2020 REPORT TO MEMBERS

Your strategic partner for public procurement solutions
OUR MISSION

Promote government excellence by delivering superior procurement solutions for the benefit of the public.

CONTENTS

3  Letter from the NASPO CEO
4  NASPO by the Numbers
6  Member Resources
8  Student Membership
9  Strategic Partnerships and Stakeholder Engagement
11 Professional Development
22 Conferences and Events
25 Awards
27 NASPO ValuePoint
29 Leadership
NASPO members,

NASPO’s mission to promote government excellence by delivering superior procurement solutions for the public’s benefit is always foremost in our minds. Still, in 2020, the commitment to be your partner for public procurement solutions took on a new meaning. Throughout this year, we provided opportunities for our community to connect. While our ability to meet in person was limited, the NASPO community remained strong, as we met through the NASPO Network, Regional and Director calls, and virtual conferences.

We partnered with external organizations to deliver educational content, connections to suppliers, and strategic discussions with state leaders.

To continually improve NASPO ValuePoint services, in 2020, the NASPO ValuePoint Management Board was consolidated to provide equitable regional representation. We also established a Go/No-Go Framework to more quickly identify cooperative contracts that will be beneficial to states.

As part of our commitment to our members, and to help offset the budget impact of the pandemic, the NASPO Board of Directors approved extending available State Professional Development Funds to cover certain COVID-related expenses. In November 2020, the Board approved the rollover of a portion of those funds for use into March 2021, allowing states continued access as they continue their pandemic responses.

NASPO’s ability to react to our members’ immediate needs while maintaining alignment to long-term goals showcases the resiliency and solution-based foundation of the procurement profession we serve.

Sincerely,

Lindle Hatton, PhD
CEO, NASPO & NASPO ValuePoint
NASPO™
BY THE NUMBERS*

1,992 STATE MEMBERS
(Includes Primary Members)

55 LIFE MEMBERS

13 STUDENT MEMBERS

18 HONORARY MEMBERS

15 ASSOCIATE MEMBERS

*As of November 24, 2020
Congratulations to those who became Honorary Members in 2020:

Dianne Lancaster
Cindy Lombardi

Congratulations to those who became Life Members in 2020:

Sandra Gillen
Don Greene
Greg Smith
James Staton
The NASPO Network is an online community designed for members to communicate and collaborate with peers on procurement-related issues. Providing opportunities for members to ask questions, share resources, and network with colleagues across the country, this platform is utilized daily and is the go-to source for quick access to all 50 states’ and territories’ expertise.

NASPO.ORG

The NASPO.org website offers a one-stop platform for information relevant to members and other procurement staff. From publications to course information to conference and events, the website serves as the hub for all NASPO resources and changes frequently to provide updated content.

One of the most visited pages on NASPO.org this year was our public-facing COVID-19 Resource page. Special thanks to our strategic partners for many of the resources listed.

Other frequently visited pages on the website this year include:

- www.naspo.org/States
- www.naspo.org/News-Events-and-Jobs/Future-Events
- www.naspo.org/Procurement-U/About-Procurement-U
- www.naspo.org/Procurement-University/Course-Catalog
- www.naspo.org/ContractAdministrationBestPractices

The NASPO website had over 233,000 unique pageviews during 2020.
MEMBER BENEFITS

NASPO members receive a variety of benefits meant to assist in their public procurement charge in their states. Included in these benefits are specific funds that have been designated for use on an annual basis. Available funds include:

Professional Development Funds
- Provide access to training and education for central procurement staff
- Cover the cost of NASPO Procurement U online courses and other educational resources, including professional certification
- NEW! Approved to cover some state procurement operating expenses in 2020 in support of COVID relief

Cooperative Education Funds
- Support outreach of in-state cooperative purchasing and contracts
- Support states in promoting their in-state cooperative purchasing programs

Technology Asset Improvement Fund
- NEW! Many states use this new fund to purchase laptops, webcams, and other technology to help their staff transition to a remote work environment
- May be used for the implementation or upgrade of eProcurement systems, software, hardware, cloud subscriptions/licensing, and other technology-related resources
The NASPO Board of Directors approved a new membership type this year. We now offer a student membership. This student membership encourages college and university students to explore public procurement as a profession of choice. We continue to work with our academic partnerships to encourage their students to learn more about public procurement.

