

# Supplier Management

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# Learning Objectives

1

Discuss the role and importance of supplier engagement

2

Explore strategies for effectively engaging and managing suppliers

3

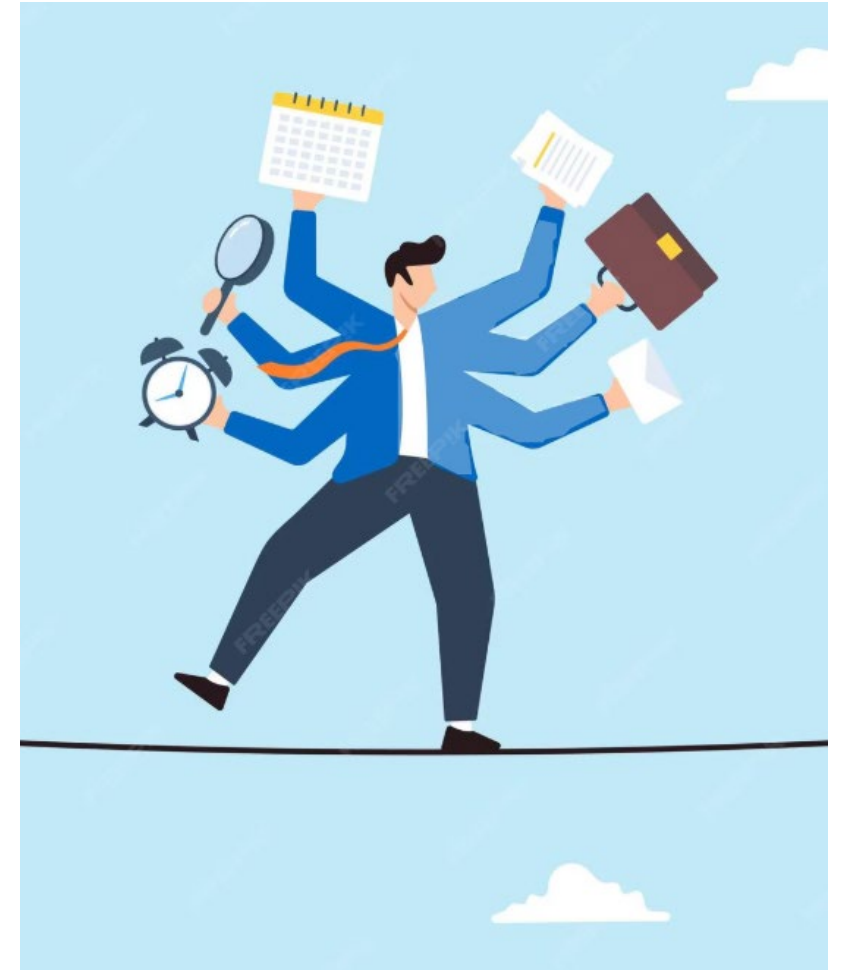
Identify actionable steps to implement into your daily work

# The Reality Of Supplier Engagement

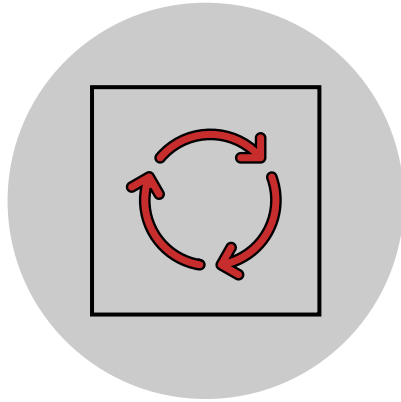
- Frustration with responsiveness
- Misunderstandings about the procurement process
- Misalignment of expectations
- Specifications that may not reflect current market capabilities
- Contract issues

# Public Sector Procurement Is Different

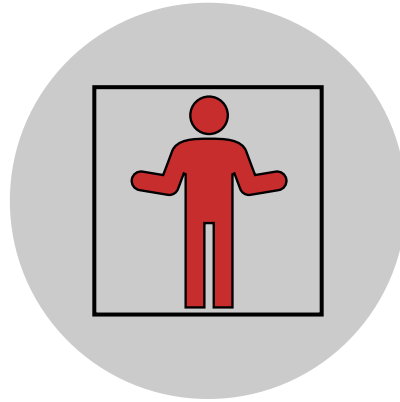
- Fair competition among all suppliers
- Transparency requirements
- Ethical boundaries
- Protest risk
- Public perception



