The National Association for the Employment of People who are Blind

NAEPB/NIB Operations Subcommittee Updates as of December 6, 2024

Joint Commodity: Brian Patchett (NPA), Amanda Alderson (NIB), Shawn Spengler (NIB)

Major Challenges or Accomplishments

1. None to report

Significant Updates

1. None to report

Action Items

1. Schedule a meeting to discuss after the New Year.

	FY 23/24 Sales % Difference	FY 23/24 Unit % Difference
Commodity Food Service	**2%**	**0%**
Commodity Medical	**-53%**	**-60%**
Household	**8%**	**-9%**
JanSan	**12%**	**7%**
MRO	**17%**	**7%**
Office Products	**-5%**	**-8%**
Writing Instruments	**-12%**	**-16%**
Commodity Total	**4%**	**-3%**

Jan/San Working Group: Blake Lohnes and Shelley Foust

Major Challenge or Accomplishments:

- Implementation of US AbilityOne Commission Policy 51.542. Nonprofit Agency Use of AbilityOne Products in the Performance of AbilityOne Service Contracts.
- Phase I: Began October 1, 2022
- Phase II: Began October 1, 2023
- Phase III: Began October 1, 2024

Significant Updates:

- Projections and Results
  - 268 Live contracts from FY23 Q1 - FY24 Q4
  - 77 Contracts projected to go live in FY25 - Q1
  - 340 Projected contracts to go live in FY25
  - Continued concerns about GSA PBS Custodial Solicitation language and FAR 23

Action Items:

- On-going collaboration between NIB and SourceAmerica

- Proposed FY25 Implementation plan to the Commission to include all PL service contracts regardless of line of business or contract value
- Targeted SA NPA training sessions as well as contract specific Q & A Sessions for all contract renewals for FY25
- On-going compliance monitoring and sales reporting by CNAs
- Increased outreach for additional training to specific NPAs with no or low sales
- On-going Distributor training and engagement of sales teams and customer events
- ABOR and Federal contracting training to include GSA PBS
- Environmental attributes and SDS updated for chemicals/soap on AbilityOneCatalog.com
- Future marketing/educational tools for Federal Contracting

TAG: George Tobler and Gary Colello

Major Challenge or Accomplishments:

- Delinquencies
  - Monitoring since January 2023
  - Healthy reduction continuing in CY24 after seeing steady increases throughout CY23.
  - From a high of almost $27M, the delinquency total at the end of October is $14.9M.
  - Added two new metrics to the monthly report
    - On time fill rate – Percentage shipped vs scheduled.
    - Dollar value - Delivered product at PL price YTD.

Significant Updates:

- Textiles Apparel Group sales up significantly YoY
  - FY23 total: $162M
  - FY24 total: $200M
- NDEAM Event hosted by DLA-TS, Construction & Equipment and DLA Small Business Office
  - First time in person since pre-COVID
  - October 10th in Philadelphia
  - 15 NIB Agencies attended the event
  - 12 Agencies had display booths
  - DLA-TS, Command, all four Supply Chains (C&E, C&T, Medical, & Subsistence), the Small Business Office as well as many DLA Staff Offices attended the event
  - Served as a great opportunity for networking throughout the day
- JAPBI held in Philadelphia November 20th and 21st
  - The premier industry event
    - Over 900 attendees – NPAs highly encouraged to attend in the future

Action Items:

  - NIB only TAG Meeting scheduled for December 10th & 11th in Austin
  - TAG Conference in Philadelphia June 2025
  - Focus on best practices, blind employment, efficiencies to drive down delinquencies

Military Resale: Julie Cooper and Anne-Marie Wallace

Major Challenge or Accomplishments:

- DeCA FY 24 year-end sales through September 2.66%.
- DeCA FY 24 savings standard 25.6%
- Supply Chain constraints impacting competitive pricing for MR products.

Significant Updates:

- DeCA Slow Mover Initiative – All active items carried by DeCA will be reviewed every two months. Items selling less than 6 cases per month will hit the slow mover list and will be deleted. The second round of slow movers impacted 55 MR items. Deleted items changed to active. NIB continues to work with agencies and DeCA to refine the process for the MR DeCA assortment.
- DeCA is seeking to expand store assortment for Kitchen and Bath categories. John Willard scheduled two meetings with the MR agencies to cover future potential opportunities.