**STUDENT MEMBERSHIP REQUIREMENTS**

- Students must be enrolled full-time in an accredited community college or four-year college or university.
- Full-time is defined as 12 or more credit hours for undergraduate students, and six or more hours for graduate students.
- Applicants must indicate estimated date of graduation on application

**FIND MORE AND APPLY AT:**
https://www.naspo.org/about/membership-opportunities/student-membership/

**STUDENT MEMBERSHIP BENEFITS**

1. Subscription to Procurement Pulse blog
2. Access to read posts in the NASPO Network’s All Members community
3. Access to Student Member community on NASPO Network
4. Networking opportunities with public procurement professionals and NASPO academic partners
5. Access to NASPO webinars and publications
6. FREE Procurement 101 course
7. FREE Practical Guide
8. Waived registration for select NASPO conferences
NASPO continues to develop partnerships that can benefit our members through additional resources, new information, and raising the profile of state procurement. In early 2020, the NASPO Board of Directors determined that strategic partnerships should be a top priority. Several new partnerships were created in January, including the National Governors Association (NGA) and the National Conference of State Legislatures (NCSL). While we all worked to combat the pandemic, these established resources were instrumental in providing our members resources.

**AFFILIATE DIVISION**

In 2020, we extended that partnership strategy by welcoming our first Affiliate Division, the Virginia Association of Governmental Purchasing (VAGP), which represents more than 1,000 procurement professionals working in public entities in the Commonwealth of Virginia. Our shared commitment to public procurement excellence makes VAGP a natural partner for networking and information sharing between our memberships.

This new Affiliate Division is a pilot program that operates as strategic outreach to public procurement organizations with similar missions, visions, and values to our own. The Affiliate Division allows NASPO to work with public procurement entities outside of our core membership. We look forward to networking and information sharing between our members and the members of our partner organizations.

**NETWORKING WITH OTHER ORGANIZATIONS**

While the pandemic limited the ability of many organizations to host in-person meetings, NASPO staff and leadership attended as many conferences as they could. Here are a few of the highlights.

**National Governors Association**

In February of 2020, NASPO CEO Lindle Hatton, Olivia Hook Frey, Director of Membership Engagement and Strategic Partnerships, and President George Schutter attended the 2020 National Governors Association Winter Meeting. They were able to meet NGA Chair, Governor Larry Hogan of Maryland. CEO Lindle Hatton spoke on a NGA call with governors and chiefs of staff in April, highlighting the role of NASPO ValuePoint in a national pandemic response.
Olivia Hook Frey and NASPO members Jaime Schorr (Maine), Rosalyn Ingram (Florida), Bonnie Kahakui (Hawaii), Ed Jiminez (Arizona), Doug Carlson (Nebraska), and George Schutter (District of Columbia) spoke at the NASCA Summer Thought Leadership Series virtual conference. They participated in multiple procurement sessions throughout the conference and shared important information about the pandemic and emergency operations with NASCA members.

NASPO ValuePoint attended the virtual NIGP conference in August 2020, offering information on NASPO ValuePoint and showcasing the cooperative contracts available to attendees, as well as professional development offerings through Procurement U.

In early March, Procurement U attended the Oregon Partners in Public Procurement Conference and Tradeshows in Salem, Oregon. Both NASPO ValuePoint and Procurement U participated in the tradeshows, along with NASPO’s Academic Partners, Chemeketa Community College and Oregon State University. Jordan Henson, Director of Procurement U, presented a session with NASPO member John Koljesky on Oregon’s new certification program, career advancement, and the NASPO resources available to help achieve professional development goals.

In November, Amanda Valdivieso, Learning and Development Coordinator, presented a virtual session on strategies to “Build Your Bench,” as well as the NASPO resources available for help as part of Virginia’s Summit2020. Over 1200 participants attended the event. Procurement U also hosted a virtual booth exhibit.

In November, Jordan Henson presented at the Washington DC NIGP Area 2 Virtual Conference, discussing procurement training and learning trends.

We are proud to have had speakers from different partner organizations speak at NASPO virtual events this year. During the NASPO Annual Conference, we heard from Tim Blute (NGA) on COVID lessons learned, as well as Shelby Kerns (NASBO) and Erica MacKellar (NCSL) on the budget crisis. These relationships and others have been critical this year in providing key resources and information to our members. Thank you to our partners!
PROCUREMENT U

Procurement U is a multi-faceted education platform provided to members of NASPO and other government procurement professionals. Through professional development opportunities, including training, resources, publications, and certification exam preparation, Procurement U aims to meet the learning needs of procurement professionals across the country.

Online Training

Procurement U offers fully online, self-paced learning for our members and all procurement professionals. Access through our award-winning Learning Management System (LMS) allows users to access content at any time, allowing them to learn at their own pace, on their own schedule.

