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Professional Services & Human Capital Symposium Program

Time/Location	Presentation	Speaker
Registration 7:00 AM Grand Foyer	Registration Opens	
Commencement 9:00 AM Grand Ballroom E-H	Welcome	Tiffany Hixson <i>Assistant Commissioner, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i>
Keynote Presentation 9:15 AM Grand Ballroom E-H	Keynote Speaker: Federal Acquisition Service (FAS) Priorities	Alan Thomas <i>Commissioner, Federal Acquisition Service, U.S. General Services Administration</i>
OPM Presentation 9:30 AM Grand Ballroom E-H	Office of Personnel Management Perspective	Joseph Kennedy <i>Associate Director, Human Resources Solutions, Office of Personnel Management</i>
Government-wide Category Updates 9:40 AM Grand Ballroom E-H	Government-wide Professional Services & Human Capital Category Initiatives Government-wide category executives will provide an overview of the Professional Services and Human Capital categories strategic plans, major initiatives, and key performance indicators.	Indu Garg <i>Government-wide Category Executive, Human Capital Category</i> Tiffany Hixson <i>Government-wide Category Executive, Professional Services Category</i>
Panel Discussion 10:30 AM Grand Ballroom E-H	Trends in the Federal Services Acquisition Market With more than \$72 billion in spend across the federal government, professional services is the second largest category of spend. What are the trends shaping the federal services acquisition landscape? Leaders in government and industry will discuss trends that are shaping the market including Department of Defense services transformation work, key legislative and policy changes impacting services spend, and industry perspectives on how the federal government buys services. Moderator: Tiffany Hixson <i>Assistant Commissioner, Office of Professional Services and Human Capital Categories</i>	David Drabkin <i>Section 809 Panel Chair</i> Ken Brennan <i>Deputy Director, Services Acquisition, Office of Defense Procurement and Acquisition Policy, U.S. Department of Defense</i> Jeff Koses <i>Senior Procurement Executive, U.S. General Services Administration</i> Alan Chvotkin <i>Executive Vice President, Professional Services Council</i> Roger Waldron <i>President, Coalition for Government Procurement</i>
11:30 AM – Lunch on Your Own Sessions will Resume Promptly at 1:00 PM		



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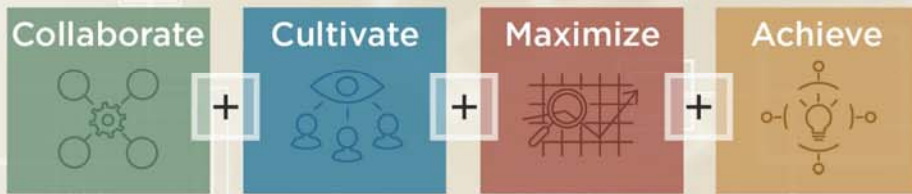
Time/Location	Presentation	Speaker
Breakout Session #1		
Contract Administration		
1:00 PM Grand Ballroom E	<p>Mastering Multiple Award Schedule (MAS) Contract Administration</p> <p>Maintaining your professional services and human capital contracts can be challenging and daunting. From reporting requirements to solicitation updates, GSA contract holders have to keep up with a lot of information to continue to provide the services federal agencies need. During this session, designed for our industry partners, you will get a quick glimpse at what you need to do to maintain your contract including modifications, digital certificates, SAM registration, sales reporting, and subcontracting reporting.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • What you need to do to maintain your current professional services and human capital contracts. • Insightful information about the systems GSA uses and whom to contact about critical contract maintenance questions. 	<p>Bounce Quarry <i>Professional Services Schedule Senior Contracting Officer, Federal Acquisition Service, U.S. General Services Administration</i></p>
PSHC Program Initiatives		
1:00 PM Grand Ballroom F	<p>OASIS Unrestricted (OASIS U) & OASIS Small Business (OASIS SB) Strategic Level View for the Next 5 Years</p> <p>It is hard to believe, but GSA's OASIS contracts are nearly five years old. So, what's next for OASIS U and OASIS SB? This course will outline what OASIS is up to and our plans for the next five years.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • OASIS' successful adoption with Federal Agencies. • How OASIS, as a Best in Class (BIC) vehicle, helps agencies meet their Spend Under Management (SUM) goals. • On-ramping! On-ramping! On-ramping! • Training: prospective courses for Industry & Agency Customers. 	<p>Clint McCoy <i>OASIS CPRM Systems Program Manager, Federal Acquisition Service, US. General Services Administration</i></p> <p>Grace Parker <i>OASIS Contracting Operations Team Lead, Federal Acquisition Service, U.S. General Services Administration</i></p>



