



**V.A.L.U.E. IN LOCAL GOVERNMENT**  
Cooperative Purchasing Program  
Of Southeastern Wisconsin

[www.value4gov.org](http://www.value4gov.org)

## V.A.L.U.E. OF THE MONTH October 2011

### How To Spot a Poorly Managed Supplier

**PurchTips - Edition # 239 September 20, 2011**  
By Charles Dominick, SPSM, SPSM2  
[www.NextLevelPurchasing.com](http://www.NextLevelPurchasing.com)

#### **How Competent Is Your Supplier's Management?**

Any procurement professional in her right mind will get nervous about using a poorly managed supplier. How can you tell if a new supplier is poorly managed? Here are five things to look for when evaluating a supplier.

**High Turnover** - A constant change in personnel makes it difficult for a supplier to perform consistently, which is something important to you as a customer. Mass employee departures are a symptom of management that is disorganized, harsh with its employees, or just plain incompetent. Turnover in leadership roles is an even more serious indicator of poor management.

**Declining Financial Performance** - Most businesses strive for better year-over-year financial performance - greater revenues, bigger profits, a higher Altman Z-Score, etc. If these numbers are getting worse, not better, it could be indicative of poor management. In some industry or economic cycles, an occasional decline is expected. But if you use industry averages as a baseline and the supplier's financial performance trend is worse than the industry's, management may be to blame.

**Lack of Success Metrics** - A critical role of management is to establish performance metrics and set goals. Good managers know whether the company is performing well, poorly, or somewhere in between. Ask your supplier's senior management how performance is tracked and success is measured. If there is a lack of metrics, the supplier is not serious

about maximizing its performance for its customers.

**Workers Are Unaware of Corporate Goals** - Even if a supplier has success metrics and goals, if non-management workers lack visibility into goals, that's an obstacle to them focusing on what's important. The people making a product or providing a service must know what constitutes success to be truly effective.

**The Supplier Has A Bad Reputation** - Almost every company has had a disgruntled customer at some point. But if you learn from multiple sources - Internet posts, Better Business Bureau ratings, procurement peers, etc. - that a supplier consistently underperforms, it's likely that the supplier is poorly managed and unlikely to do what's necessary to satisfy you.

Submitted by  
Robert Barwick  
City of West Allis



#### **COPY PAPER**

Unisource renegotiations resulted in a \$.75/carton **decrease** for V.A.L.U.E. effective 10/3/2011 through 1/3/2012 on virgin white copy paper. There is no price change for colors, Astrobrites and NCR paper. See Member Bid Page for pricing

#### **RUBBERIZED CRACK SEALANT**

Award was made to Gerdau (Right Pointe) and Sherwin Industries (Crafco) for the period Oct 1 through Dec. 31. See Member Bid Page for pricing.

<http://www.V.A.L.U.E.4gov.org/2011.html>



### **3RD QUARTER WAPP MEETING & VENDOR EXPO - SEPTEMBER 29-30 CHULA VISTA RESORT, WIS DELLS**

The 3rd Quarter WAPP Meeting / Vendor show was again a huge success. The turnout for both participants and vendors was very good. Participants were able to meet with the vendors who represented products and services such as MRO products, Information Systems, IT Technology, rental cars, paper products, office products, safety products, cell phones, and more. To see a complete listing of the vendors who were there, go to:

<http://www.wapp.org>

On Thursday and Friday Rob Rickard presented a great NIGP course on Purchasing Protests & Disputes. Rob gave an overview of protest and disputes, how other states handle them and why vendors protest Procurements.

Also on Friday the State Bureau of Procurement presented State contract updates along with the changes. To learn more about these contracts go to: <http://vendornet.state.wi.us>

Submitted by  
Roy Hartmann  
Washington County



#### **"Survey Says..." An Interactive Approach to the 2011 NIGP eProcurement Survey**

**Pricing:** \$75 Members/ \$105 Non-Members

**Date & Time:** Tuesday, Oct. 25, 2011, 12 -1:30 PM

**Presented by:** Eric Zoetmulder, Market Director, Public Sector, SciQuest, Inc and Tim Brett, Director, State and Local Information, Deltek

**Registration Deadline:** October 24, 2011, 5:00 PM

**Basic.** Hundreds of people completed the 2011 NIGP Use of Procurement Software in the Public Sector Survey. Find out how you rate against the Procurement Software Adoption Framework! Learn what kind of software we are using and understand where you should invest next to make the biggest impact. Join this session presented by SciQuest and Deltek, our research partners on this project, to respond, review, and rethink options that could become your next great idea.