TESTIMONIALS:

“[Procurement 101] is a great review for any procurement professional. I have been in goods and services for over 10 [years] but found the course very helpful and a great overview!”

“Overall, this is one of the best courses that I have taken for procurement.”

“Very interactive course. Gives ample time to practice and repeat information.”

New Learning Management System

In June 2020, Procurement U transitioned to a new, award-winning Learning Management System. This new system has streamlined user registration, reduced course launch and connectivity issues, and provides a more modern, user-friendly experience for all learners.

Accreditation through the International Accreditors for Continuing Education and Training (IACET)

For over a year, Procurement U has worked hard to become an accredited procurement education provider through IACET, the premier standards-setting organization for continuing education and training. Procurement U submitted its final accreditation application to IACET in 2020. IACET conducted a virtual visit in October, and in November, they approved NASPO as an IACET Accredited Provider.
<table>
<thead>
<tr>
<th>AVAILABLE COURSE OFFERINGS</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Blockchain: An Introduction for Procurement</td>
<td>Introduction to Market Research</td>
</tr>
<tr>
<td>Professionals</td>
<td>Introduction to Requests for Proposals</td>
</tr>
<tr>
<td>Contract Administration Strategies</td>
<td>Introduction to Service Contracts</td>
</tr>
<tr>
<td>Customer Service in Government Procurement</td>
<td>Introduction to Sole Source Procurement</td>
</tr>
<tr>
<td>(recurring online, instructor-led training)</td>
<td>Introduction to Terms and Conditions</td>
</tr>
<tr>
<td>Ethical Procurement Strategies (New)</td>
<td>Market Research Strategies</td>
</tr>
<tr>
<td>Introduction to Bid Protests (New)</td>
<td>Negotiations 104: Introduction to Negotiations</td>
</tr>
<tr>
<td>Introduction to Cooperative Procurement</td>
<td>Procurement 101: Foundations of Public Procurement</td>
</tr>
<tr>
<td>Introduction to Ethical Procurement (New)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>COMING SOON</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Essential Elements of Work/Life Balance</td>
<td></td>
</tr>
<tr>
<td>Talent Management Strategies</td>
<td></td>
</tr>
<tr>
<td>Negotiation Strategies</td>
<td></td>
</tr>
</tbody>
</table>

In 2020, Procurement U saw a more than 25% increase in new users.
Single Price Established For All Procurement U Courses

The NASPO Board of Directors established a flat rate for Procurement U courses, allowing members and non-members alike to access professional development at the same price. The flat rate of $20 per contact hour provides a decrease in non-member registration fees that will allow more people to access the material while meeting ongoing state and local government budget constraints. The flat rate went into effect on June 1, 2020.

UPPCC Certification Support

NASPO continues its support of the Universal Public Procurement Certification Council (UPPCC) as one of UPPCC’s founding partners. UPPCC manages two well-established certifications that serve as the gold-standard of professional certification in public procurement. The Certified Public Procurement Officer (CPPO) and Certified Professional Public Buyer (CPPB) designations indicate foundational knowledge and applicative principles of public procurement through a combination of education, experience, and the successful completion of a high-stakes examination.

Procurement U offers biannual prep courses each Spring and Fall for both the CPPO and CPPB certifications. These courses include online self-study combined with webinar discussions for each domain led by a certified instructor and test prep questions aligned to the UPPCC Body of Knowledge. Prep course participation grew by 15% in 2020.

Pass rates for those who take Procurement U prep courses

<table>
<thead>
<tr>
<th>Certification</th>
<th>Pass Rate</th>
</tr>
</thead>
<tbody>
<tr>
<td>CPPB</td>
<td>73%</td>
</tr>
<tr>
<td>CPPO</td>
<td>88%</td>
</tr>
</tbody>
</table>

Online learning. Now more affordable.
RESEARCH & INNOVATION

In 2020, the NASPO Research and Innovation Team released the following publications, webinars, and reports. Visit https://www.naspo.org/research-innovation/publications/ to download these resources.

