

# TAPP TALK



Texas Association of Public Purchasers – Austin, Texas

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

October 2009

Volume 26, Issue 10, Page 1

## President's Message –

Please remember that our October meeting is on **October 1<sup>st</sup>** this month. The first Thursday happens to fall on the 1<sup>st</sup> day of the month. We will be meeting at **Town Lake Center**, and lunch will be available at our normal \$8 member and \$12 non-member rates. We really hope to see you there. Please don't forget to RSVP with [James.Gonzalez@tea.state.tx.us](mailto:James.Gonzalez@tea.state.tx.us).

I also want to remind you that beginning January 1<sup>st</sup>, certificates will be delivered electronically. This month, we will test the system to work out all the bugs before the New Year begins. If you do not get your certificate please let Jo Woten or me know, and we will be sure you get one.

In addition, there have been a few questions about the certificates, so I would like to take this time to clear up any confusion. Certificates will be issued to every member in good standing who attends a meeting. Good standing means that you have paid your membership fees for that current year. Each year, you have a grace period until March 15 to pay your dues. That means that if you have not paid your 2010 dues by the April meeting, you will need to pay to receive your certificate. Your certificates will resume once you have paid your membership fee. For January, February, and March everyone currently paid will continue to be under the grace period.

We need new leaders! I am trying to work myself out of a job. Now is the time to start thinking about taking on a leadership position with your local TAPP. We have appointed **John Altman** [jaltman@txrc.state.tx.us](mailto:jaltman@txrc.state.tx.us) to Chair the nominating committee again this year. If you have an interest in serving as an officer or as a director of TAPP, please send him a short note. We need your help. Ideally, we would like to have two candidates for each officer and board position on the ballot. We must have at least one. We will be electing a **President, Vice-President, Secretary**, and a **Treasurer** for 1-year terms, and **two Directors** for three-year terms each. The only requirement is that you be a member in good standing, be willing to serve, and be elected by the membership. At the October and November meetings, you may nominate candidates for the ballot if they are willing to serve. We will deliver a printed ballot at the October meeting, and the ballots will be due back to John by the November meeting. In December, we will induct the new officers and directors whose terms will begin January 1<sup>st</sup>. All regular members in good standing are eligible to vote.

I hope to see you at the meeting in October. It is an important month for our Chapter. Please join us in making TAPP the best chapter in Texas and NIGP.

*Ernie Lee*

### **Next Board Meeting:**

11:30 a.m., Wednesday, September 30, 2009

Camp Hubbard, 3800 Jackson Avenue, Building 5, Austin, Texas

## Texas Association of Public Purchasers October, 2009 General Meeting

**Speaker: William "Joe" Plowman**  
**Director of Marketing and Transportation**  
**Griffin Fuel and Transportation**



**Topic: Contracting for Gasoline, Diesel,  
and Bio-Diesel Fuels**

**Date: October 1, 2009**

**Time: 11:30 a.m. to 1:00 p.m.**

Mr. Plowman's responsibilities include day-to-day operations and new business development. Previously, Mr. Plowman served as Director of Operations for both Dunigan Fuels and Fuel Masters LLC. Upon joining Griffin Fuel, his prior accomplishments of fostering and growing close customer relationships, developing new business, and planning start-up supermarket stores and card lock stations was immediately appreciated. Mr. Plowman comes to Griffin Fuel and Transportation with 21 years experience in the petroleum industry.



**Location: Austin Energy, Town Lake Center**  
**5<sup>th</sup> Floor Conference Room**  
**721 Barton Springs Road**  
**Austin, TX 78701**

RSVP to James Gonzalez at [James.Gonzalez@tea.state.tx.us](mailto:James.Gonzalez@tea.state.tx.us)

**Cost for members: \$8.00**

**Non-members: \$12.00**

## 2009 Chapter Leadership

**Officers:****President****Ernie Lee, CPPO, CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5166  
 Fax: (512) 374-5121  
 Email: [elee@dot.state.tx.us](mailto:elee@dot.state.tx.us)

