The National Association for the Employment of People who are Blind

NAEPB/NIB Operations Subcommittee Updates as of February 21, 2025

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
    - 368 Live contracts from FY23 Q1 - FY25 Q2 (Through January 2025)
    - 32 Contracts projected to go live in the remainder of FY25 Q2
    - 351 Projected contracts to go live in FY25

Action Items:

- On-going collaboration between NIB and SourceAmerica
- 7 Additional NPAs collaboration meetings will be completed by the end of February.
- On-going compliance monitoring and sales reporting by CNAs
- Increased outreach for additional training to specific NPAs with low sales. In December – January we met with 8 NPAs who hold a significant number of contracts and provided further support and guidance to comply with policy to the maximum extent possible.
- 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
    - We're moving in the right direction
        - $27M: Jan 23
        - $17.9M: Dec 24
    - Added two new metrics to the monthly report
        - On time fill rate – Percentage shipped vs scheduled
        - Dollar value - Delivered product at PL price YTD
    - Adding "Category Codes" to the report – Targeted for April

Significant Updates:

- Textiles Apparel Group sales up significantly YoY
    - FY23 total: $162M

    - FY24 total: $200M
- Service Level Working Group (SLWG)
    - Formed at December TAG meeting
    - First meeting Jan 25 – Weekly meetings
    - All about improving efficiencies, effectiveness, and performance
    - Adding delinquency codes
- TAG Meeting held at Austin Lighthouse/Travis Assoc
    - Tremendous hosts, tremendous event

Action Items:

- Save the Dates
    - Big TAG - June 16-18 in Philadelphia, PA
    - NIB only Virtual TAG Mtg – March dates TBD

Military Resale: Julie Cooper and Anne-Marie Wallace

Major Challenge or Accomplishments:

- DeCA FY 25 sales through December 2.28%.
- 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 now includes promotional and seasonal items in the slow mover assortment.
- DeCA is seeking to expand the store assortment for Kitchen and Bath categories. Agencies working with MR team on expansion opportunities.
- Dock strike averted. Orders to Europe (12-16% of business) have resumed.
- Trump Executive Orders:
    - DeCA employees will be returning to HQ – Target date is 02/24/2025
    - Hiring freeze does not apply to DeCA.
    - Deferred resignation program. Guidance to employees pending so to earlier to evaluate impact.

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:

- 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.

- GSA is asking for a not to exceed price on all AbilityOne products which mirrors the Pricing Subcommittee's solution.
- Modifications to the pricing tool occurred with required training to submit GSA Region 2, 3 and 6. NIB proactively reached out to NPAs to attend the training with follow up. Feedback from NPAs in the previous version provided the gateway to enhance this version.
- The Annual Price Change process continues to be a major resource and time requirement for all stakeholders. Late submissions during GSA Region 7 schedule causing bottlenecks. All stakeholders recognize the need to tackle the price change process.

Significant Updates:

- NIB continues to evaluate 3rd party Market Survey tools to enhance the process.

Action Items:

- Recommend sunsetting this statement of work for this pricing subcommittee to focus on future strategic pricing issues.
- 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 have been down 2%.

Report Month	On-Time %	Report Month	On-Time %
Nov-24	83.38%	Nov-23	86.73%
Dec-24	85.87%	Dec-23	86.29%
Jan-25	86.66%	Jan-24	88.72%

Significant Updates:

- GSA has notified NIB about their ongoing efforts of reducing their operations by 50%. On-time delivery and pricing are key components that GSA is stressing within industry.
- In January, NIB (42) and SA (26) NPAs provided monthly KPI reports for GSA sponsored non-PE commodities.
- The new Business Intelligence Tool has been utilized to create service level reports for the past two months. In addition to mastering the tool to enhance the monthly scorecard format, we are also working with the engineering team to ensure the BI tool and external reports are 508 compliant.

Current actions:

- The search continues to find replacement NPA members to join the SLWG.
- The group is developing a plan to roll out a quarterly NPA meeting in Q3 to improve best practices and training on contract vehicles.

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: Josh Glaze and David Barrett

Major Challenges or Accomplishments:

- David Barrett created a 'State of ETS' file that shows which NSNs do not have ETS protection. This tool is the guide for the ETS Working Group's actions.
- Josh Glaze created an Excel-based 'USA Spending Awards Search' tool that pulls federal sales data from usaspending.gov.
- Contacted several NPAs who have NSNs with no ETS protection to learn about their needs and challenges.

Significant Updates:

- Two objectives:
    - ETS/A1 education for NPAs, sellers, and buyers.
        - Completed working agenda for a State of ETS town hall.
    - Identify largest areas of leakage and strategize efforts to reduce
        - Completed draft SOPs for finding ETS on GSA Global Supply.
        - Obtained GSA Global Supply transaction data for the past 6 months. Currently developing a way to find ETS by item description.
- Increased roster to 23 total members.

Action Items:

- Next meeting on February 19 at 3:00PM EST via Zoom.
- Add reason codes to the 'State of ETS' file for items with no ETS protection.
- Set a date for a recurring State of ETS townhall for all stakeholders to receive education and promote networking.
- Develop method for matching item descriptions in the Global Supply transactions data to known commercial item descriptions in the ETS file.
- ETSWG members test the USA Spending Awards Search tool to determine best practices to accomplish objectives.
- Continue researching NPAs' needs and challenges.