2020 TOP 10 PRIORITIES
for State Procurement

1. Leading Procurement Strategy Statewide
   - Strategic leadership, statewide planning, policy setting, commissioner governance and oversight, centralized data gathering and analysis

2. Maximizing Statewide eProcurement Utilization and Functionality
   - Increased eProcurement utilization, tracking and reporting

3. Responsive Services to Agency Stakeholders
   - Responsiveness, trust, compliance, high satisfaction levels

4. Analytics for Data-driven Enterprise Decision-Making
   - Data analytics and tools to drive better procurement decisions statewide

5. Continuous Process Improvement
   - Value stream, efficiency, continuous assessment and process improvement, zero waste

6. Talent Management and Succession Planning
   - Development of future leaders, succession strategies, talent management strategies

7. Effective Contract Administration
   - Standardized processes, monitoring contract and supplier performance

8. Change Management
   - Change management, reorganization, effective technologies, successful adoption and buy-in

9. Innovative Solution-based Solicitation Methods
   - Innovative methods for soliciting bids, value evaluation criteria, and strategies in addition to price

10. Training and Certification Programs for World-Class Procurement Organizations
    - Best-in-class training and certification programs

NASPO is a nonprofit association dedicated to advancing public procurement through leadership, excellence and integrity. www.naspo.org

Publications

Top Ten Priorities for 2020

Based on input from state CPOs, the 2020 Top Ten Priorities for State Procurement reflect procurement issues nationwide. “Leading Procurement Strategy Statewide” led the list for 2020, holding steady among the most important topics for the past six years.

In addition, this year the Research and Innovation team identified the Top Ten Priorities by Region, and the regions discussed those topics on the monthly Regional Calls.

Top 3 Priorities by Region

**EASTERN**
- Leading Procurement Strategy Statewide
- Analytics for Data-Driven Enterprise Decision-Making
- Tracking Performance Metrics to Achieve Procurement Goals

**MIDWESTERN**
- Transparency, Trust, and Integrity
- Maximizing Statewide eProcurement Utilization and Functionality
- Leading Procurement Strategy Statewide

**SOUTHERN**
- Effective Contract Administration
- Leading Procurement Strategy Statewide
- Responsive Services to Agency Stakeholders

**WESTERN**
- Maximizing Statewide eProcurement Utilization and Functionality
- Training and Certification Programs for World-Class Procurement Organizations
- Leading Procurement Strategy Statewide
Emergency Preparedness Guide

Emergency Preparedness for State Procurement Officials Guide is designed to support the evaluation of procurement office preparedness to support an emergency situation. This paper identifies issues to consider before, during, and after a catastrophic event, highlights potential problem areas, and offers suggested best practices.

Procurement Toolbox

In the Procurement Toolbox, procurement staff find the fundamental topics of the public procurement process with a high-level introductory overview and additional links to NASPO resources for better understanding. Issues 1-8 are available now!
State Preference Repository

Updated in 2020, the In-State Procurement Preferences Repository provides a list of state bidding preferences and describes state requirements for preference type in a variety of categories.

You can download summary information for all states on the NASPO website.

Tech Next Series

In the newest edition of the Tech Next Series, NASPO explores Electric Vehicles (EV) and Hybrid Vehicles. Included are examinations of EV capabilities, cost of ownership, and what the central procurement office can do to prepare a state for increased EV use.
Other Projects

COVID Lessons Learned Research Project Launched

In October 2020, NASPO embarked on a research project to collect data about the organization of procurement and sourcing strategies during the disaster response and what characteristics of state procurement organizations can guarantee an effective response during emergency situations.

The research project is in partnership with academics from Oregon State University, George Washington Law School, North Carolina State University, and Arizona State University.

NASPO staff, throughout the fall, conducted interviews of state CPOs and others involved in the responses where possible. The study aims to have a preliminary report out for NASPO membership in the first quarter of 2021 with an eventual academic journal publication at a later date.

2020 Webinars
NASPO produced 12 webinars this year.
Complimentary entry to GovWin IQ through NASPO membership provides access to 1.9 million company profiles, helping members research and qualify bidders by examining track records in contracting with other governmental entities.

GOVWIN TOP 5 STATE USERS

Washington, DC  Georgia  Michigan  Vermont  Idaho

TOP 6 MARKET OPPORTUNITIES

1 Multi-Factor Authentication  2 Workman’s Comp/Medical Fee Services
3 Fuel  4 Cleaning Services
5 Food Products and Service  6 Dairy Products

State members can access hundreds of market research reports and services through Procurement IQ as part of their NASPO membership. Reports available through Procurement IQ cover price trends, market characteristics, negotiation questions, key RFP elements, and more.

PROCUREMENT IQ TOP 5 STATE USERS

Louisiana  Washington  Florida  Massachusetts  Arkansas

PROCUREMENT IQ HIGHEST SEARCHED TITLES

Security Guard Services  Office Furniture Systems  Ice & Snow Surface Treatments  Janitorial Services  Bulletproof Vests
Media

Check out NASPO and NASPO ValuePoint videos on YouTube! There are instructional videos, conference videos, webinars and more!

