



## **BSC Committee Report – September 28, 2022**

The BSC Team 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:** The initial revision to the BSC Policy, inclusive of the 6+6=12 employment proposal, was received well by Commission Staff. The language has been submitted to the NIB CEO for final review prior to preparation for proposing the revisions during the next NIB Board meeting.

There are currently 16 locations without an employee who is BVI or has a disability. This is an increase of 1 from the 15 vacancies last month. The increase of a vacancy position is due to conflicts with a potential candidate meeting all policy requirements of agency and base.

The overall AbilityOne ratio for FY22 is 25.8%.

### **Sales by Category Fiscal Year to Date through July 31:**

- AbilityOne sales were down 11.2% over FY21
- Commercial sales were down 29.7% over FY21
- HAZMAT sales were down 1.7% over FY21
- IEE sales were down 22.4% over FY21
- Total sales were down 23.4% over FY21

Sales continue to trend down year over year and are within a few percentage points of all categories as July's year to date sales. The biggest drivers in sales decline are reduced deployments, continued telework options, purchasing policy changes, lack of understanding that purchasing options include BSCs, and competing programs.

**Personal Sales:** The AbilityOne Commission asked NIB to propose rules that would potentially allow BSCs to do personal sales. The Commission is in review of the proposal but there are some concerns of the potential impact on AAFES Clothing Sales. NIB is pursuing a meeting with AAFES clothing sales to resolve any concerns. NIB was hoping to have this completed and approved by the Commission prior to the October Board meeting in order to update the policy at that time. Realistically, this will not happen until the January Board meeting.

**GSA 4PL:** NIB continues to monitor the implementation of the latest iteration of GSAs 4PL program. The goal is to avoid any conflict within locations with existing BSCs, ensuring that when a BSC is present, GSA either use the local BSC or avoid any overlap in scope. After the latest 4PL solicitation was protested and the protest upheld, NIB again reached out to GSA to offer the assistance of the BSCs, including a TLS type solution to the over \$10K issue that GSA sees as an obstacle. As of this report, GSA has not responded to our offer.

**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 July 2022, participating BSC operating agencies were awarded 146



contracts worth \$12.84M, with \$150 million total contract value anticipated over 5 years. DLA requested BSC operators step up marketing efforts to ensure the program succeeds and contracts are renewed. Through August and September, there have been an increase in contract awards with more agencies winning contracts that during previous months.

**First Look:** NIB is in active discussions with the Air Force (and ABORs) on providing updated purchasing guidance and First Look sales data. The air Force updated it's guidance and distributed to GPC cardholders as well as posting it on the Contracting SharePoint page. In addition, the AF added a link to the BSC Locator Page on to their Contracting SharePoint site. This allows users to click on the BSC Link and find their local BSC. There is also a link to each BSC's eCommerce site. No data has been provided for us to analyze and determine how much ETS may be going through the existing First Look options. The AF is saying that bandwidth is limited and has caused delays in delivery of this data.

The below First Look Impact Summary table analyzes the year-to-date sales at all BSC locations, BSCs at installations that piloted the First Look Pilot Program, and BSCs at Air Force installations, versus BSCs at all other installations. Tyndall is excluded from this analysis, as the installation has undergone hurricane restoration and it is unclear what impact repair has on sales versus the impact of initiatives like First Look. First Look is active at all AF installations and the date of full program implementation is unknown.

<b>BSC Locations Analyzed</b>	<b>FY22 vs FY21 % Change AbilityOne</b>	<b>FY22 vs FY21 % Change TOTAL SALES</b>
All BSCs Excluding Tyndall	-11.3%	-12.1%
All BSCs Excluding AF Installations	-4.5%	-5.4%
AF First Look Pilot Installations Excluding Tyndall	-26.9%	-12.9%
All AF Locations Excluding Tyndall	-21.2%	-17.7%

We find that BSCs at non-Air Force installations (thus not participating in First Look) show a decline in AbilityOne sales of 4.5%, whereas BSCs at installations where the First Look Program was initially piloted or the program is now active, show a decline in AbilityOne sales of 26.9% and 21.2%, respectively.