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Time/Location	Presentation	Speaker
Category Management		
1:00 PM Grand Ballroom G	<p>Understanding Best in Class (BIC) Contracts and Spend Under Management (SUM)</p> <p>BIC and SUM are two metrics the Office of Management and Budget (OMB) uses to measure if the Federal Government is meeting the goals of category management to buy smarter and more like a single enterprise. During this session, you will learn more about the professional services and human capital BIC contracts, including HCaTS and OASIS, and how agencies can move their spend from the current open market (or Tier 0 spend) to contracts that meet defined criteria for management and data-sharing maturity, and therefore help agencies buy the same kinds of goods and services through best value solutions.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • How the government has improved its acquisition through category management. • The BIC contract designations and professional services BIC solutions. • What SUM means and how agencies can meet its goals. 	<p>Geri Haworth <i>Professional Services Category Manager, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p> <p>Adam Soderhold <i>Professional Services Category Program Manager, Office of Strategy Management, Federal Acquisition Service, U.S. General Services Administration</i></p>
Industry Partnerships		
1:00 PM Grand Ballroom H	<p>Supplier Relationship Management: Developing a Collaborative Partnership</p> <p>Over the past year, GSA's Office of Professional Services and Human Capital Categories and the government-wide Professional Services Category (PSC) has launched a proactive Supplier Relationship Management (SRM) program to develop long-term, collaborative partnerships with industry partners. The goal is to build more collaborative relationships that will ultimately result in more qualified suppliers participating in procurements to provide key professional services federal agencies use to accomplish their mission. Learn how the SRM program is effecting change in category strategy, informing the digital development and communicating best practices to the federal acquisition workforce.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • Supplier Relationship Management goals and objectives. • Insightful information into what GSA has learned through industry interviews, surveys, and webinars. 	<p>Zachary Lerner <i>Professional Services Category Supplier Relationship Manager, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p>
15 Minute Break		



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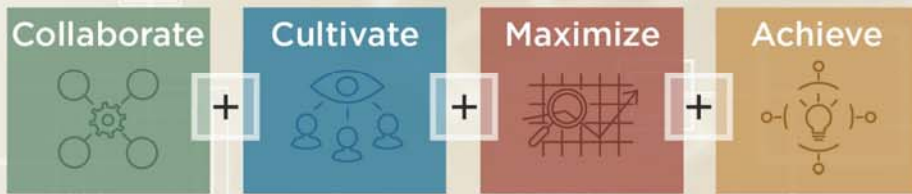
Time/Location	Presentation	Speaker
Breakout Session #2		
Contract Administration		
2:15 PM Grand Ballroom E	<p>GSA Multiple Award Schedule Contractor Assessments, Common Compliance Challenges & Navigating an Audit</p> <p>GSA conducts a Contract Assessments at least every five years on each contract. What does this mean, to you, the Contractor? What are they looking for? GSA Office of Inspector General conducts audits every year. Should you worry? What is expected of the Contractor? What are the auditors looking for? Then what? These two processes will be described and discussed during this session.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • How to prepare your company for a price audit. • What the GSA OIG is looking for during price audits. • The function and value of Contractor Assessments. 	<p>Michael Williams <i>Master Industrial Operations Analyst, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p> <p>Denise Blue <i>Branch Chief Office of Contract Operations, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p>
PSHC Program Initiatives		
2:15 PM Grand Ballroom F	<p>Multiple Award Schedule (MAS) Initiatives: Professional Services Schedule (PSS) and Human Capital Schedule</p> <p>GSA's MAS provides federal, state, and local government buyers access to more than 11 million commercial supplies (products) and services at volume discount pricing. In the past few years, the PSS and the Human Capital Schedule 738X have undergone some significant changes to make buying professional services and human capital solutions easier and more efficient. And more changes are always in the works. Join us for this class to get an update on steps GSA has taken to help agencies buy smarter and faster through our Schedules.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • How changes to the PSS and Human Capital Schedule 738X impact industry and government partners. • Insightful information on future proposed initiatives and how they impact stakeholders. 	<p>Nichol West <i>Program Manager, Professional Services Schedule, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p> <p>Robert Woodside <i>Deputy Director, Northeast & Caribbean Supply and Acquisition Center, Federal Acquisition Service, U.S. General Services Administration</i></p>



