

# Army Acquisition Reform Newsletter



Volume 6, Issue 25

13 November 2000

Army Acquisition Reform Web Site: <http://acqnet.sarda.army.mil/acqref/default.htm>  
Questions? Contact Monti Jagers, (703) 681-7571, [jagersm@sarda.army.mil](mailto:jagersm@sarda.army.mil)

## SETAC PROVIDES CUSTOMER SATISFACTION AT SMDC

Exceptional customer support is the driving force behind the Systems Engineering and Technical Assistance Contract (SETAC) Team. The SETAC is a multiple-award, indefinite delivery/indefinite quantity (ID/IQ) contract, structured to support the ever-changing environment of the U.S. Army Space and Missile Defense Command (USASMD) and Program Executive Office – Air and Missile Defense (PEO-AMD) research and development community. Currently, the SETAC Team supports more than 400 customers throughout the country.

During the three-plus years of operation, more than 3,000 contracting actions valued at more than \$460M have been processed. These actions included over 400 new task orders, as well as change orders, incremental funding, and a variety of administrative modifications to the existing task orders.

The procurement action lead time (PALT) for the award of new task orders was reduced from 5 days after receipt of the requirement in FY97 to 2 days in FY98. These actions are currently completed in 12 hours or less. Similar, non-streamlined procedures have resulted in 60-to-90-day PALTs for execution of task orders. Modifications to existing task orders are executed in an average of 9 days; the current PALT for similar actions on other contracts is 30 days.

Based on a recently completed review of the SETAC process, the Assistant Secretary of the Army for Acquisition, Logistics and Technology [ASA(ALT)] personnel found that no one in the Army completed similar actions within such a short lead time. The report concluded that the SETACs were “efficient vehicles for placing requirements on contract...” and “consistent with a philosophy of risk management rather than risk aversion.” The reduced PALT insures that the ever-changing mission-essential technical and/or management efforts are met, indeed exceeded, on a daily basis.

Positive comments have been received from both internal and external customers. Mr. Mike Biddle, Public Affairs Specialist, SMDC Headquarters, commented on the SETAC process in a recent email to the SETAC Team Chief, “...a very effective way for the Command to make its missions, achievements and future goals better known throughout the Army, DoD and the public.” Mr. Thomas Houser, Vice-President of Mevatec Corporation (one of the four SETAC contractors), in a recent email, states, “...just wanted to say thanks for the great work you and your team do. I think SETAC is the best example of a government/contractor team working together to deliver best value that I have seen in my 30+ years in and around the government.

**POC for this article is Ms. Lynne Washburn, (256) 955-4160  
or email [Lynne.Washburn@smdc.army.mil](mailto:Lynne.Washburn@smdc.army.mil).**