

FICTITIOUS DEMONSTRATION SAMPLE

Past-performance evidence book

Meridian Support Services, Inc. Civilian service-operations evidence example

FICTITIOUS DEMONSTRATION SAMPLE. Every company, customer, person, contract, work order, source, and performance result is invented. The examples concern only civilian service operations.

Performance record

This book pairs each performance fact with its fictional contract record. For future use, match the service requirement to a capability row, open the named record, and preserve the metric's value, unit, period, source, and performing company.

Evidence ownership

Meridian company evidence covers work Meridian performed as a prime or subcontractor. Teammate evidence covers work another company performed and remains attributed to that company. An evidence gap stays uncovered until a source-backed Meridian or teammate record fills it.

Evidence type	What the record contains	Future use
Meridian company evidence	Work Meridian performed, with a named source and role	State the supported scope, result, period, and role
Teammate evidence	Work another company performed, with that company's source and proposed role	Name the teammate, its role, and its own results
Evidence gap	No supported Meridian or teammate record for the requirement	Request a source, identify a qualified teammate, or mark the requirement uncovered

Capability coverage

Capability	National Assistance Service Center	Vendor Operations Center	Environmental Programs Administration
Service-request or package intake	Strong	Strong	No supported record
Queue control and customer routing	Strong	Strong	Strong
Document and record quality	Strong	Strong	Strong
Knowledge-base or procedure upkeep	Strong	Strong	Strong
Workload dashboards and recurring reports	Strong	Strong	No supported record
Record migration	Not used	Not used	Strong

Example: requirement without supporting experience

A wholly fictitious future request asks for around-the-clock multilingual live-call interpretation for service-center callers. The fixture records no supported Meridian work and no teammate record for that requirement.

Service requirement	Meridian company evidence	Teammate evidence	Response decision
Around-the-clock multilingual live-call interpretation	No supported record	No record provided	Treat the requirement as uncovered unless Meridian provides a source record or identifies a qualified teammate with its source record.

The response does not claim unsupported experience.

Monthly-report-to-evidence example

The June 2026 report for DCS-SVC-2026-01 demonstrates how current service records can feed this book. Each candidate remains paired with the reporting period and named report, and the example stays separate from Meridian's completed-contract past performance.

Current work record	Report-backed evidence candidates	Source record	Future use
DCS-SVC-2026-01, June 2026	1,642 requests validated and 1,611 routed; queue older than five business days reduced from 82 to 36; median routing time reduced from 1.6 to 1.3 business days; 99.6% required-field completeness at first review; 24 articles updated and 7 retired; monthly dashboard on schedule	June 2026 monthly service performance report, fictional owner approval dated 07 July 2026	Confirm final service context and any use restriction before placing a current-period metric in a future response

Case sheet 1: National Assistance Service Center

Field	Record
Contract	47QDEM-23-F-0042
Customer	Fictional Department of Community Services, National Assistance Service Center
Role	Prime contractor
Period	June 2023 through May 2026
Value and staffing	\$4.08 million; 5 FTE
Scope	Service-request intake, queue control, document quality, knowledge-base upkeep, and monthly dashboards
Source record	National Assistance Service Center contract record

Results:

- Processed 18,420 service requests.
- Triageed 96.2 percent within one business day.
- Reduced the backlog from 1,260 requests to 190 in 14 weeks.
- Achieved 99.5 percent required-field completeness.

- Delivered all 36 monthly dashboards on time.

Best use: service-request intake, queue control, backlog reduction, document completeness, knowledge-base upkeep, and recurring dashboard requirements.