We find a significant decline in AbilityOne sales at Air Force installations versus non-Air Force installations. The Air Force has not shared First Look sales data; thus, it cannot be determined if the steeper decline of AbilityOne sales seen at BSCs at First Look participating Air Force installations is due to commercial ETS leakage. It is unknown if local businesses servicing the First Look Program are authorized AbilityOne distributors, suggesting a possibility of ETS leakage.

BSCs at non-Air Force installations show a total sales decline of 5.4%, whereas BSCs at installations where the First Look Program was initially piloted or the program is now fully implemented, show a total sales decline of 12.9% and 17.7%, respectively. A steeper decline in



total sales is consistently seen at installations where the First Look Program was piloted and across BSCs at Air Force installations versus all other BSC locations.

**BSC Reporting Site Project:** Demo sessions on new BSC site have been held with over half of BSC operators thus far. The 'go live' date for the site is October 1. Operators will have permissions to upload item level sales data and employment reports, or may choose to enter reporting information manually, as operators currently do. Additional reporting measures will be available as a result, including monthly analysis to each BSC operator.

**BSC Director/Program Manager Visits:** The Director of the BSC Program visited the Fort Sill BSC on 7/7 and attended the Grand Opening of the Vance AFB BSC on 7/8. The Director and Program Manager visited the Mark Center BSC on 8/22. No new updates.

**New BSC Locations:** Beale AFB COCESS has been added to the PL effective 2/27/22 and Hanscom AFB BSC has been added to the PL effective 7/24/22. The BSC package for Forbes Field Air National Guard is at the Commission has gone for a vote. We expect Forbes Field to be added to the PL effective sometime in October. Requests for Impact Determination (RID) have cleared for Jefferson Barracks, MO, Tulsa Air National Guard Base, OK, Sierra Army Depot COPARS, Hancock Field Air National Guard Base, NY, and the U.S. Naval Academy. Addition packages are in process for some of these locations.

**Compliance Audits through August:**

FY22 results to date are:

- 17 agencies, 53 store visits to date
- 12 BSCs had Best Practice scores lower than 95%
- 3 BSC was found to have ETS
- 6 BSC had no blind labor at the time of visit
- 16 BSCs with AbilityOne sales below 25%
- 3 with AO active items below 25%
- 28 with AO active items 50% or higher
- No pricing issues found



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

**Ethics Committee Report**

**Submitted by Lauren Branch, VP**

**October 4, 2022**

In August the NAEPB Code of Ethics and Conduct was sent to all member CEOs asking that they sign on page 6 and return to Ellen Najjar.

As of September 23 she has received signed acknowledgements from 48 of the 54 member agencies.

Thank you to those who signed and returned them. This must be on file for your agency to be in good standing.

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

### NAEPB Marketing Committee Board Report

October 4, 2022, Board Meeting

The NAEPB marketing committee, including committee chair Joshua Gould and members of the NIB communications team, continue to work on three key strategic initiatives for FY2022. Status and key activities for each initiative is provided below.

### **Initiative #1: Great American Workforce Campaign**

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#### **Background:**

- The fourth year of the campaign launched in April 2022 during the National Symposium and will run through November/Veterans Day.
- The campaign is being developed and executed by the NIB communications team with support and strategic guidance from NIB's marketing/communications agency, the Clyde Group. NIB associated agency representatives on the marketing committee have provided employee profiles and other input in support of the campaign.

**Audience:** Members of Congress and their staffs, key federal agency leadership, and other policy influencers.

**Goal:** Educate policymakers about the value of NIB and the work of its associated agencies; mitigate negative perceptions around the value of NIB and its associated agencies.

#### **Campaign Tactics and Results (from May 9–September 22, 2022):**

- Digital and social media advertising:
  - Division D: 0.21% click-through rate (*industry standard = 0.09%*)
  - Twitter: 0.37% click-through rate (*industry standard = 0.25%*)
  - LinkedIn: 0.24% click-through rate (*industry standard = 0.25%*)
  - Facebook: 0.33% click-through rate (*industry standard = 0.90%*)
  - Google Ads: 1.24% click-through rate (*industry standard = 1.1%*)
  - The Hill: 0.07% click-through rate (*industry Standard = 0.15%*)
- Sent four monthly emails to members of Congress and staffers. Results:
  - Open Rate: 24.49% (*industry standard = 13%*)
  - Click Rate: 0.93% (*industry standard = 1%*)
- Ads direct audiences to the landing page: <https://NIB.org/workforce>
  - Pageviews: 17,903
    - Website visits compared to the previous year are in decline due to a lower overall impression count leading to a lower click through, but audience driven to site are interacting more.