**Secretary****Kay Wagner, CPPO, CPPB**

Texas Department of Transportation  
 Phone: (512) 374-5421  
 Fax: (512) 374-5483  
 E-mail: [kwagne1@dot.state.tx.us](mailto:kwagne1@dot.state.tx.us)

**Immediate Past President****Jo B. Woten, C.P.M., CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5431  
 Fax: (512) 374-5480  
 Email: [jwoten@dot.state.tx.us](mailto:jwoten@dot.state.tx.us)

**Vice President****Sandra Radosavljevic, CPPO, CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5431  
 Fax: (512) 374-5482  
 E-mail: [sradosav@dot.state.tx.us](mailto:sradosav@dot.state.tx.us)

**Treasurer****Misti Shumate, CTCM, CTPM**

Texas Board of Professional Engineers  
 Phone: 512-440-3086  
 Fax: 512-440-2934  
 Email: [misti.shumate@tbpe.state.tx.us](mailto:misti.shumate@tbpe.state.tx.us)

**Board of Directors:**

2007 - 2009

**Glenn R. Hagler, CPPO, CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5402  
 Fax: (512) 374-5480  
 Email: [ghagler@dot.state.tx.us](mailto:ghagler@dot.state.tx.us)

**Weaver T. Jackson, CPPO, CPPB, CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5432  
 Fax: (512) 374-5481  
 Email: [wjackso@dot.state.tx.us](mailto:wjackso@dot.state.tx.us)

2009-2010

**Steve Piña, CPPB, CTPM**

Attorney General of Texas  
 Phone: (512) 460-6135  
 Fax: (512) 460-6062  
 Email: [stephen.pina@cs.oag.state.tx.us](mailto:stephen.pina@cs.oag.state.tx.us)

**Art Huck, CSM**

Texas Department of State Health Services  
 Phone: (512) 255-5946  
 Fax: (512) 255-5946  
 Email: [huck\\_art@yahoo.com](mailto:huck_art@yahoo.com)

2010-2011

**Carol Debish, CPPB**

Austin Energy  
 Phone: (512) 322-6264  
 Fax: (512) 322-6405  
 Email: [carol.debish@austinenergy.com](mailto:carol.debish@austinenergy.com)

**Nancy McCallum, CPPO, CPPB, CTPM, CTP**

Texas Department of Transportation  
 Phone: 512-467-3973  
 Fax: 512-302-2040  
 Email: [nmccall@dot.state.tx.us](mailto:nmccall@dot.state.tx.us)

**Standing Committees:****Professional Development****Ann Tillman, CPIM, CTPM**

Employees Retirement System of Texas  
 Phone: (512) 867-7160  
 Fax: (512) 867-3199  
 Email: [ann.tillman@ers.state.tx.us](mailto:ann.tillman@ers.state.tx.us)

**Programs****Art Huck, CSM**

Texas Department of State Health Services  
 Phone: (512) 255-5946  
 Fax: (512) 255-5946  
 Email: [huck\\_art@yahoo.com](mailto:huck_art@yahoo.com)

**Facilities****Mike Long, CPPB**

Travis County  
 Phone: (512) 854-4850  
 Fax: (512) 854-4211  
 Email: [mike.long@co.travis.tx.us](mailto:mike.long@co.travis.tx.us)

**Communications and Publications****John Dobrich, CPPB, CTPM, CTP**

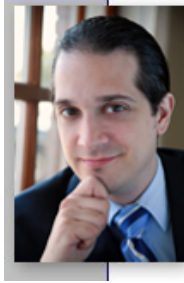
Teacher Retirement System of Texas  
 Phone: (512) 542-6569  
 Fax: (512) 542-6500  
 Email: [john.dobrich@trs.state.tx.us](mailto:john.dobrich@trs.state.tx.us)

**Membership****Jo B. Woten, C.P.M.**

Texas Department of Transportation  
 Phone: (512) 374-5431  
 Fax: (512) 374-5480  
 Email: [jwoten@dot.state.tx.us](mailto:jwoten@dot.state.tx.us)

**Awards****Sandra Radosavljevic, CPPO, CTPM**

Texas Department of Transportation  
 Phone: (512) 374-5431  
 Fax: (512) 374-5482  
 E-mail: [sradosav@dot.state.tx.us](mailto:sradosav@dot.state.tx.us)



## Negotiation Brinkmanship Do's & Don'ts

PurchTips - Edition # 187, September 22, 2009

By Charles Dominick, SPSM - President & Chief Procurement Officer, Next Level Purchasing, Inc.