Case sheet 2: Vendor Operations Center

Field	Record
Contract	47QDEM-21-F-0088
Customer	Fictional Federal Facilities Service Bureau, Vendor Operations Center
Role	Prime contractor
Period	October 2021 through September 2024
Value and staffing	\$1.94 million; 4 FTE
Scope	Vendor-action package intake, completeness review, queue routing, workload reporting, and knowledge-article maintenance
Source record	Vendor Operations Center contract record

Results:

- Processed 23,580 vendor-action packages.
- Reduced incomplete package returns from 18 percent to 4 percent.
- Delivered all 144 weekly workload reports on time.
- Created or maintained 128 knowledge articles.
- Reduced median routing time from 3.8 business days to 1.4 business days.

Best use: high-volume package intake, completeness improvement, queue routing, workload reporting, and knowledge-base requirements.

Case sheet 3: Environmental Programs Administration

Field	Record
Record	SUB-EPA-2019-03 under fictional Northwind Civic Systems
Customer	Fictional Environmental Programs Administration
Role	Subcontractor
Period	March 2019 through March 2022
Workshare value and staffing	\$910,000; 3 FTE
Scope	Record migration, sample-based quality review, operating-procedure documentation, and customer-action routing
Source record	SUB-EPA-2019-03 subcontract record

Results:

- Migrated 76,500 records with zero data loss.
- Achieved 99.96 percent sample accuracy.
- Documented 12 operating procedures.
- Reduced action-routing time from 5 business days to 2 business days.

Best use: record migration, sample accuracy, operating procedures, customer-action routing, and subcontractor evidence.

Metric register

Metric	Value	Period	Source owner	Status
National Assistance requests processed	18,420 requests	Contract period	Meridian	Verified in fixture
National Assistance one-business-day triage	96.2%	Contract period	Meridian	Verified in fixture
National Assistance backlog	Reduced from 1,260 to 190 in 14 weeks	Contract period	Meridian	Verified in fixture
National Assistance required-field completeness	99.5%	Contract period	Meridian	Verified in fixture
National Assistance monthly dashboards	36, all on time	Contract period	Meridian	Verified in fixture
Vendor Operations packages processed	23,580 packages	Contract period	Meridian	Verified in fixture
Vendor Operations incomplete returns	Reduced from 18% to 4%	Contract period	Meridian	Verified in fixture
Vendor Operations weekly workload reports	144, all on time	Contract period	Meridian	Verified in fixture
Vendor Operations knowledge articles	128 articles	Contract period	Meridian	Verified in fixture
Vendor Operations median routing time	Reduced from 3.8 to 1.4 business days	Contract period	Meridian	Verified in fixture
Environmental Programs records migrated	76,500 with zero data loss	Contract period	Meridian under Northwind Civic Systems	Verified in fixture
Environmental Programs sample accuracy	99.96%	Contract period	Meridian under Northwind Civic Systems	Verified in fixture
Environmental Programs operating procedures	12 procedures	Contract period	Meridian under Northwind Civic Systems	Verified in fixture
Environmental Programs action routing	Reduced from 5 to 2 business days	Contract period	Meridian under Northwind Civic Systems	Verified in fixture

Keeping this book current

This fictitious book was compiled on 19 August 2026 for demonstration use. A live evidence book would refresh each record from the final contract file, the final customer evaluation when available, reference availability, and any use restriction. Current-report results would enter with their service context and reporting period.

Future-response map

Future service requirement	First evidence to open	Decision
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Future service requirement	First evidence to open	Decision
High-volume request intake	National Assistance and Vendor Operations case sheets	Select the record whose intake unit and service setting best match the request
Queue-aging or routing improvement	All three case sheets and the June report example	Select the result with the closest routing unit, starting point, and period
Document or record quality	National Assistance and Environmental Programs case sheets	Select completeness or sample-accuracy evidence according to the requested quality measure
Knowledge-base maintenance	National Assistance and Vendor Operations case sheets	Select the record that matches the requested article and reporting cadence
Record migration	Environmental Programs case sheet	Preserve the subcontractor role, record population, accuracy, and zero-data-loss result
Around-the-clock multilingual live-call interpretation	Evidence-gap fixture	Keep the requirement uncovered unless a source-backed Meridian or teammate record is added