

SEWP Conference 2010
Walt Disney World Swan & Dolphin Hotel
1500 Epcot Resorts Blvd., Lake Buena Vista, FL 22653
Phone: 888.828.8850 / Fax: 407.934.4710
April 20-21, 2010

Agenda

Conference Dress is Business Casual

Monday, April 19th - Agency Specific Meetings

10:00- 6:00 Conference Registration Open

1:00- 2:30 DoD Attendees (Salon E1)

1:00- 2:30 Other Agency Attendees (Salon E2)

2:30- 4:30 NASA Attendees (Salon E2)

2:30- 4:30 Veterans Affairs Attendees (Salon E1)

6:00- 8:00 Cabana Beach Reception w/ hors d'oeuvres (all Conference attendees welcome)

Tuesday, April 20th – General Session

SEWP Conference, Day 1 (Government Attendees & Contract Holders - Salon A)

8:00- 9:00 Registration Open & Breakfast Served

9:00- 9:30 Welcome and Introduction (Salon A)

9:30-10:30 Keynote – Disney's Approach To Quality Service (Salon A)

10:30-11:00 Break / TableTop Exhibits with Contract Holders (Salon B&C)

11:00-11:30 State of SEWP (Program Overview) (Salon A)

What is SEWP's vision, role and place in Government Contracting

11:30-12:15 Breakout Session #1

SEWP 101 (Salon E1 -E2)

Recommended for SEWP beginners

SEWP 301 (Salon A)

Recommended for experienced SEWP users

12:15- 1:30 Lunch (Salon A)

Presentation by GSA FEDSIM – 12:45

1:45- 2:30 Breakout Session #2

Track A - **Customer Service** (Salon E1-E2)

See Below for Topics

Track B – **The SEWP Catalog** (Salon A)

See Below for Topics

- 2:30- 3:00 Break / TableTop Exhibits with Contract Holders** (Salon B&C)
- 3:00- 3:15 Table Discussions** – Questions for/about Contract Holders (Salon A)
- 3:15- 4:00 Contract Holder Panel** (Salon A)
Moderated Discussion with 5 Contract Holders, Questions from Gov't attendees encouraged
- 4:00- 4:15 Wrap-Up** (Salon A)
- 4:15- 6:15 Exhibits and Networking Event Sponsored by SEWP Contract Holders (Sponsored)** (Salon B-C)
- 8:15- 9:30 Evening Entertainment – Epcot Laser Lightshow, Dessert Assortment (Sponsored)**
No Fee for Conference Attendees, \$23 fee applies per family guest.

Wednesday, April 21st - General Session

SEWP Conference, Day 2 (Government Attendees & Contract Holders - Salon A)

8:00- 9:00 Registration Open & Breakfast Served

9:00-9:30 Government Only Session (No SEWP Contract Holders – Salon A)

Open forum discussion between customers and SEWP Program Office

9:30-10:15 Breakout Session #3

Track C – **Unique SEWP Program Features** (Salon E1-E2)

See Below for Topics

Track D - **The Quoting Process** (Salon A)

See Below for Topics

10:15- 10:45 Break / Contract Holder Exhibits (Salon B&C)

10:45-11:30 Breakout Session #4

Track A - **Customer Service** (Salon E1-E2)

See Below for Topics

Track B - **The SEWP Catalog** (Salon A)

See Below for Topics

11:30- 1:00 Lunch (Salon A)

Presentation by SEWP – Upcoming Enhancements / Demonstrations

1:15- 2:00 Tabletop Discussions / Open Forum for Questions & Answers / Group Activity

2:00- 2:45 Breakout Session #5

Track C – **Unique SEWP Program Features** (Salon E1-E2)

See Below for Topics

Track D - **The Quoting Process** (Salon A)

See Below for Topics

- 2:45- 3:00 Break (No Tabletop Exhibits)**
3:00- 3:30 Technical / Procurement Collaboration Using SEWP (Salon A)
3:30- 4:00 Conference Wrap-Up, Question & Answer, 2011 Conference
Location Announced

If you have specific topics you would like to hear about please email events@sewp.nasa.gov to ensure your topic is incorporated into the final agenda. Additionally, if your agency would like to have an Agency specific meeting (similar to VA, DoD and NASA) please email events@sewp.nasa.gov to coordinate

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

Track A – SEWP: Customer Service

Order Processing, Credit Card Order Procedures, Available Support, CHAT Demonstration

Track B Topics – SEWP: The Catalog

Scope of contracts; Support service limitations; Manufacturers and Sub-contractors; how to determine product availability

Track C Topics – SEWP: Unique Program Features

Contract Holder Relationship Manager (CHRM) assistance (includes Delivery Tracking, Status Updates, Notifications), Contract Program Performance, Protests/Complaints, Purchase Agreements

Track D – SEWP: The Quoting Process

Contract Groups; Fair Opportunity; Market Research and RFQs; Quote (product availability/pricing) Verification; Award Notification