The Procurement Pulse beat a little stronger in 2020 with the addition of a new podcast! Joining the blog content that subscribers already look forward to, the NASPO Pulse Podcast allows us to take a deeper dive into topics of procurement, interview partners on topics of interest, and get a glimpse into the work of CPOs.

Whether you prefer reading or listening, the Procurement Pulse has what you’re looking for!

Subscribe to the Pulse Blog: https://pulse.naspo.org/
Subscribe to the Pulse Podcast: https://podcasts.apple.com/us/podcast/naspo-pulse/id1507790188

#1 (Part One) Jaime Schorr, CPO of Maine: COVID-19
#2 John Jimenez, Deputy Assistant Director, FBI: Understanding Fraudulent Trends in PPE Amidst the Pandemic
#3 Lindle Hatton, NASPO CEO and Jennifer Salts, NASPO CAO: The Benefits of an Association
#4 Dr. Zhaohui Wu, Oregon State University: Supply Chain Council
#5 Kathleen Muretti and Ann Peshoff: UPPCC Certifications – 2020 Jobs Analysis

22,002 blog views in 2020
HIGHER EDUCATION INITIATIVES

In 2020, NASPO continued building partnerships with colleges and universities across the country. The institutions formally partnered with NASPO include Arizona State University, Chemeketa Community College, George Washington University Law School, Michigan State University, North Carolina State University, Oregon State University, and Pennsylvania State University.

Our partnerships with these programs and their Supply Chain Management programs allow us to promote the value of public procurement to students, build recruitment strategies, and contribute to academic curricula.

Additionally, NASPO supported 30 members and public procurement professionals with scholarships to participate in an online public procurement course through partner, Chemeketa Community College. Those who complete this course receive academic credit and continuing education credit toward Universal Public Procurement Certification Council (UPPCC) certification.

The Coronavirus pandemic prevented NASPO from hosting either the Academic Forum or the Michigan State Executive Leadership Development Program. We look forward to hosting the Michigan State Executive Leadership Development Program in 2021 and the Academic Forum in 2022.

NASPO Internship Program

This year, Michigan, North Carolina, and Arizona hosted interns who worked with their offices remotely. North Carolina hosted a student from Oregon State University and chose to extend his work into the fall. Arizona hosted a student from Arizona State University, and Michigan hosted a student from Michigan State who analyzed discounts for office supplies and technology in comparison to other states.

Additionally, NASPO hosted interns from Arizona State University and Michigan State University, who worked with NASPO ValuePoint and Research and Innovation before returning to their studies in the fall.

Is your state interested in hosting an intern? Learn more on the NASPO website.
Academic Partner Career Fairs

In 2020, NASPO attended six academic partner career fairs, both in person and virtually. These career fairs took place at Arizona State, Michigan State, North Carolina State, Oregon State, and Penn State Universities. We had the pleasure of speaking with supply chain students interested in public procurement and introduce them to procurement professionals from NASPO’s network. We look forward to attending more career fairs in 2021 and inviting more NASPO members to join.

STUDENT INTERN TESTIMONIALS:

“Coming into the internship I was lost at what state procurement really entailed. Throughout my five weeks I learned about state procurement preferences, how research is found and used to update the laws, and how the different teams work together to create final products/solutions within state procurement. It was interesting to see the differences in preferences in states and how some large states in size and population have less preferences than states that are smaller in size and population.”

—Whitney Wilson, Summer 2020 NASPO Intern

“I got the opportunity to attend many emerging portfolio meetings with prospective vendors from different industries and functions, and in those meetings, I learned how an organization’s decisions are guided by the overall business objectives. I also attended an amazing two-day regional conference #2020REACH (virtual), in which I got to learn from Chief Procurement Officers of different states about their experiences of struggle and triumph of procuring PPE items when the whole world’s supply chain was disrupted by COVID-19.”

—Dinesh Kumar, Summer 2020 NASPO Intern
Perhaps more than any division in NASPO, the Conference and Events team faced a dramatic shift with the declaration of the Coronavirus pandemic. Coming just two weeks before the annual Exchange Conference, NASPO’s largest event, the Conference and Events team immediately turned to identifying options for providing the professional development our members look for in a way that kept them safe but also addressed the unique time constraints attendees faced as they simultaneously dealt with the pandemic.

Shifting to virtual conferences required identification of a platform, researching new methods of engagement for attendees, and re-working the agenda to account for the “Zoom fatigue” attendees already faced in their daily work. Constant, however, were the goals of providing exceptional professional development with content that attendees needed and offering networking opportunities that they wanted. The virtual conference format allowed NASPO to offer more “seats” to states, permitting additional state members to attend both the REACH and Law Institute conferences.