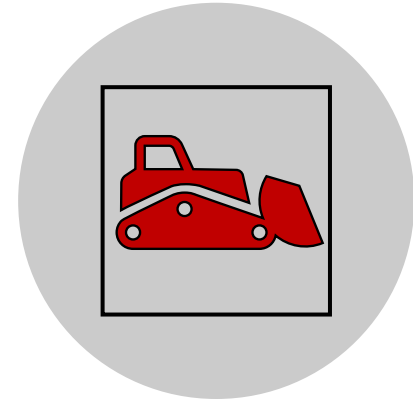
# The Supplier Perspective



“THE PROCESS IS  
CONFUSING.”



“WE NEVER HEAR  
FEEDBACK.”

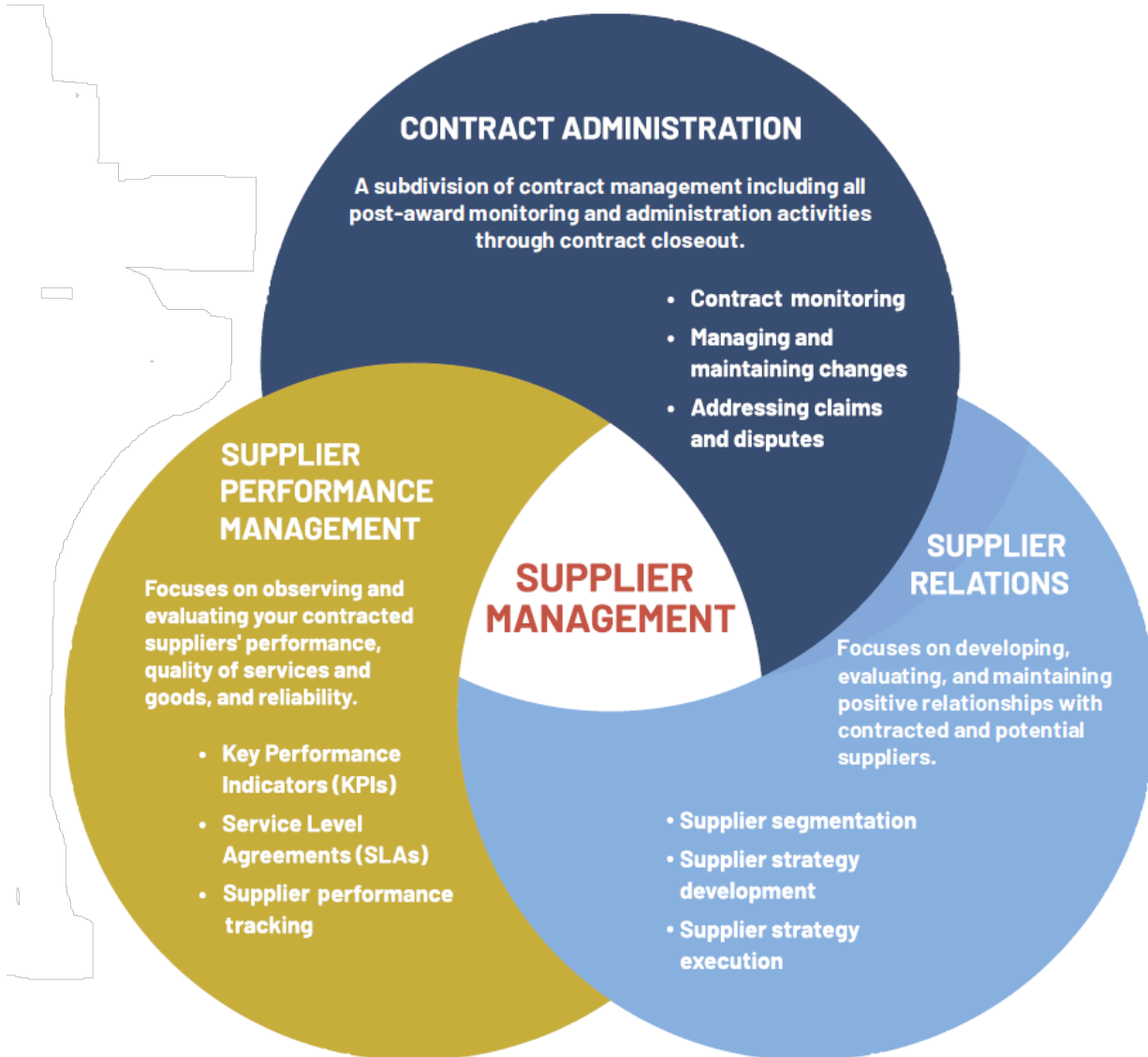


PROCUREMENT IS  
HARD TO REACH.”