At the end of this Webinar, students will be able to:

- Describe the state of use of procurement software in the public sector today.
- Identify where their organization is positioned in the procurement software adoption framework.
- Apply some best practices in writing specifications and utilize standards in specification writing.
- Identify next steps when considering potential software acquisition for your organization.

#### **Navigating the Social Network: A Guide for Procurement Professionals**

**Pricing:** \$75 Members/ \$105 Non-Members

**Date & Time:** Thursday, October 6, 2011, 12-1:30 PM

**Presented by:** Carrie Woodell, CPPO, CFCM, C.P.M.

**Registration Deadline:** November 9, 2011, 5:00 PM

**Basic.** Social media has become established as a necessary means of global communication in today's society. With hundreds of social media sites in existence, it is important to understand not only the purpose, but the potential value that procurement professionals can receive from participation. Whether you use social media for work or pleasure, it is important to understand the risks and legal concerns that exist when navigating the social network. Understanding account and privacy settings is crucial to a positive social networking experience. We will explore how government agencies are utilizing the social network as a communication tool and identify opportunities for procurement professionals to accomplish sourcing and vendor outreach. This webinar will provide the tools to recognize which sites may provide personal

or professional value to end users and how to protect your interest while navigating the social network.

At the end of this Webinar, students will be able to:

- Identify and navigate the most commonly used social media sites.
- Understand risks and potential legal concerns when using social media sites.
- Differentiate which sites can add value to procurement professionals.
- Explore how government agencies are utilizing social media as a communication tool.
- Identify opportunities for procurement professionals to use social media as a means of sourcing and vendor outreach.



**V.A.L.U.E. IN LOCAL GOVERNMENT  
MONTHLY PLANNING MEETING  
WEDNESDAY, SEPTEMBER 21, 2011  
WEST ALLIS CITY HALL**

In Attendance: Bill Kurer, Robert Barwick, Laurel Schleimer, Sung Ye Jacobs, Karen Bollinger, Amos Owens, John Ruggini, Vicki Nash, Diane Green, Monique Jones, Cindy Matz, Anissa Perkins and Nick Cramer

Bill Kurer opened the meeting regarding a meeting held on August 25<sup>th</sup> with Carol O'Neal, Robert Barwick, Bill Kurer and Nick Cramer. The meeting was held because Carol O'Neal was instrumental in the 2012 Annual meeting agenda on Public Works project topics. Some of the updates to the agenda were based upon that meeting.

Common Solutions/Open Forum

Diane Green of Milwaukee County asked the group what bid notification software each agency was using, as Milwaukee County is in the process of reconstructing their bid system. Diane stated that Milwaukee County has large PDF documents that are being posted to their website and that their Access Program is no longer being supported. Milwaukee County's Information Management Services Department (IMSD), as well as Purchasing Staff, will

be doing research on available systems before moving forward. Several agencies reported on the systems they are using.

Ongoing/Unfinished Business

Update on Disaster Situations:

Nick Cramer updated the group on the progress of the AidMatrix vendor resource-listing project. Nick stated that the award of the project would take place at the September 29<sup>th</sup> Milwaukee County Board meeting. The grant of \$30,000 from the Office of Justice shall provide the set up fees for the Disaster Vendor Database pilot program. Nick stated that several members of the vendor community such as WW Grainger, Service Master and Lutheran Social Services attended the September 8<sup>th</sup> meeting. Vendors were present to give their input on what they feel would be useful information for them as well as each agency during an emergency. This meeting was designed to help Vendors and Emergency Management people with what all parties are trying to accomplish in this project. Diane told the group that the V.A.L.U.E. group started the Vendor Resource Directory for Emergency situations. V.A.L.U.E. started with a list of general commodities that are typically used in an emergency situation and asked each agency to make a list of vendors that could supply those commodities.

Project Managers were announced and are as follows:

- Kate Pillman, Overall Project Coordinator
- Diane Kelly, V.A.L.U.E. group project Manager
- Ben Schliesman, Emergency Management project Manager
- Service Master and WW Grainger will represent the vendor community

Nick stated that the groups adjourned with a list of phases, these phases are as follows:

1. Talk about what we want
2. Sandbox
3. Pilot
4. Go Live

Robert Barwick commented that the US Community Group awarded a project on Emergency Management.