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- Events (Page Interactions): 6,458
  - Landing page engagement on pace to exceed the last three years.
- Current ad performance no longer on pace to deliver similar results to year 3.
  - Division D, Twitter and LinkedIn are not seeing as strong of engagement numbers partially due to a different advertising strategy for Twitter, audience list targeting needing a refresh and possible messaging saturation.
  - Partnering with the Clyde group to better identify performance decline.
  - Optimizations to targeting and budget implemented in August and September.
  - Additional ad creative sets began testing in mid-September.
  - Continuing to monitor performance metrics and optimize tactics accordingly.

## **Initiative #2: SKILCRAFT Marketing**

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NIB and the marketing committee are working on two ongoing SKILCRAFT promotional initiatives that drive program sales and employment:

### **(1) SKILCRAFT Advertising Campaign**

**Audiences:** Procurement/contracting officers and government/military customers.

**Goal:** Strengthen SKILCRAFT brand awareness its association with NIB and the AbilityOne Program. Messaging focuses on capabilities, products, and services.

### **Campaign Tactics and Results (from May 9–September 22, 2022):**

- Digital and social media advertising:
  - Division D: 0.20% click-through rate (*industry standard = 0.09%*)
  - Twitter: 0.22% click-through rate (*industry standard = 0.25%*)
  - LinkedIn: 1.73% click-through rate (*industry standard = 0.25%*)
  - Facebook: 0.55% click-through rate (*industry standard = 0.90%*)
  - Google Ads: 2.61% click-through rate (*industry standard = 1.1%*)
  - Spotify: 0.03% click-through rate (*industry standard = 0.02%*)
  - Sightline Group (Military Times, Federal Times, and Federal Times Newsletter): 0.09% click-through rate (*industry standard = 0.03% - .08%*)
- Pointing audiences to the landing page: <https://NIB.org/SKILCRAFT> and subsequent SKILCRAFT services line-of-business pages on NIB.org.
  - Total pageviews: 42,127
  - Website traffic for SKILCRAFT services pages have grown significantly
    - Traffic increased at least 900% during the month a specific service line was featured
- Current ad performance no longer on pace to deliver similar results to previous year due to a lower overall impression count leading to a lower click through,
  - Division D and Twitter are not seeing as strong of engagement numbers partially due to a different advertising strategy for Twitter, and audience list targeting needing a refresh.

- Partnering with the Clyde group to better identify performance decline.
- Optimizations to targeting and budget implemented in August and September.
- Additional ad creative sets began testing in mid-September
- Continuing to monitor performance metrics and optimize tactics accordingly.

## (2) SKILCRAFT Product Marketing Activities

NIB continues to collaborate with the marketing committee on ways to further enhance product marketing activities and increase the effectiveness of tactics employed. NIB's product marketing team continues to develop new product launch materials tailored to the specific audience type federal customers, Base Supply Centers, and wholesalers and distributors.

### Initiative #3: Social Media

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**Background:** The social media subcommittee continues to coordinate and amplify social media efforts across the NPA network.

- The subcommittee is comprised of 23 members representing 16 NPAs
- Four meetings held to-date; key outcomes so far:
  - Concluded the Great American Workforce Challenge
    - 45 posts were executed on Facebook, Twitter, and LinkedIn throughout the month of August.
    - Congratulations to Central Association for the Blind and Visually Impaired for taking home the grand prize with eleven posts. They will be honored at the Awards Luncheon during the conference.
    - We were encouraged by the subcommittee members enthusiasm, participation, and use of creative assets. Examples include:
      - [Alphapointe](#)
      - [AVRE](#)
      - [VIA](#)
  - Announced a new social media challenge for the month of October after subcommittee members expressed interest in and excitement over the idea of another competition.
    - The next challenge will highlight National Disability Employment Awareness Month (NDEAM) and subcommittee members must post using the #NDEAM hashtag and tag NIB's account.
    - Participating agencies will be featured in NIB This Week throughout the month of October and the winner will receive a "swag bag."
  - Brainstormed ways to amplify social media efforts around the NIB/NAEPB Training Conference and Expo including using the conference app for easier posting while at the event, and on-site support for best practices.
  - NIB will be starting an Agency Spotlight series on social media. Agencies interested in being featured should email a picture of their agency with a blurb (interesting facts, employment stats, line of business, etc.) to Maria Egan at [megan@nib.org](mailto:megan@nib.org).

