

Monday, April 2

10:00 - 6:30

6:00 - 8:00

Symposium Registration Open

Symposium Welcome Reception

All Symposium Attendees Invited

Tuesday, April 3

SEWP Users Symposium, Day 1

General Session

(Government Representatives & Contract Holders)

7:30 - 8:45

Registration Open & Breakfast Served

8:45 - 9:15

Welcome and Introduction

Joanne Woytek, SEWP Program Manager

Adrian Gardner, NASA Goddard Space Flight Center CIO

9:15 - 10:15

Keynote Speaker

Benjamin Franklin, Scientist, Inventor, Printer, And Statesman

10:15 - 11:00

Break

Exhibit Hall with Contract Holders

11:00 - 11:45

State of SEWP

Joanne Woytek, SEWP Program Manager

11:45 - 12:45

Lunch

SEWP Intro Session 12:15 - 12:40

12:45 - 1:30

Governmental Contractual Changes & SEWP

Darlene Coen, SEWP Deputy Program Manager

1:30 - 1:45

Break

Room Change

1:45 - 2:45

Breakout Session #1

» **The Catalog By Request Model**

See Below for Topics

» **The Customer Service Model**

See Below for Topics

2:45 - 3:00

Break

Room Change

3:00 - 4:00

Breakout Session #2

» **The Catalog By Request Model**

See Below for Topics

» **The Customer Service Model**

See Below for Topics

4:00 - 4:15

Day 1 Recap, Question & Answer

Joanne Woytek, SEWP Program Manager

4:15 - 6:00

Exhibit Hall Networking Event

Sponsored by SEWP Contract Holders

6:30 - 9:30

Dinner Event – Lucky Strike Lounge and Bowling Lanes - \$20 per person (Family is welcome)

All-you-can-eat buffet, full bar and unlimited bowling and billiards are included in the \$20 fee. Address: 1336 Chestnut Street. Buses leave hotel at 6:15, 6:30, 6:45. Buses return at 9:15, 9:30, 9:45.

Wednesday, April 4

SEWP Users Symposium, Day 2

7:30 - 8:45

8:45 - 9:00

9:00 - 10:00

10:00 - 10:45

10:45 - 11:45

11:45 - 12:45

12:45 - 1:45

1:45 - 2:00

2:00 - 2:45

2:45 - 3:15

3:15 - 3:45

3:45 - 4:30

Thursday, April 5

SEWP Users Symposium, Day 3

7:30 - 9:00

9:00 - 10:00

9:00 - 10:00

10:15 - 11:15

General Session

(Government Representatives & Contract Holders)

Registration Open & Breakfast Served

Symposium Announcements and Day Two Preview

Joanne Woytek, SEWP Program Manager

Breakout Session #3

» **The Quote Request Model**

See Below for Topics

» **The Contractual Model**

See Below for Topics

Break

Exhibit Hall with Contract Holders

Breakout Session #4

» **The Quote Request Model**

See Below for Topics

» **The Contractual Model**

See Below for Topics

Lunch

Contract Holder Panel

*George Nicol, Deputy Contract Holder Relationship Manager
Moderated Discussion with Contract Holders (Questions from Government attendees encouraged)*

Break

Demonstration of New Online Tools

Joanne Woytek, SEWP Program Manager

Break

Exhibit Hall with Contract Holders

Day 2 Recap, Question & Answer

Joanne Woytek, SEWP Program Manager

Government Only Session (No Contract Holders)

Open forum discussion between customers and SEWP Program Office without Contract Holders

Agency Specific Sessions

(Government Attendees Only)

Breakfast Served

Veterans Affairs Session

'Other' Agency Session

DOD Session

10:15 - 12:15

NASA Session

Panel Discussion with Representation from: HQ Small Business, HQ Policy / Procurement, GSFC Small Business / Procurement, GSFC CIO

11:15 - 12:15

U.S. Courts Session

12:15

Symposium Conclusion

Breakout Session Topics

Session Topics are below. Topics are major points, other issues may be discussed.

The Catalog By Request Model

- Catalog by request vs. Request by catalog
- Scope of the SEWP contracts
- Available Product-Related Services
- Support Service Limitations & Examples
- Timeline for Technical Refresh Process
- SEWP pricing
- Researching Product Availability and obtaining cost estimates
- Manufacturer Lookup and Verification Tool Overview

The Quote Request Model

- Best Practices for Obtaining Quotes
- Market Research; Request A Quote; RFIs; RFQs
- Often missed/mis-understood Quote Request features
- Modification/Cancellation of RFQs
- Quotes and Quoting Process
- Partial Quotes and Partial Orders
- Verification and Award Process
- The SEWP Fee - How it Works

The Customer Service Model

- Customer Service Vision & Assistance Overview
- How to get in touch
 - Phone, Email (Help, Orderhelp, SEWPOrders), Chat
- FAQ and Knowledgebase Usage & Examples
- Parature Portal Demo
- Training & Outreach
- Order Status Updates and Delivery Tracking
 - When do customers hear from SEWP
 - Reasons for Delayed Orders
- Delivery Issues
- Problem Resolution and the CHRM
- Issues that require internal escalation
- Program Performance

The Contractual Model

FAR Part 19.301-2 Re-representation (5 Year)
Small Business and SEWP
SEWP IV Contract Overview
Contract Holder Groups
Fair Opportunity
Best Value
Product Solution Availability
Pricing
Delivery Orders with Options/Beyond 2014
Protests
Trade Act Agreement (TAA) Guidance
NAICS Codes
Terms and Conditions