NAEPB/NIB Operations

3 March 2025

Service Level Working Groups

GSA

- GSA reducing their operations by 50%.
- On-time delivery and pricing are key components that GSA is stressing with industry.
- The new Business Intelligence Tool being utilized to create service level reports. Still working to ensure the BI tool and external reports are 508 compliant.

TAG

- Delinquencies
  - Monitoring since January 2023; 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
- Textiles Apparel Group sales up significantly YoY
  - FY23 total: $162M
  - FY24 total: $200M
- TAG Service Level Working Group (SLWG) (Formed at December TAG meeting)
  - First meeting Jan 25 – Weekly meetings all about improving efficiencies, effectiveness, and performance
  - Working on adding delinquency codes

Jan/San Working Group

Contracts

- 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

Sales

- FY24 Annual Sales $6,293,918 up from FY23 Annual Sales $1,069,777
- End Q1FY25 Sales YTD have not been released
- Q2FY25 Sales Reports due End May
- Trend:

ETS

- Increased roster to 23 total members.
- ETS/A1 education for NPAs, sellers, and buyers.
  - Completed working agenda for a State of ETS townhall.
- 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.