### 2020 CONFERENCES

- **2020 Lead State Contract Administrators Meeting**  
  February 11 – 13, San Diego, CA

- **2020 Exchange**  
  March 24 – 26, Nashville, TN  
  *Cancelled*

- **2020 Academic Forum**  
  May 11 – 14, College Station, PA  
  *Cancelled*

- **2020 Virtual REACH Conference**  
  July 29 – 30

- **2020 Hybrid Annual Conference**  
  September 15 – 16, Lexington, KY

- **2020 Virtual State Procurement Law Institute**  
  November 18 – 19
2020 VIRTUAL CONFERENCE
NASPO REACH
Regional Education and Connection Hub
BY THE NUMBERS

98% reported their expectations were met or exceeded

77% first time attendees

479 participants

97% satisfaction with the virtual platform

NET PROMOTER SCORE
70

REACH PARTICIPANT COMMENTS:

“This was my first virtual conference. It was far easier to stay engaged than I expected.”

“You have really encouraged me at a time in this world when it is so hard to stay encouraged with all the things going on. Thank you.”

“Very well organized, great speakers and content, the subjects were relevant and current, such a great job!!!”
ANNUAL CONFERENCE PARTICIPANT COMMENTS:

“Given this was ‘virtual,’ I was amazed as to how effective this conference was. Although we were mostly remote, I felt I was right there live and in person.”

“NASPO always puts on a great conference regardless if it is in person or virtual; outstanding as always!”
GIULIO MAZZONE DISTINGUISHED SERVICE AWARD PRESENTED TO DIANNE LANCASTER

During the 2020 Annual Conference, NASPO presented the Giulio Mazzone Distinguished Service Award to Dianne Lancaster.

Dianne has over 35 years of public procurement and contracting experience, including time as the Chief Procurement Officer for the state of Oregon. She is a staunch advocate for the value of cooperative contracting, and during her tenure at Oregon, she was actively involved in the Western States Contracting Alliance, now NASPO ValuePoint.

In her role as Chief Learning Officer with NASPO, she has supported significant educational initiatives, including strengthening and expanding NASPO’s academic partnerships, the development of the State Training Coordinators Conference, and the sponsorship of the second and third editions of “State and Local Government Procurement: A Practical Guide.”

Dianne holds a Certified Public Procurement Officer (CPPO) designation from the Universal Public Procurement Certification Council, and she has earned numerous organizational awards, including the NASPO President’s Special Award for Outstanding Leadership & Service on multiple occasions.

NASPO’s Giulio Mazzone Distinguished Service Award program recognizes service, on a continuing exemplary basis, to the public purchasing profession. The program was created in 1982 as the NASPO Distinguished Service Award, and in 1994, it was renamed for Giulio Mazzone.
PANDEMIC PROCUREMENT EXCELLENCE (PPE)

Due to the Coronavirus pandemic, the 2020 Cronin Committee suspended the 2020 George Cronin Awards for Procurement Excellence. In its place, the Committee aimed to highlight the enormous response efforts undertaken by state procurement offices across the country.

Named Pandemic Procurement Excellence (PPE), the alternate project gave procurement officials a platform to share their stories of pandemic procurement. Submissions were collected June 8 - July 20 and were accepted as either a written or video submission. During NASPO’s 2020 Annual Conference, a tribute video was previewed, telling the stories of the NASPO membership, in their own words. All submissions were compiled into two compilations, one written and one video.

All submissions and the Tribute video can be viewed by visiting www.naspo.org/george-cronin-awards-for-procurement-excellence.

NASPO is proud to feature the stories the states have shared. Their work and our appreciation of their work is ongoing.
NASPO ValuePoint is the cooperative contracting arm of NASPO. ValuePoint facilitates administration of the NASPO cooperative group contracting consortium of state Chief Procurement Officials for the benefit of state departments, institutions, agencies, and political subdivisions; as well as other eligible entities including cities, counties, special districts, community colleges, universities, and some quasi-governmental and nonprofit organizations.

The NASPO ValuePoint Administrative fees allow NASPO to offer benefits through public procurement educational initiatives, research and training, professional development, cooperative contracting education, and supporting the profession.

100% of the NASPO ValuePoint excess revenue over expenses goes to support the NASPO membership.

