

Meridian Support Services, Inc.

Civilian service-request, workflow, document-quality, and reporting support
meridian-support.example



COMPANY OVERVIEW

FICTITIOUS DEMONSTRATION SAMPLE. Meridian is a 43-person WOSB in Madison, Wisconsin. It helps civilian service organizations manage request intake, queue control, document quality, knowledge upkeep, customer routing, and performance dashboards.

CORE COMPETENCIES

Service-Request Intake and Queue Control

Receives, validates, classifies, routes, and tracks service requests through completion while monitoring queue age and ownership.

Document Quality and Record Integrity

Checks required fields, validates source support, records corrections, and maintains traceable quality records.

Knowledge-Base Operations

Creates, updates, retires, and quality-checks knowledge articles so staff can route customer questions consistently.

Performance Dashboards and Customer Routing

Produces recurring workload dashboards and uses queue, aging, completeness, and routing measures to support service decisions.

PAST PERFORMANCE

National Assistance Service Center (fictitious)

Provided service-request intake, queue control, document quality, knowledge-base upkeep, and monthly dashboards as the prime contractor. 18,420 requests; 96.2% triaged within 1 business day; backlog 1,260 to 190 in 14 weeks; 99.5% field completeness; 36 dashboards on time.

Vendor Operations Center (fictitious)

Provided vendor-action package intake, completeness review, queue routing, workload reporting, and knowledge-article maintenance as the prime contractor. 23,580 packages; incomplete returns 18% to 4%; 144 weekly reports on time; 128 knowledge articles; median routing 3.8 to 1.4 business days.

DIFFERENTIATORS

- Uses a 31-point checklist and second-person review for finished deliverables.
- Checks claims against traceable source records and reviews applicable service metrics monthly.

COMPANY DATA

UEI DEMMERIDIAN1
CAGE 7DEM0

CERTIFICATIONS

SAM registration active through 2027-02-15; representations and certifications updated 2026-05-02 (fictitious)
Woman-Owned Small Business; Small Business (fictitious)
Section 889: does not provide or use covered telecommunications equipment or services; affirmed 2026-05-02 (fictitious)

CONTRACT VEHICLES

GSA MAS 47QDEM021D0042, SIN 541611 (fictitious)

CONTACT

Nora Bennett
President
nora.bennett@meridian-support.example
608-555-0144
meridian-support.example