2012 Annual Meeting Planning

Vicky Nash and Robert Barwick visited both the Radisson in Menomonee Falls and the Hilton Garden Inn on Park Place. Both Vicky and Robert have recommended that the 2012 Annual Meeting be held

at the Hilton Garden Inn on Park Place. Robert stated that WAPP would need to approve the budget for the meeting at their December meeting, but that it should not be a problem, as it has never been denied. Robert also stated that the fees should come as close as possible to the budget that was put in for 2012. The Hilton Garden Inn did state that they would not be able to hold the State Hotel rate of \$80.00 but that it would be \$89.00 per room per night. The restaurant fees are comparable to other hotels and are within budget. The Hilton Garden Inn has no facility charges. Robert stated that the north side of town was selected to encourage more members to attend from the Green Bay and Fox Valley areas. Nick Cramer and Cindy Matz will take care of setting up for the meeting. Items to be set up will be the projector, laptop and podium with microphones. The projector and laptop will be sent with Barb Weller for the meeting.

Nick Cramer handed out an updated Agenda outline for the group to review. Changes to the agenda that were discussed during this meeting will be handed out at the October V.A.L.U.E. Planning Meeting.

#### Strategic Planning

Bill Kurer provided an updated handout of the items for strategic planning and discussed the areas that are completed as well as areas that are in progress. Bill stated that #7 of the handout is to find common items that agencies use to do a cooperative bid on. Bill reminded all agencies that a listing was e-mailed to all Planning Committee members and asked each agency to review and come up with a list of potential bid opportunities. Item #13 of the handout was discussed at another meeting and that any new V.A.L.U.E. members would receive contact from an existing local V.A.L.U.E. member to welcome them and to invite them to the Annual Meeting. Item #15 & #16 will now be handled by the Aid Matrix Committee members.

#### Bid Calendar Routing:

No update.

#### Bid Reports/Updates

Karen Bollinger handed out the updated Bid Report document and reviewed the significant changes.

Robert Barwick stated that the Crack Sealant bid is out on the streets and is due on Tuesday, September 27<sup>th</sup>.

Karen Bollinger stated there is a new agreement out on the website for HVAC filters.

The State of Wisconsin shall be updating the Glass Bead contract by the end of the month.

Robert Barwick stated that the Medical Supplies contract with the State has been awarded to another vendor, Physician Sales and Services and no longer McKesson. Medical Mart was another vendor for Medical Supplies and all belong to some buying group that agencies can receive better pricing if they belong. Robert was contacted by Amerinet regarding pricing for Medical Supplies and was told that in order to receive Amerinet pricing the City would need to become a member at \$200.00 per year. Memberships run from July to July of each year.

#### New Bid Opportunities:

None

#### Review/Discuss Committee Roles:

Document has been update. Two new committees were added.

#### New Business:

Robert asked the group if anyone was interested in attending the 2011 Vision Map for Public Procurement webinar to be held at the City of West Allis on September 29<sup>th</sup>. Most V.A.L.U.E. members declined as they will be attending the WAPP Vendor expo, but Vicky Nash and Amos Owens expressed an interest. Robert stated that V.A.L.U.E. would pay for the webinar if a group of V.A.L.U.E. members wished to attend.

Laurel for the City of Wauwatosa is doing a webinar on September 22<sup>nd</sup> from 12:00 noon to 1:30 pm on "10 Tips for Good Spec Writing". Members are welcomed to attend at the City of Wauwatosa.

Vicky Nash asked if any agency is keeping track of Minority Owned/Women Owned Businesses as her college is starting to keep track of these vendors.

Submitted by  
Nick Cramer  
Walworth County



## MONTHLY PLANNING MEETING

Wednesday, October 19, 2011

8:30 AM - 10:30 AM

West Allis City Hall Room 128

Phone: 414-302-8300

(Refreshments & Meeting Minutes by Vicky Nash)

### AGENDA

- I. Common Solutions/Open Forum Discussion**
  - A. Learn from your peers or bring an issue you'd like to discuss
  
- II. Ongoing/Unfinished Business**
  - A. Update on status of vendor resource listing in cooperation with SE WI Emergency Mgt Group & Aid Matrix
  - B. 2012 Annual Meeting Planning
    - 1. Public Works Session
    - 2. Other Topics
  - C. Bid Calendar Routing
  
- III. Bid Reports/Updates**
  - A. Review V.A.L.U.E. Contracts Listing for updates and discussion items
  - B. New Bid Opportunities
  
- IV. New Business**
  - A. Nominations for Chairperson and Treasurer
  
- V. Adjournment**

### Future Meetings - Date/Location/Refreshments & Minutes

Nov. 16, 2011	December 7, 2011	January 18, 2012	February 15, 2012	March 8 & 9, 2012
City of West Allis	City of West Allis	City of West Allis	City of West Allis	Location TBD
Diane Kelly	Social Dev Comm	Winona Marshall	Nick Cramer	Annual Meeting