### What Are The Secrets Of Effective Brinkmanship?

M-w.com defines brinkmanship as "the art or practice of pushing a dangerous situation or confrontation to the limit of safety especially to force a desired outcome." In business, brinkmanship is pushing a negotiation to the point of nearly killing a deal in order to achieve the most favorable terms when that deal is finally agreed upon.

Brinkmanship often produces a negotiator's greatest successes but can also result in the worst mistakes and, therefore, must be used carefully. Here are some "Do's" and "Don'ts" for using brinkmanship when negotiating.

**DO:** Do use brinkmanship when at least one alternate supplier has comparable cost, quality, service, availability, and financial stability.

**DON'T:** Don't use brinkmanship if your organization would have to negatively alter its entire business model if you no longer have the option to use the supplier.

**DO:** Do use brinkmanship at the end of a long, deadline-bound negotiation. A supplier that has spent much time and effort trying to earn your business will want that effort to result in a sale rather than nothing.

**DON'T:** Don't use brinkmanship when a supplier hasn't yet fully engaged or has time to adjust its strategy.

**DO:** Do use brinkmanship on a worthwhile term.

**DON'T:** Don't use brinkmanship on an insignificant term - the risks are too great for something immaterial.

**DO:** Do set your target substantially past the supplier's expressed limit. Demanding a concession that's a "no brainer" for the supplier will fail to maximize your gain.

**DON'T:** Don't set your target unrealistically far from your supplier's expressed limit. While a 26% discount proposed after a supplier expresses a 25% limit would be a "no brainer" for the supplier, demanding 50% at the last minute may make the supplier withdraw.



## **21st Annual TIBH Expo**

### **Reserve The Date**

The Texas Industries for the Blind and Handicapped will hold its 21st annual TIBH Expo of products and services on October 28, 2009.

The Expo will be held at the Marriott Austin Airport South located at 4415 S. IH 35 from 10:00 a.m. to 2:00 p.m. This is the same location as last year.

For more information, see <http://www.tibh.org/>.

**Pass the Word!**

TEXAS ASSOCIATION OF PUBLIC PURCHASERS (TAPP) Web Site: www.austinontapp.org CHAPTER NATIONAL INSTITUTE OF GOVERNMENTAL PURCHASING

2009 Membership Application & Renewal Form/Invoice

Date: \_\_\_\_\_

There are many exciting reasons for becoming a TAPP member or renewing your current membership! Receiving monthly newsletters, attending monthly meetings to network and share procurement related information, receiving discounts on NIGP/TAPP sponsored training, and receiving continuation education points are just to name a few!

- checkbox New Member - \$50.00 checkbox Renewal - \$35.00 checkbox Retired - No Dues

(Please type or print and provide all information below)

NAME: \_\_\_\_\_ TITLE: \_\_\_\_\_ EMPLOYER: \_\_\_\_\_ ADDRESS: \_\_\_\_\_ CITY: \_\_\_\_\_ STATE: \_\_\_\_\_ ZIP: \_\_\_\_\_ PHONE: ( ) \_\_\_\_\_ FAX: ( ) \_\_\_\_\_ E-MAIL (WORK): \_\_\_\_\_

Are you a member of National NIGP? checkbox Yes checkbox No NIGP#: \_\_\_\_\_

Professional certification earned: checkbox CPPO checkbox CPPB checkbox CTPM checkbox CTP Other: \_\_\_\_\_

Interested in serving on a committee? checkbox Programs checkbox Membership checkbox Facilities checkbox Communications and Publications checkbox Professional Development

(Please note that the above information will be shared with NIGP)

Chapter Year: January 1 through December 31. To be a member in good standing, application must be received by March 15, 2009.