# How Would You Describe Your Suppliers?

# How Would They Describe You?

# What Is Supplier Management?



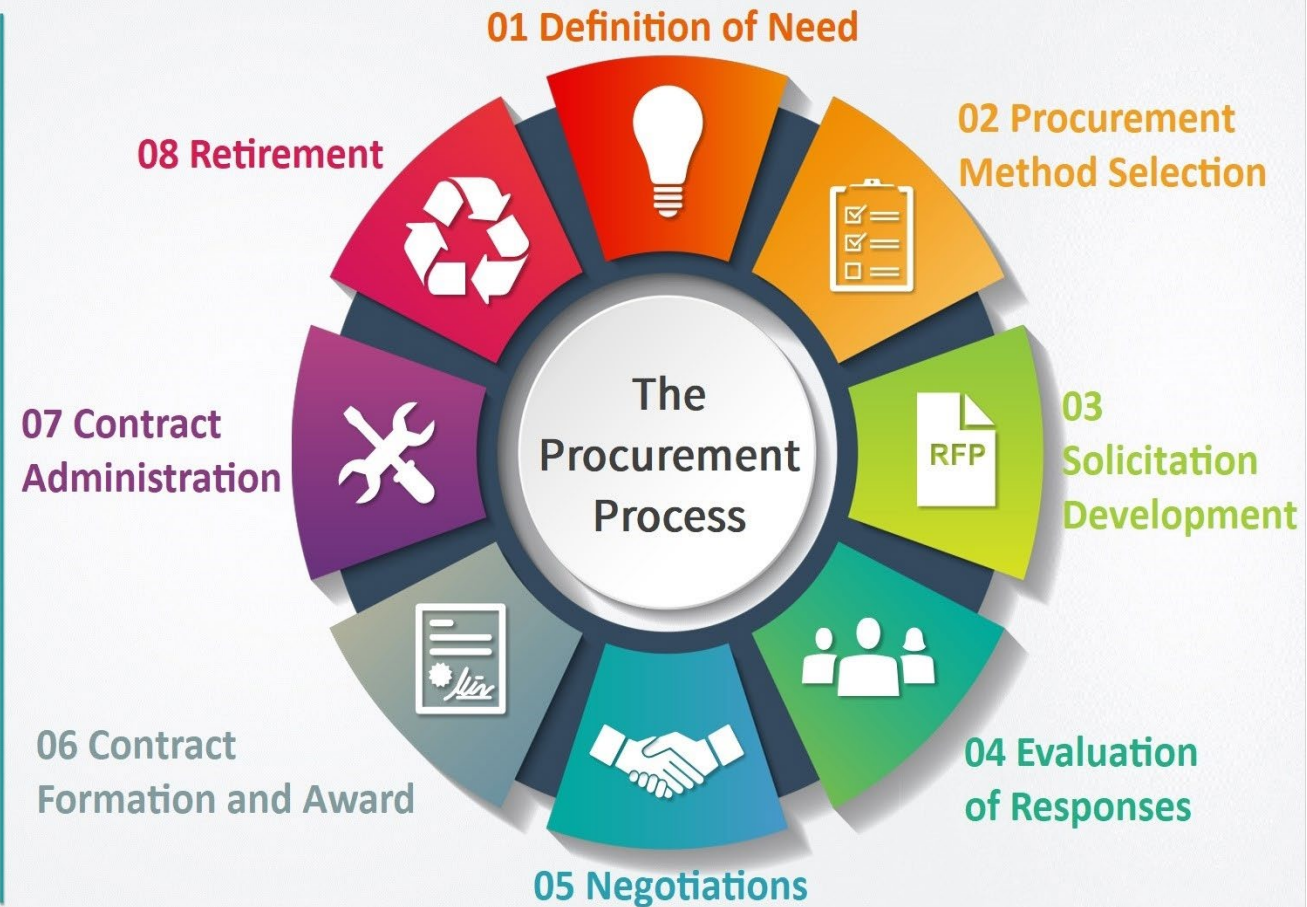
## Supplier Management

Focuses on developing and maintaining strong relationships with suppliers. Ensures