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Category Management		
2:15 PM Grand Ballroom G	<p>Digital Tools: Acquisition Gateway, Contract Award Labor Categories (CALC), Discovery Market Research, Steps to Performance-Based Acquisition</p> <p>GSA's Office of Professional Services and Human Capital Categories has built and maintained numerous digital tools that support market research, IGCE development, and performance-based acquisition for federal agencies and industry. During this session, one of our product owners will demo tools designed to help agencies share sound acquisition practices, from requirements development and market research to service delivery and contract close-out.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • How to use these tools to meet mission requirements. • How digital tools are developed based on stakeholder feedback. 	<p>Jill Akridge <i>Acquisition Application Product Manager, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p>
Industry Partnership		
2:15 PM Grand Ballroom H	<p>How to Leverage your Government Contract</p> <p>To be successful under the GSA Schedules program and other GSA contracts, companies should be prepared to take necessary steps to be productive in a highly competitive marketplace. During this session, you will become familiar with some of the resources available to industry to help them succeed in providing the services that federal agencies need. Representatives from industry and federal agencies will show you how to identify target markets, find contacts within those target agencies, show how your business can help them focus on their mission, utilize limited budgets, streamline transactions, lower costs, maintain control and minimize risks.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • How to market your business to the Federal Government. • Resources to help you market to federal agencies. • Lessons learned and experiences. 	<p>Steve Sizemore <i>Director, Direct Client Support Division, Federal Acquisition Service, U.S. General Services Administration</i></p> <p>Lisa Norgren <i>Senior Contract Specialist, Office of Contract Operations, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p>
15 Minute Break		



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Breakout Session #3		
Contract Administration		
3:30 PM Grand Ballroom E	<p>Meet with a Contracting Officer – Get Answers to Your Contract Questions</p> <p>Join Jacob Bertram, Director of the Office of Contract Operations, as he introduces the Office of Professional Services and Human Capital Categories contracting team. After a few short remarks, you will have the opportunity to mingle and talk with some of the Senior Contracting Officers representing the Human Capital Schedule, Professional Services Schedule, OASIS, and HCaTS contract solutions on hand for the Symposium. This is your chance to ask questions and network with our team.</p>	GSA Contracting Officers
PSHC Program Initiatives		
3:30 PM Grand Ballroom F	<p>Human Capital and Training Solutions (HCaTS) Initiatives</p> <p>The HCaTS and HCaTS Small Business (SB) solutions are Government-wide, multiple-award, indefinite-delivery/indefinite-quantity (IDIQ) contracts that provide reliable, flexible, fast, and efficient ways to obtain best-value customized solutions for human capital management and training requirements. During this session, HCaTS program manager, JoAnn Lee, and representatives from the Office of Personnel Management (OPM) will provide an overview of how this contract is helping federal agencies with their training needs and what new initiatives are planned to build a robust industry-base and increase use across government.</p> <p><i>During this session, you will learn:</i></p> <ul style="list-style-type: none"> • About major program updates and initiatives. • All you need to know about upcoming on-ramps. • How agencies are using these contracts and upcoming needs. 	<p>Jo-Ann Lee <i>HCaTS Program Manager, Office of Professional Services and Human Capital Categories, Federal Acquisition Service, U.S. General Services Administration</i></p> <p>James R. McPherson <i>Deputy Associate Director, Training and Management Assistance, Office of Personnel Management</i></p>
Industry Partnership		
3:30 PM Grand Ballroom H	<p>Meet with a Customer Account Manager and National Account Manager – Get Answers to your Acquisition Questions</p> <p>Ever wonder who is out there talking with customers about GSA’s professional services and human capital solutions and how agencies can use these contracts to meet their mission requirements? This is your chance to meet some of the Customer Account Managers, Customer Service Directors and National Account Managers that provide customer service to the federal agencies your services support. Say hello during this informal networking session.</p>	GSA Customer Account Managers and National Account Managers
Adjourn at 4:30 PM		