenges is ensuring there is no conflict with the Randolph Sheppard Act as well as agreements made in the past with AAFES. The NIB team completed a proposed policy and submitted it to the Commission for their review and approval.

GSA Advantage purchases by BSCs: GSA is working on a solution to allow BSC operators to purchase through GSA Advantage using their corporate cards. GSA thought they had a solution, but “hit a snag”. They are currently working with the newly created and staffed GSA Advantage PMO to find a solution. This is still the status as of 12/22. The BSC team has been reaching out to GSA on a weekly basis, but the issue is still not resolved.

Enterprise Business Systems Convergence (GCSS-Army): The Army will transition GCSS-A and other systems into a total solution, The Business Enterprise Systems Convergence. This process is expected to take 3-5 years until fully implemented, and the Army agreed to bringing BSCs into the discussion when appropriate. NIB was alerted that the draft Capabilities Requirements Document (CRD) for the EBS-C will be out soon, but the Army determined they could not share the document with a non-government entity. NIB has requested Commission involvement in providing feedback on the requirements outlined in the CRD. The Commission has agreed to this. Nothing additional to report.

GSA 4PL/USMC 3PL/Servmart: In January through February of 2020, NIB was in discussions with the Marine Corps regarding the possibility of AbilityOne taking over their Servmart locations. Staff at the Consolidated Material and Service Center (CMSC), Camp Pendleton pushed Marine Corps headquarters on the concept of a pilot. USMC explored options that will integrate with their internal systems. A possible solution discussed was a USMC partnership with DLA, using TLS as the basis. USMC was mapping out this process when GSA issued an RFQ

for 4PL at Marine Corps locations. This RFQ was awarded to a consortium consisting of LCI, MSC and OSC. There was a protest filed with GAO which has paused the kickoff of the USMC 4PL BPA. This protest was denied, and this contract is in the implementation phase.

DLA/Tailored Logistics Support Program (TLS): This project provides an opportunity for BSCs to accept MIPR and MILSTRIP payment while supplying products to customers on base. Sales over the micro-purchase are competed among the BSC operators, and DLA selects the winning bid from there. Through the end of the fiscal year, \$4 million in sales were processed. The bulk of these occurred during end of fiscal year. Activity has slowed down significantly since then. But has begun to pick up slightly, with NIB seeing 1 or two solicitations a week come through.

Land Lease: The Air Force agreed to use a Government Furnished Equipment or Space (GFE/GFS) determination or an In-Kind consideration to resolve the lease issue. Stores in existing AF buildings are being issued a license, while locations on land provided by the AF and buildings built by the agency are subject to a lease that can be offset with an in-kind consideration. When determining the In-Kind Consideration, agencies must factor in what the Air Force is saving by not running the brick and mortar IEE, and explain how the on-site IEE is different than buying the items online. The Air Force Instruction memo on land lease was distributed to BSC Operators on August 25. One critical detail is that for GFS to apply and a license to be issued, this provision must be included in the Statement of Work. Stores still operating under an MOA/MOU are encouraged to convert these to no cost contracts.

BSC Director/Program Manager Visits: The BSC Team does not currently have additional store visits planned in calendar year 2021 but expects to conduct some visits in 2022 as COVID restrictions permit.

Level III Processing: All agencies except 1 are doing level III processing. This agency is rolling level III processing into an impending ERP change that is currently in the works. No Updates.

New BSC Locations: Beale AFB COCESS is in the process of review at the Commission, with expected PL addition in the second quarter of FY21. BSCs for Hanscom AFB, Jefferson Barracks, MO, Forbes Field, KS and U.S. Naval Academy are in the pipeline. The addition package for Hanscom is awaiting the price concurrence letter before it could be added. Requests for Impact Determination (RID) are in process for Forbes Field and Jefferson Barracks.

Compliance Audits: FY22 results through December 22 are below.

- 1 agency, 1 store. Revisit from FY21
- Best Practice score went from 82% to 100%
- AbilityOne ratio at 47%
- No ETS
- No pricing issues

Common Web Platform: The Ecommerce subcommittee is exploring a common look and feel as an alternative to a common BSC website. They presented some guidelines during the October BSC meeting. The issue is still being discussed and no formal agreement has been reached.