delivery of best value contracts, products, and services.

# When Is It Important?

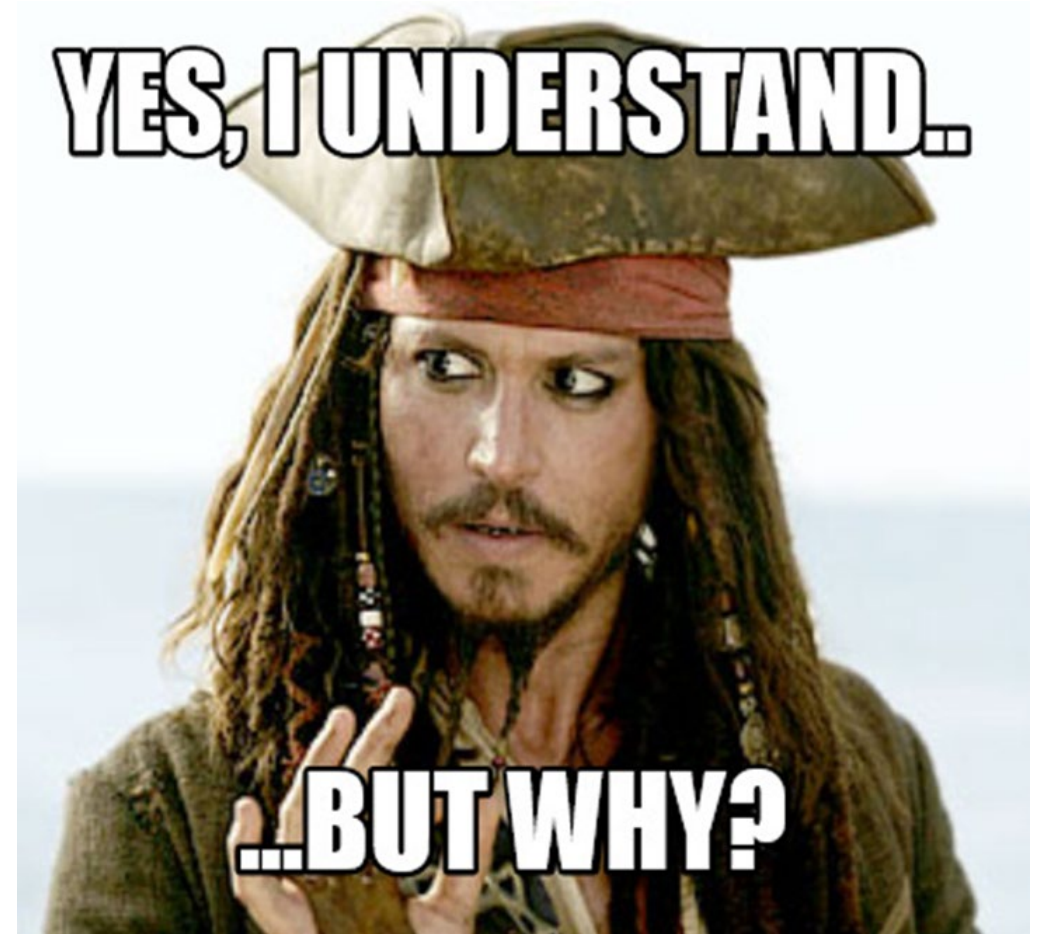
## The Procurement Process

This cycle outlines the steps in the pre-award, award, and post-award stages of the procurement process.