PLEASE RETURN FORM WITH PAYMENT FOR PROPER CREDIT

Please make check payable to: Texas Association of Public Purchasers Send to: TAPP, P.O. Box 513, Austin, TX 78767 TAPP Tax ID # 14217636373000

## ***Job Postings***

Please check the following websites for the most recent postings. Positions are commonly found with the following keywords: Buyer, Contract, Proposals, Bids, Specialist, Purchaser, Procure, Purchasing, Procurement, Contract Administrator, Supply Management, and Inventory Management.

<http://esbd.cpa.state.tx.us/hr/jobs.cfm>

[http://www.txdps.state.tx.us/administration/staff\\_support/human\\_resources/jobs/jobsearch.asp](http://www.txdps.state.tx.us/administration/staff_support/human_resources/jobs/jobsearch.asp)

<http://www.twc.state.tx.us/jobs/job.html>

<http://www.monster.com>

<http://www.jobsearch.com>

<http://hotjobs.yahoo.com>

<http://www.careerbuilder.com>

NIGP members may access job postings dedicated to public purchasers on the NIGP website at:

<http://www.nigp.org/restrict/career.htm>

## ***Newsletter Additions***

Do you have something you would like to add to the newsletter? Is there a writer in you just itching to get out?

Please consider preparing an article for the newsletter. You may choose any topic you wish (almost!) Writing an article for a professional association newsletter brings many great returns; among them are personal satisfaction and recognition, but most of all you have an opportunity to share your accumulated experience, knowledge, and wisdom with other TAPP members. CPPOs and CPPBs may even be eligible for a recertification point from NIGP for published articles.

Give me a call at (512) 542-6569 or send me a note at [john.dobrich@trs.state.tx.us](mailto:john.dobrich@trs.state.tx.us).



## 63<sup>rd</sup> Annual Southwest Supply Management Conference

Marriott Dallas/Plano at Legacy Town Center  
October 7-9, 2009

The **63<sup>rd</sup> Annual Southwest Supply Management Conference** will be held *October 7-9, 2009* in Dallas! By attending this conference, you will have the opportunity to learn new skills, enhance the skills you have, network with peers, earn 12 CEHs and learn best practices that are critical for business today. Make your reservations early to receive the *special conference rate* of \$179/night.

The **Educational Theme** of this year's conference is **"Energize Your Supply Management Career."** The Conference will include six leading edge educational tracks for supply management professionals that provide 30 workshops to choose from. Learn best practices and reinforce skills that work in today's business environment. **CPSM**<sup>®</sup> reviews and pre-conference seminars will be held for additional educational value.

You can take advantage of the expertise and winning perspectives shared by this year's line-up of **keynote speakers** including **Valerie Pelan**, Certified Leadership Coach and Executive Trainer; **Bryan Dodge**, professional speaker, author and radio show personality; and **Carl Youngberg**, professional speaker and author of "Make Yourself Matter-Becoming Your Own Best Asset."

Don't miss out on this timely line-up. See the [Conference Brochure](#) for a complete list of sessions in each track.

- Track 1 – CPSM<sup>®</sup> Bridge Exam Review
- Track 2 – Strategic Cost Analysis and Management
- Track 3 – World Class Negotiation Practices
- Track 4 – Risk Mitigation and Management
- Track 5 – Effective Contracting for the World Class Supply Chain
- Track 6 – Supply Chain Efficiencies-Logistics, Transportation

[Register Now!](#) Conference Registration Fee: \$350 for ISM Members; \$400 for Non-ISM Members



### Host Hotel:

Marriott Dallas/Plano at Legacy Town Center  
7120 Dallas Parkway  
Plano, Texas 75024

Toll-Free Reservations: 1-800-228-9290 Mention **"Institute for Supply Management"** to reserve your room at the *special conference rate* of \$179/night available through *September 14, 2009*.

You may also [REGISTER ONLINE](#).

For more information see our website [www.ismswscf.org](http://www.ismswscf.org).