Explore all 400+ available NASPO ValuePoint contracts by portfolio, or state participation, at www.naspovaluepoint.org.
Above all, NASPO is committed to supporting our state members. In the wake of the COVID-19 pandemic, NASPO ValuePoint served as a key contact between states and NASPO ValuePoint suppliers, identifying the availability of personal protective equipment (PPE) and other COVID-related supplies to support remote work, distance learning, and a safe return to the workplace, school, and other public environments. The NASPO ValuePoint staff also worked to identify alternate sources of supply to fill the gaps during the pandemic. NASPO ValuePoint continues to work with our ValuePoint suppliers to understand and address supply chain challenges and to meet state member needs.
NASPO PRESIDENT’S MESSAGE TO THE MEMBERSHIP

What an honor it has been to serve as your NASPO President in 2020. The many challenges we have faced this year have highlighted the value and power of the NASPO network. Your determination, despite these challenges, continues to amaze me. Your dedication to your colleagues and NASPO does not go unnoticed. This year, we made strides partnering with other national organizations to advance the public procurement profession and demonstrate our value as procurement and contracting professionals in state decision-making. During the COVID-19 pandemic, we brought together public procurement professionals and our strategic partners to brainstorm solutions to this exceptional emergency’s unique challenges and saved lives. As I said earlier this year, you and your teams are truly unsung heroes. For all of these things, I am incredibly proud of our accomplishments this year. I know you are proud of your hard work as well. I thank you all from the bottom of my heart for your professionalism and dedication to our profession.

George Schutter
Chief Procurement Officer, District of Columbia
2020 NASPO Board President
During the 2020 Annual Conference held in Lexington, KY, September 15-16, Delbert Singleton, CPO of South Carolina, was elected as 2021 NASPO President-Elect. Delbert brings considerable experience to the role. He has been a licensed practicing attorney in South Carolina for 33 years and has served as the Division Director of Procurement Services for 19 years. Additionally, for nearly 20 years, he has taught a variety of courses including contracts and procurement.

Singleton attended his first NASPO event nearly 20 years ago when South Carolina hosted a Southern Regional Meeting. Since 2010, he has been actively engaged in NASPO, serving on committees and taking leadership roles for various conferences, including chairing the 2018 and 2020 REACH Conferences, the 2019 Exchange Conference, and the 2019 Law Institute. Singleton will continue his role on the Board of Directors, having served since January 2019.

As the Division Director for the central purchasing office in South Carolina, Singleton is responsible for the overall development, solicitation, and institution of cooperative contracts for state agencies. His involvement includes active participation, planning, and consultation with Division staff, state agency representatives, and other stakeholders to determine the needs and structure of cooperative contracting opportunities that fit their needs.

He received his B.S. from the University of South Carolina in 1983 and his J.D. from the University of South Carolina School of Law in 1987. He is admitted to practice in South Carolina and the Federal District Court of South Carolina.

During the 2020 Annual Conference State Member Business Meeting, four new directors-at-large were also elected to the 2021 NASPO Board of Directors. Members elected to the Board include Steve Berg of South Dakota, Bob Gleason of Maryland, Joan Graham of Kentucky, and Gregg Olivera of New Jersey. These directors will serve a two-year term.
OFFICERS

President
George Schutter
District of Columbia

Immediate Past President
Lisa Eason
State of Georgia

President-Elect
Roz Ingram
State of Florida

Secretary/Treasurer
Deb Damore
State of Vermont
DIRECTORS

Steve Berg  
State of South Dakota

Jaime Schorr  
State of Maine

Bob Gleason  
State of Maryland

Debbie Dennis  
State of Oregon

Peter Korolyk  
State of Delaware

Kelly Sanders  
State of Ohio

Delbert Singleton  
State of South Carolina

Meghan Holmlund  
State of Montana
2020 NASPO VALUEPOINT MANAGEMENT BOARD

OFFICERS

Chair
Valerie Bollinger
State of Idaho

Vice-Chair
Debbie Dennis
State of Oregon

Secretary/Treasurer
Meghan Holmlund
State of Montana

MEMBERS

Windy Aphayrath, State of Utah
Steve Berg, State of South Dakota
Karen Boeger, State of Missouri
John Chapman, State of Colorado
Deb Damore, State of Vermont
Kevin Doty, State of Nevada
Joan Graham, Commonwealth of Kentucky
Mark Hayden, State of New Mexico
Betsy Hayes, State of Minnesota
Mike Howard, State of Oklahoma
Bonnie Kahakui, State of Hawaii
Chad Keech, State of North Dakota
Gerard MacCrossan, State of Texas
Cheral Manke, State of Washington
Devin Marquez, State of Connecticut
Steve Nettles, State of Arizona
Gregg Olivera, State of New Jersey
Linda Polk, State of Alaska
Angela Shell, State of California
Pete Stamps, Commonwealth of Virginia
Paula Tregre, State of Louisiana
2020 NASPO COMMITTEE LEADERSHIP