- Sourcing interest in and ideas for a webinar series examining different social media topics/best practices.

## **Initiative #4: NAEPB Enhanced Messaging**

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**Background:** Based on a desire to enhance the messaging we are conveying to our congresspeople and other constituents, the NAEPB surveyed its members to gain additional insight about our organizations. The focus was to better understand how many people who are blind are in leadership positions or have been promoted, the diversity of our organizations, and the level of service/job placements provided. Given the negativity circulating from other disability organizations, the hope is that this can counter some of that messaging and provide our own narrative.

Survey results have been compiled by Thorn Run Partners:

- Employees
  - Total: 9,406
  - Average: 165
- Blind / Visually impaired individual hired FY21
  - Total: 710
  - Average: 12
- Blind / Visually impaired individuals employed as of Sep 30, 2021
  - Total: 4,391
  - Average: 77
  - Percentage of total employees: 47%
- Blind / Visually impaired individuals promoted from one indirect / management position to another in FY21
  - Total: 58
  - Average: 1
- Blind / Visually impaired individuals promoted from direct labor to indirect / management position in FY21
  - Total: 82
  - Average: 1.5
- Blind / Visually impaired individuals employed among senior (Dir and above) staff as of Sep 30, 2021
  - Total: 54
  - Average: 1
- Total job placements by organization in FY21
  - Total: 352
  - Average: 18
- Individuals provided service in any capacity in FY21
  - Total: 87,870
  - Average: 1870
- Spent on Client Services in FY21
  - Total: \$46.6M
  - Average: \$818K
- Total compensation paid to blind / visually impaired individuals in FY21
  - Total: \$119M

- Average: \$2.1M
- Blind / visually impaired individuals on agency boards as of Sep 30, 2021
  - Total: 90
  - Average: 2
- Is the CEO of the organization blind or visually impaired?
  - Yes: 9 or 16%

### **Status / Next Steps**

- Reviewed information with Aneta Jordan and NIB marketing team
- Discussed goals:
  - (1) Turn this information into a 1-page leave-behind document
  - (2) Incorporate into our marketing efforts
- Desired outcomes:
  - Better convey the positive impact that the NPAs have with the constituents
  - Demonstrate the depth of NPA leadership positions filled by people who are blind
  - Highlight the significant work in programs and services carried out by the NPAs

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

NAEPB/NIB Operations Subcommittee Updates as of August 9, 2022

Submitted by Jon Katz

October 4, 2022

**Office Products: VACANT and Amanda Alderson (NIB)**

Major Challenge or Accomplishments:

- Current supply chain shortages are affecting NPAs ability to deliver finished goods
  - Result is an increase of Purchase Exception requests
  - GSA continues to accept temporary spec changes for products disrupted by supply chain issues
  - Encourage NPAs to reach out to product management team if there are potential improvements such as going from 100% post-consumer waste (PCW) to lesser recycled content
- Office products sales are starting to come back from pandemic sales, but not at the same level yet; NIB NPAs expect a stronger FY 22 Q4  
Writing Instrument sales are on an upward trend with higher sales than the past two years

Significant Updates:

- Posted to NIBTW seeking Co-Chair for Office Product subcommittee; received no interest

Action Items:

- Call to action to engage a new NAPEB OP subcommittee group representative
- Re-energize the OP Group. Lead a call among OP members to discuss the challenges, gather ideas, develop actions and priorities

**JanSan/MRO: VACANT and Shawn Spengler**

Major Challenge or Accomplishments:

- Working Groups taking on many of the primary areas of concern, including: JanSan WG, Service Level WG and Pricing WG
- JanSan product sales down -15.6% YTD and -16.9% vs five-year average, much due to COVID overstock and current supply chain challenges
- MRO product sales -5.5% YTD vs FY21
- Large number of back orders and Purchase Exceptions due to supply chain and employment challenges.