# TEXAS ASSOCIATION OF PUBLIC PURCHASERS 2009 SEMINAR SCHEDULE Austin, Texas

**Seminar Hours: 8:00 am – 5:00 pm; No Lunch is provided**

DATE	PRICE CODE	SEMINARS	REGISTRATION DEADLINE
JANUARY 14-16, 2009	3	LEAP – INTRODUCTION TO PUBLIC PROCUREMENT	12-23-08 <b>NOON</b>
FEBRUARY 11, 2009	1	MANAGING YOUR END USERS & SUPPLIERS: IT'S ALL ABOUT RELATIONSHIPS	01-09-09 <b>NOON</b>
FEBRUARY 12-13, 2009	2	WAREHOUSING & INVENTORY CONTROL	01-12-09 <b>NOON</b>
MARCH 25-27, 2009	3	LEAP – PLANNING, SCHEDULING & REQUIREMENT ANALYSIS	02-25-09 <b>NOON</b>
APRIL 6-7, 2009	2	CPPB REVIEW	03-06-09 <b>NOON</b>
APRIL 8-9, 2009	2	CPPO REVIEW	03-06-09 <b>NOON</b>
APRIL 22-24, 2009	2	LEAP – LEGAL ASPECTS OF PUBLIC PURCHASING	03-20-09 <b>NOON</b>
MAY 18-19, 2009	2	NEW – LOGISTICS & TRANSPORTATION	04-17-09 <b>NOON</b>
MAY 20-21, 2009	2	CONTRACTING FOR PUBLIC SECTOR SERVICES	04-20-09 <b>NOON</b>
JUNE 5, 2009	1	ETHICS: A SURVIVAL KIT FOR PUBLIC PROCUREMENT	05-05-09 <b>NOON</b>
SEPTEMBER 16-18, 2009	3	LEAP – SOURCING IN THE PUBLIC SECTOR	08-14-09 <b>NOON</b>
OCTOBER 21-23, 2009	3	LEAP – CONTRACT ADMINISTRATION	09-21-09 <b>NOON</b>
NOVEMBER 18, 2009	1	PROTESTS & DISPUTES: WHAT'S A BUYER TO DO?	10-16-09 <b>NOON</b>
NOVEMBER 19-20, 2009	2	NEW – RISK MANAGEMENT IN PUBLIC CONTRACTING	10-19-09 <b>NOON</b>
DECEMBER 9-11, 2009	3	LEAP – DEVELOPING & MANAGING RFPs IN THE PUBLIC SECTOR	11-09-09 <b>NOON</b>

Seminar Fees			
Membership Type	1-Day Seminar	2-Day Seminar	3-Day Seminar
National Member	\$160	\$360	\$575
Non-Member	\$225	\$500	\$750

**SEMINAR LOCATION**  
**CLARION INN & CONFERENCE CENTER**  
 2200 South IH-35; Austin, TX 78704  
 Phone: 512.444.0561/ FAX: 512.444.7254

**Registration, Payment, & Cancellation:** go to NIGP Course Catalog at:  
<http://www.nigp.org/eweb/StartPage.aspx?Site=NIGP&webcode=semsched>

**Select "Topic" or "State/Territory" and click on the "Search" button**

- A. **Registration methods** – see instructions about halfway down the screen on the individual course page
  1. **Online** – click orange "Register" button on bottom of course screen to pay by credit card and follow step-by-step process, **OR**
  2. **Register by FAX** – click "Download Print and FAX Form" and send it "Attn: Seminar Registrar-Nic Burke" after the form is completed.
- B. **Payment to NIGP – is required at least 14 days before the Seminar** for credit card, check, & PO.
- C. **NIGP Cancellation Policy** – No refund without written request within specific time limits and "No Shows" are liable for the entire fee.