# Why Does It Matter?

- Mutual Dependence
- Industry Expertise
- Information Exchange
- Contract Success
- Trust & Partnerships





# Ethical Supplier Engagement

- Equal access to information
- No preferential treatment
- Compliance with laws and policies
- Transparency and documentation

# Engaging With Suppliers



Outreach events or supplier fairs



Industry days



Information sessions



Check-in meetings



Feedback Mechanisms



Open communication channels

# Effective Supplier Relations



## Pre-Solicitation

### **For you to learn:**

- Formal Request for Information (RFI)
- Informal Information-Gathering
- Consulting on Specifications or Other Details

### **For them to learn:**

- Info Sessions
- Supplier Fair
- Pre-Solicitation Conference

# Post-Award: What Happens Next?



**Post-Award**

- Contract Kickoff Meetings
- Contract Administration Plan
- Supplier Debriefs

# Supplier Performance Management



## Performance Management

- Communication
- Performance Issues
- Quarterly Business Reviews
- Closeout/Review

# Florida: Division Of State Purchasing

- FY 2022-23: 80 BRMs | 5 site visits
- FY 2023-24: 300 BRMs | 17 site visits
- FY 2024-25: 415 BRMS | 40 site visits
- FY 2025-26 (target goal): 650-1,130 BRMs | 80 site visits

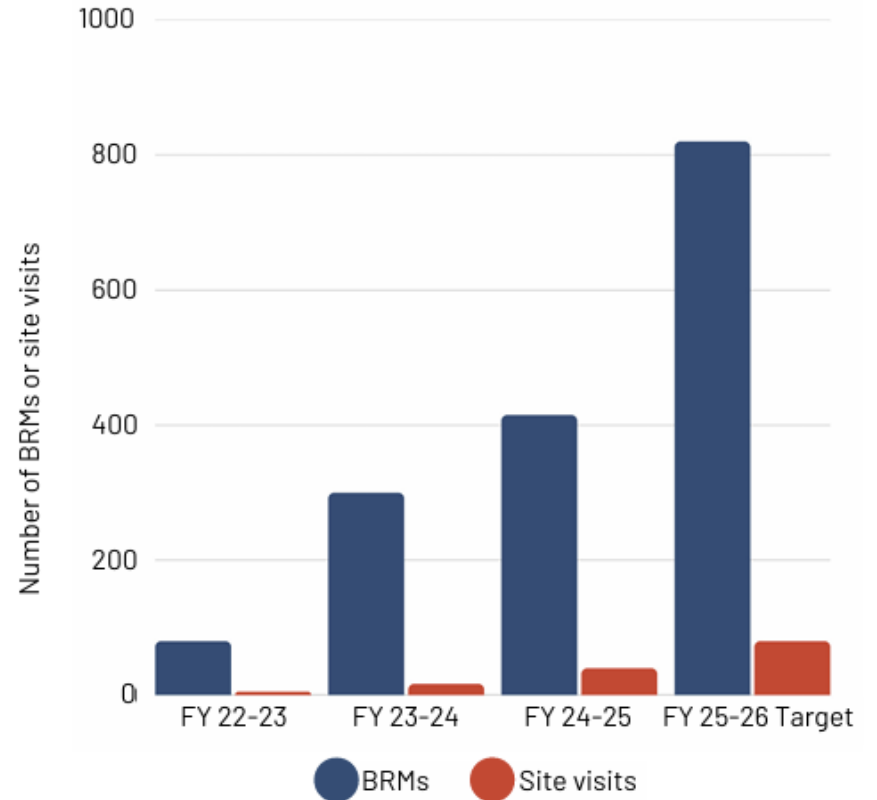


Figure 1: Number of BRMs (blue) and site visits (red) per year

# Where Do I Start?

**Identify one step you can take to improve your approach to supplier management.**

## Procurement U Courses and Trainings

- [Introduction to Contract Administration](#)
- [Introduction to Market Research](#)
- [Introduction to Negotiations](#)

## Research and Innovation Publications and Webinars

- [Research & Innovation Resources](#)
- [2025 George Cronin Case Study](#)

## NASPO Pulse Podcast

- [Pulse Podcast Episodes](#)

## Certification Preparation Materials

- [Professional Certification - NASPO](#)
- [Universal Public Procurement Certification Council](#)

# Additional Resources