Significant Updates:

- No current NPA Co-Chair representation

Action Items:

- Co-Chair volunteers or nominations needed
- GSA Region 7 APC's due to NIB by November 1.

**Jan/San Working Group:** Blake Lohnes and Shelley Foust

Major Challenge or Accomplishments:

- Publication of US AbilityOne Commission Policy 51.542. NonProfit Agency Use of AbilityOne Products in the Performance of AbilityOne Service Contracts.

Significant Updates:

- Policy effective date October 1, 2022. Developed procedures for implementation of policy in collaboration with SourceAmerica and the Commission.

Action Items:

- Implementation
- Training
- Pipeline renewals/PL adds
- On-going compliance monitoring
- Unified AbilityOne Program

**TAG: VACANT and Gary Colello**

Major Challenge or Accomplishments:

- Congrats to Dan Kelly – TAG Needs a new Chairperson – Seeking interested parties
- Textiles sales are down -22% YTD - \$37.4M
- Ongoing supply chain challenges
  - Labor shortages
  - Backorders and delinquency rates rising
- DLA pursuing Purchase Exceptions for delinquent programs

Significant Updates:

- No current NPA Co-Chair representation
- No formal TAG Meeting since 2019

Action Items:

- Chairperson nominees needed
- TAG planning – Survey results

**Military Resale: Julie Cooper and Anne-Marie Wallace**

Major Challenge or Accomplishments:

- Sales out pacing DeCA increases

Significant Updates:

- NDAA (NATIONAL DEFENSE AUTHORIZATION ACT FOR FISCAL YEAR 2023) recent legislation passed by the house prohibiting the sale of Chinese goods in commissaries and exchanges.

Action Items:

- Rick Webster Vice President, Public Policy has reached out to MR agency CEOs with action requested to contact Senators and House Members on Sec. 631 language prohibition on sale of Chinese goods in commissary stores and military exchanges

**MAG: Dedra Flemons and Dexter Drayton**

Major Challenge or Accomplishments:

- Achieving consistent NPA participation
- Identifying NPA priorities for group
- Is this group a necessity/needed by NPAs

Significant Updates:

- Dedra Flemons-New NPA Lead

Action Items:

- Reinvigorating NPA interest
- Identifying ways to collaborate
- Sourcing, pricing, opportunities, etc.
- Finding and building relationships across the industry

**Pricing Subcommittee: Jim Kerlin and VACANT**

Major Challenge or Accomplishments:

- N/A

Significant Updates:

- Brian Ganzert has agreed to accept the lead for NIB on the Pricing Subcommittee. Brian is the Director of the Contracts and Pricing (CAPS) department within the Operations Group. NIB Ops & Channel both feel that Brian's unique perspective and knowledge of AbilityOne pricing and government regulations makes him the best candidate for the task.

Action Items:

- Brian will not officially take over until October 1st due to other commitments. In the meantime, NIB feels there is a need for one NIB Internal meeting to align the NIB Staff with the agenda and outline the way forward. We will also schedule a full subcommittee meeting prior to the end of the FY or early in FY 2023.

**Business Development Working Group (BDWG): Ken Fernald and Steve Overby**

Major Challenge or Accomplishments:

- In-depth review of CMMC Audit opportunity
- Business case developed
- Path forward established

Significant Updates:

- Loss of Jenn King impacted efforts at end of year
- Resetting priorities and efforts for FY23

Action Items:

- Continue to explore CMMC options as Govt refines requirements
- Set FY23 priorities
- Establish working groups

**Service Level Working Group: Dan Carson and Annelie Eyre**

Major Challenge or Accomplishments:

- NPAs are receiving individual monthly scorecard metrics to compare against the overall NPA performance.
- Supply chain issues continue to be a concern in addition to the rise in the cost of goods to manufacture products (resulting in purchase exceptions for some products)

Significant Updates:

- As of September 2022, all NIB (43) and SA (26) NPAs are reporting monthly KPI reports.
- The current fill rate for the NIB agencies is 69.56% on-time and 30.44% not on-time (5% decrease in on-time fulfillment from August)

Action Items:

- Develop NPA mentoring program for NPAs with low performance rates
- On-going individual training sessions with NPAs on reporting template
- Increase utilization of "Comments" field on KPI report
- Continue to enhance the monthly scorecard format based on NPA recommendations
- Develop and publish FAQs