**Annual Conference Committee**
Chair: Kelly Sanders, Ohio

**Cooperative Contract Award Committee**
Chair: Rick Hughes, Arizona

**Cronin Awards/PPE Recognition Committee**
Chair: Kelly Sanders, Ohio

**Exchange Committee**
Chair: Gregg Olivera, New Jersey

**Investment Committee**
Chair: Deb Damore, Vermont

**Joint Audit Committee**
Chair: Deb Damore, Vermont

**Law Institute Planning Committee**
Chair: McCall Ginsberg, Georgia

**Mazzone Award Task Force**
Chair: Jeff Holden, Honorary

**Nominations Committee**
Chair: Debbie Dennis, Oregon

**Professional Development Committee**
Chair: Lisa Eason, Georgia

**REACH Planning Committee**
Chair: Delbert Singleton, South Carolina
2020 NASPO REGIONAL COUNCIL LEADERS

**Eastern Region**
Chair: Jaime Schorr, Maine  
Vice Chair: Peter Korolyk, Delaware

**Midwestern Region:**
Chair: Heather Calahan, Michigan  
Vice Chair: Genevieve Hayes, Michigan

**Southern Region:**
Chair: Lisa McKim, Oklahoma  
Vice-Chair: Rebecca Krystopa, Georgia

**Western Region:**
Chair: Kelly Mix, Oregon  
Vice-Chair: Linda Polk, Alaska
CHIEF EXECUTIVE LEADERSHIP TEAM
Lindle Hatton, PhD, Chief Executive Officer, NASPO and NASPO ValuePoint
Sarah Hilderbrand, JD, Chief Operations Officer, NASPO ValuePoint
Dianne Lancaster, MBA, JD, CPPO, Chief Learning Officer
Matthew Oyer, MPA, Acting Chief Learning Officer
Jennifer Salts, CPPB, CPPO, Chief Administrative Officer
Bob Sievert, CEPP, Chief Information Officer
Susan Gonzalez, MBA, Chief Conferences and Events Officer
Clinton Colliver, CPA, Chief Financial Officer
Megan Smyth, JD, NASPO General Counsel
Justin Kaufman, JD, NASPO ValuePoint General Counsel

NASPO STAFF
Mariam Alabdali, MA, Curriculum Specialist
Lauren Bonkowski, Financial Coordinator
James Bregenzer, Webmaster & Developer
Omar Salinas Chacon, Research Coordinator
Lori Denhart, CSE, Research Project Manager
Kristine DeWitt, CMP, Deputy Director of Conferences and Events
Olivia Hook Frey, MS, Director of Membership Engagement and Strategic Partnerships
Priscilla Gandy, Director of Conferences and Events
Samantha Gerard, Instructional Designer
Ronda Glover, Conferences and Events Coordinator
Maya Griffin, Membership Engagement and Database Coordinator
Jordan Henson, MS, Director of Procurement U
Jonathan Hollinger, Director of Business and Data Analytics
Kelly McKown King, Director of Communications and Creative Services
Daniel Kruger, M.Ed., Academic Affairs Manager
Megan Lee, MBA, Accountant
James Mason, MBI, PMP, Systems Operations Director
Kevin Minor, MPA, Media Production Manager
Rebecca Montaño-Smith, MLIS, Director of Research and Innovation
Dominique Neel, Conferences and Events Coordinator
Wanda Pyle, Human Resources Manager
Callie Shelley, Learning Management System Coordinator
Kelly Stein, MA, Graphic Design and Communications Specialist
Chadwick Stephens, MPA, Research and Innovation Coordinator
Amanda Valdivieso, Learning and Development Coordinator

NASPO VALUEPOINT STAFF
Jerilyn Bailey, Cooperative Contract Coordinator
Teressa Caldwell, Contract Compliance Auditor
Richard Carlson, Cooperative Contract Revenue Analyst
Lauren Fields, Financial and Administrative Coordinator
Ted Fosket, Cooperative Contract Lead Coordinator
Eric Hellen, Business and Data Analyst
Jeff Holden, Cooperative Contract Coordinator
Tara Larwick, Cooperative Contract Coordinator
Bart Lemmon, Director of Supplier Development and Global Initiatives
Dugan Petty, Cooperative Contract Coordinator
Lee Ann Pope, Director of Administrative Services
Voight Shealy, CPM, Cooperative Contract Coordinator III
Fay Tan, JD, CPPB, IT Cooperative Contract Coordinator