TAPP Chapter of NIGP (<http://www.austinontapp.org/seminars.html>)  
 Ann Tillman, CTPM, CPIM – TAPP Professional Development Chair  
 Phone: 512-867-7160 / Fax: 512-867-3199 / Email: [Ann.Tillman@ers.state.tx.us](mailto:Ann.Tillman@ers.state.tx.us)



**Contract Administration**  
October 21-23, 2009

Contact hours: 24 hours  
UPPCC\* Re-Certification points: 3  
CEU Units\*\*: 2.25



**General Description:** This seminar provides a framework for examining contract administration by focusing on essential elements of the discipline. It also provides the participant with a focused look at key considerations related to important contract terms and conditions that must be enforced during contract administration. The intent is for the student to develop a strong understanding of the complexities of contract administration and recognize the importance of planning, monitoring, and proactive insight into and oversight of contract performance. Determining the appropriate contract administration method, preparing a relevant plan, participating in the process, evaluating the success of the contract and evaluation procedures will all be addressed.

**Intended Audience:** This class is designed for contract managers at every level; contract managers with significant experience will find the material to be useful, as it examines contract administration in the context of 21st century contract challenges. Material addresses contracting from a global perspective, i.e. unique statutes and/or regulations may be mentioned; however the material transcends state or national level interest by offering a look at the process and best practices that have application regardless of unique laws and regulations that may govern.

\*\*CEU units for this workshop are granted through NIGP. NIGP will not issue partial CEU units.

**SEMINAR LOCATION:**

**CLARION INN & CONFERENCE CENTER**  
2200 South IH-35; Austin, TX 78704  
Phone: 512.444.0561/ FAX: 512.444.7254

**Seminar Hours: 8:00 am – 5:00 pm; No Lunch is provided**

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**Registration, Payment, & Cancellation:** go to NIGP Course Catalog at:  
<http://www.nigp.org/eweb/StartPage.aspx?Site=NIGP&webcode=semsched>

Select "Topic" or "State/Territory" and click on the "Search" button

- A. **Registration methods** – see instructions about halfway down the screen on the individual course page
1. **Online** – click orange "Register" button on bottom of course screen to pay by credit card and follow step-by-step process, **OR**
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Ann Tillman, CTPM, CPIM – TAPP Professional Development Chair  
Phone: 512-867-7160 / Fax: 512-867-3199 / Email: [Ann.Tillman@ers.state.tx.us](mailto:Ann.Tillman@ers.state.tx.us)



**Protests and Disputes: What's a Buyer to Do?**  
**November 18, 2009**

**Contact hours:** 8 hours  
**UPPCC Re-Certification points:** 1  
**CEU Units\*\*:** .75

**General Description:** You followed every policy, regulation, and procedure to determine a contract award. Regardless, it happened to you – a protest! Take it one step at a time to understand the nature of a protest and its nuances, which are contributing factors. This lively seminar will provide an opportunity to discuss real live examples, determine root causes, predict opinions, and execute improved processes.

**Intended Audience:** All public procurement professionals who coordinate bid protests.

**\*\*CEU units** for this workshop are granted through NIGP. NIGP will not issue partial CEU units.

**SEMINAR LOCATION:**

**CLARION INN & CONFERENCE CENTER**  
2200 South IH-35; Austin, TX 78704  
Phone: 512.444.0561/ FAX: 512.444.7254

**Seminar Hours: 8:00 am – 5:00 pm; No Lunch is provided**

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**Registration, Payment, & Cancellation:** go to NIGP Course Catalog at:  
<http://www.nigp.org/eweb/StartPage.aspx?Site=NIGP&webcode=semsched>

**Select** "Topic" or "State/Territory" and click on the "Search" button

- A. **Registration methods** – see instructions about halfway down the screen on the individual course page
3. **Online** – click orange "Register" button on bottom of course screen to pay by credit card and follow step-by-step process, **OR**
  4. **Register by FAX** – click "Download Print and FAX Form" and send it "Attn: Seminar Registrar-Nic Burke" after the form is completed.
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Ann Tillman, CTPM, CPIM – TAPP Professional Development Chair

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## Risk Management in Public Contracting November 19-20, 2009

**Contact hours:** 16 hours  
**UPPCC\* Re-Certification points:** 2  
**CEU Units\*\*:** 1.5

**General Description:** Risk is a critical consideration in the contracting and procurement process. A thoughtful and proactive approach toward risk, as it relates to specific procurement actions, contributes to the success of contract performance. Risk is directly related to the successful achievement of targeted goals and objectives. The procurement manager must ensure that the risks associated with each procurement action have been identified, assessed, and mitigated to the practicable maximum extent, while taking cost and other factors into consideration. The emphasis of this course will be on developing a solid understanding of the complexities of risk management and recognizing the importance of planning, monitoring and proactive insight and oversight into risk areas related to the contract's stated performance outputs and outcomes.