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

**Public Policy Committee Report  
Submitted by Cindy Watson, VP  
October 4, 2022**

**FY '22 – Listing of Public Policy Developments/Activities for NAEPB**

- In fall 2021, NPAs participated in recruiting House members to sign on to letter to GSA raising additional concerns about the Commercial Platforms Initiative (CPI) and lack of protections for AbilityOne.
- AbilityOne Commission NRPM on 14(c) regulations – NAEPB filed comments in Fall 2021.
- NIB and NAEPB file joint response to Social Security Administration RFI seeking comments on their seeking extension of congressional authority to conduct demonstration projects.
- RSA responds in early December 2021 to August letter from NIB/NAEPB seeking their reaction and input on the 898 Panel Dual Labor Ratio proposal.
- 898 Panel issues its fourth and final report in January 2022.
- NAEPB, NIB and others sign on to support introduction of a Low Vision Device bill in Congress. (February 2022)
- Monthly NCSE/NAEPB CIE Subcommittee meetings throughout the fiscal year, led on the NAEPB side by Lauren Branch.
- NAEPB, NIB and other groups sign on to website accessibility letters to DOJ and Congress. (March 2022)
- Discussions that followed ACB and NFB signing on to NDRN letter to Congress regarding AbilityOne (Spring 2022).

- NIB/NAEPB Leadership holds meetings with House and Senate Armed Services Committee staff to present our story – in part, as follow up to NDRN letter sent to leadership of the Armed Services committees and others in Congress. (April 2022)
- National Symposium – Public Policy Panel Discussion and training, and NPAs return to Capitol Hill for meetings.
- NPAs hosting meetings with members of Congress and/or staff during the August Recess.
- NAEPB leads letter signed by NIB and other blindness organizations regarding WIOA and supporting informed choice – sent to leadership of House Education and Labor Committee, and Senate Health, Education, Labor, and Pensions Committee. (August 2022)
- Military Resale agencies asked to engage Congress on House NDAA provision barring sale of Chinese-made products in commissaries and exchanges.

# FOCUS FORWARD

2022 NIB/NAEPB TRAINING CONFERENCE & EXPO



#NIBConfExpo

# Services Committee

Jim Meehan - October 4, 2022





# Presentation Agenda

- **Contact Center Consortium**

- Monthly group meetings are generating great conversation and ideas, now it's finding a way to execute and the resources necessary to do so. We are also continuing our research on a GSA schedule for Call Centers to determine if the Consortium or a member NPA would like to pursue it.

- **CMS Subcommittee**

- Vendor Outreach Campaign on going
- Total number of vendors reach out letters to date 1,749
- Number of meetings/engagements because of Outreach Campaign 17
- VisionCorps to Launch Center of Excellence Training launch rescheduled to 11 October (Offering Virtual Instructor Led training)
- Top one hundred employers for each state, are targeted for engagement
- Columbia lighthouse updated the Capabilities Workbook located on NAEPB Subcommittee Site
- Cincinnati continues to have difficulty in recruitment.
- Engage small business administration and Chamber of Commerces to market our capabilities, members continue to identify
- and reach out SADB, OSDB and ABO

Members tasked:

- Identify alternate avenues of marketing our capabilities and new business line opportunities especially commercial business lines
- Collaborate / partner with other NPAs
- Target the Diversity and Inclusion officers to identify opportunities



# Presentation Agenda

- **Administrative Subcommittee**

- Latest product is working with Michael Geisler with Houston Lighthouse on document conversion. We should have a more detailed update soon. Committee chair, Shannon Satterfield is coordinating with Dean Simmons and Michael to lay the foundation for this project.

- **Supply Chain / Warehousing Subcommittee**

- The committee is focused on large warehousing (100K+ sq ft) multi-site opportunities which require shared software, available space, back office and customer service solutions.
  - Boomi & Rainbow – integration services are one option for connecting multiple-different software platforms.
- At this time no solution has been identified to allow multiple agencies and their facilities to provide these shared services. We continue to monitor Govwin, Sam.gov, etc. for potential opportunities.

- **Services Innovation Group**

- Presenting “Services 101” tomorrow at 8:15 – 10:30 along with NIB