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

MARKETING COMMITTEE REPORT

SUBMITTED BY JIM KERLIN

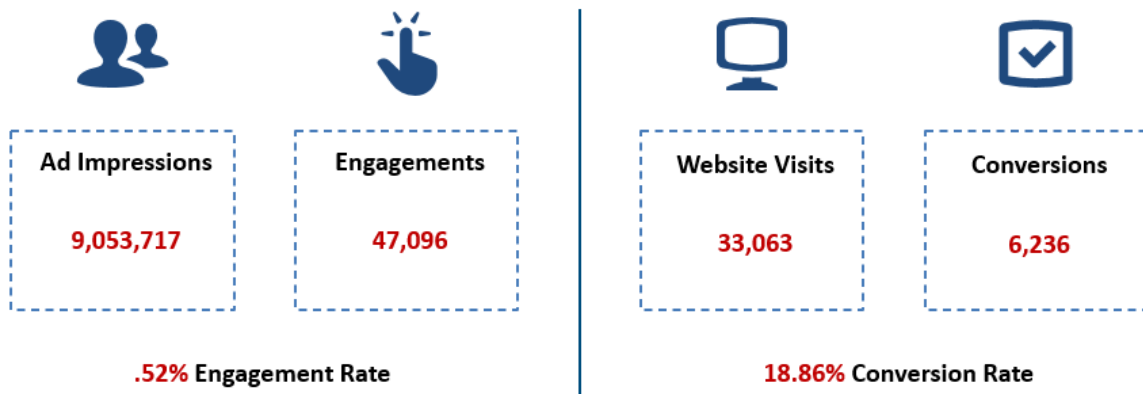
JANUARY 25, 2022

Great American Workforce Campaign

Finalized campaign report and analysis of key performance metrics. Key takeaways include:

- Successfully told our story
 - Reached 9M+ members of our target audience
 - Drove thousands of new visitors to our landing page
- Our messaging resonated
 - High click through rates exceeded industry standards
 - Driven by strong, people-centric creative and messaging

Overall Metrics: Year 3 Campaign



- Gained insight/lessons learned that will inform future campaigns

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- Better utilization of the 3rd part vendor DivisionD
- Identified key benchmarks for future campaigns

- Gearing up for FY22 campaign scheduled to launch in mid-April in conjunction with the National Symposium.

- Welcomed Rick Webster and Reinhard Mabry to the December 1st meeting to ensure alignment between messaging and Public Policy initiatives.

SKILCRAFT Rebranding

- As of January 1, 2022, approximately 900 NSNs have been updated with the new packaging for the Legacy Collection, representing more than 60% of our goal for updating the complete Legacy NSNs.

- On target for final goal of all legacy NSNs updated before EOY 2022.

OTHER

- Per discussion at last marketing committee meeting, NIB team is preparing to present highlights from FY21 SKILCRAFT advertising and marketing efforts at the next committee meeting. Topics to include updates to quarterly SKILCRAFT product marketing efforts and results from the SKILCRAFT paid advertising campaign. *NOTE: Dependent on agreement of new marketing committee chair to be named at January board meeting.*



The National Association for the Employment of People who are Blind

**SERVICES COMMITTEE REPORT
SUBMITTED BY JIM MEEHAN
JANUARY 25, 2022**

IDIQ Concept

- No new news regarding progress with this potential PL process.

Contact Center

- We had a SCCS Council Meeting in November to discuss next steps on our BD initiatives
- We are in the final draft stages of a survey to capture past performance, capabilities and experience of our sister agencies – this will be helpful when pursuing new business. We plan to share it in our full consortium meeting in January and then email it out to all participants by the end of January
- We know that one of the areas of opportunity for services is business development and we have discussed many iterations of ways to address this. As a council, we have decided that the best, quickest way to initially address the problem is to create a subcommittee that will meet to discuss business development for the consortium. At the end of December, the BD Subcommittee met for the first time to discuss:
 - Marketing
 - Ideal opportunity “sweet spot”
 - Sharing of best practices
 - Approaches
 - Potential opportunities on the horizon
- We will be holding a full consortium meeting will be on January 25th at 2 pm EST

CMS

- January Meeting is scheduled for Thursday 20 January 2022.
- Topics for discussion include:
 - Steps taken by individual NPA’s to engage the ideal customer.
 - Marketing strategies utilized by NPA’s to date and the results.
- Training opportunities.
- What other contracting tasks could our CMS work force be trained to provide?
- What training curriculums exist or need to be developed to train our workforces to accomplish these tasks?