**Intended Audience:** People who deal with complex contracts.

**\*\*CEU units** for this workshop are granted through NIGP. NIGP will not issue partial CEU units.

### SEMINAR LOCATION:

CLARION INN & CONFERENCE CENTER  
2200 South IH-35; Austin, TX 78704  
Phone: 512.444.0561/ FAX: 512.444.7254

**Seminar Hours: 8:00 am – 5:00 pm; No Lunch is provided**

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**Registration, Payment, & Cancellation:** go to NIGP Course Catalog at:  
<http://www.nigp.org/eweb/StartPage.aspx?Site=NIGP&webcode=semsched>

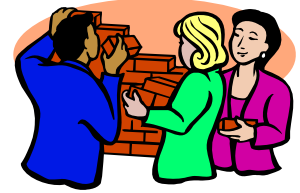
**Select** "Topic" or "State/Territory" and click on the "Search" button

- A. **Registration methods** – see instructions about halfway down the screen on the individual course page
  5. **Online** – click orange "Register" button on bottom of course screen to pay by credit card and follow step-by-step process, **OR**
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**Developing and Managing  
Requests for Proposals in the Public Sector  
December 9-11, 2009**



**Contact hours:** 24 hours  
**UPPCC\* Re-Certification points:** 3  
**CEU Units\*\*:** 2.25

**General Description:** This course is uniquely designed to prepare procurement professionals to use the RFP process to its maximum potential. The class agenda will identify the process, offer a key understanding of the elements of the proposal and ascertain ways in which the document can be used to its full capability. Pitfalls and success stories will make the class relevant and applicable when planning to incorporate this type of solicitation into the government process.

**Intended Audience:** Designed for procurement professionals that are entrenched in the competitive process, this in-depth study of RFPs, from development through evaluation, will be enlightening. Major topics to be covered include managing the process, evaluating submissions, negotiations and an overview of the subsequent contract. Those interested in gaining a thorough understanding of the process and its implications for successful public procurement are encouraged to attend. Team leaders, committee members, contract administrators and procurement managers and any other procurement professional interested in achieving "best value" during this acquisition process should register.

\*\*CEU units for this workshop are granted through NIGP. NIGP will not issue partial CEU units.

**SEMINAR LOCATION:**  
**CLARION INN & CONFERENCE CENTER**  
2200 South IH-35; Austin, TX 78704  
Phone: 512.444.0561/ FAX: 512.444.7254

**Seminar Hours: 8:00 am – 5:00 pm; No Lunch is provided**

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**Registration, Payment, & Cancellation:** go to NIGP Course Catalog at:  
<http://www.nigp.org/eweb/StartPage.aspx?Site=NIGP&webcode=semsched>

Select "Topic" or "State/Territory" and click on the "Search" button

- A. **Registration methods** – see instructions about halfway down the screen on the individual course page
7. **Online** – click orange "Register" button on bottom of course screen to pay by credit card and follow step-by-step process, **OR**
  8. **Register by FAX** – click "Download Print and FAX Form" and send it "Attn: Seminar Registrar-Nic Burke" after the form is completed.
- B. **Payment to NIGP** – is required at least 14 days before the Seminar for credit card, check, & PO.
- C. **NIGP Cancellation Policy** – No refund without written request within specific time limits and "No Shows" are liable for the entire fee.

TAPP Chapter of NIGP (<http://www.austinontapp.org/seminars.html>)  
Ann Tillman, CTPM, CPIM – TAPP Professional Development Chair  
Phone: 512-867-7160 / Fax: 512-867-3199 / Email: [Ann.Tillman@ers.state.tx.us](mailto:Ann.Tillman@ers.state.tx.us)