Action Items:

- Supply chain constraints - need for alternative solutions and management of product assortment.
    - Considering other alternative solutions.
    - Agency quarterly Category Review process tweaked to include slow mover history data from DeCA. Focus of quarterly review meeting savings target, keeping assortment fresh, reducing duplications and slow selling products.

Pricing Subcommittee: Ken Fernald, Jenn King, Kevin Campbell

Major Challenge or Accomplishments:

- Since October, the subcommittee met to review and approve the proposed methodology changes to support the GSA Region 7 Annual Price Change Process. NPA feedback provided challenges and efficiencies to support in determining the FMP. Technology updates, tool changes and updates, proper ETS approval were highlighted as challenges.
- NIB again asked The Commission to confirm that they are planning for the new PLIMs 2.0 system to accommodate the FMP Commission "Not to Exceed price"- the Commission is struggling with cost issues and would not confirm at this time, NIB IT department will inquire with the Commission IT and reiterate that this field is critical.
- NIB will document all price change submissions for future analysis on the methodology.
- The Annual Price Change process continues to be a major resource and time requirement for all stakeholders. All stakeholders recognize the need to tackle the price change process.

Significant Updates:

NA

Action Items:

- Recommend sunsetting this statement of work for this pricing subcommittee to focus on future strategic pricing issued from the NAEPB Strategic Planning in February. Recommend NIB provide monthly updates.

Service Level Working Group: Cinthya Mabee and Annelie Eyre

Major Challenge or Accomplishments:

- NPAs have maintained an average of 81% or greater for the past 6 months for non-PE NSNs.
- Year-over-year service levels for the past 3 months is down 4%.

Report Month	On-Time %	Report Month	On-Time %
Sep-24	83.91%	Sep-23	88.11%
Oct-24	81.76%	Oct-23	85.69%
Nov-24	83.38%	Nov-23	86.73%

Significant Updates:

- In November, NIB (40) and SA (28) NPAs provided monthly KPI reports for GSA sponsored non-PE commodities.
- The Service Level Working Group has transitioned to a new Business Intelligence Tool. Our next step is to master the tool to enhance the monthly scorecard format based on NPA feedback. We anticipate full implementation to be ready within the next couple reporting cycles.

Current actions:

- The search continues to find replacement NPA members to join the SLWG.

Future Goals:

- Development of a mentoring program.
- Develop a communication plan within the AbilityOne supply chain that would streamline communications between GSA, Contractors, Wholesalers, and Manufacturers.
- Drive performance changes within the NPAs to achieve the 95% industry standard through data comparison between GSA's and the SLWG's reports.

ETSWG: Joshua Glaze and David Barrett

Major Challenges or Accomplishments:

- Terry Tracy shared 'GSA Top 25K list' and NIB ETS Team found ETS for 456 NSNs.
- David Barrett created a 'State of ETS' file that shows which NSNs do not have ETS protection.
- Josh Glaze created an Excel-based 'USA Spending Awards Search' tool that pulls federal sales data from usaspending.gov.

Significant Updates:

- Established two objectives:
    - ETS/A1 education for NPAs, sellers, and buyers.
        - ETSWG members have begun contacting NPAs who have NSNs with no ETS protection. The goal is to understand the NPAs' needs and challenges.
    - Identify largest areas of leakage and strategize efforts to reduce
        - Focusing on GSA Global Supply and working on SOPs for finding ETS.
- Increased roster to 21 total members.
    - The full group meets monthly on every 3rd Wednesday.
    - Two teams, each focusing on a separate group objective, meet monthly as well.

Action Items:

- Next meeting on December 18 at 3:00PM EST via Zoom.
- ETSWG members continue contacting sample of NPAs.
- Identify agencies who appear to need assistance with ETS.
- ETSWG members test the USA Spending Awards Search tool to determine best practices to accomplish objectives.
- Develop content and planning for a monthly 'State of ETS' townhall for all stakeholders to receive education and promote networking.
- Create SOP for searching ETS within GSA Global Supply.