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Vendor:

MERP Systems, Inc.  
2201 Cooperative Way, Suite 600  
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Ph: (571) 275-2198

Submitted to:

Christopher Kuhn

ckuhn@usgs.gov

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DUNS: 969054720  
GSA FSS Contract Number: GS-35F-409CA  
Socioeconomic Status of Vendor: 8(a) certified/SDB

**United States Geological Survey (USGS)**

**Information Product Data System (IPDS)**

***BPA Call 3 Response***

**Submission Date: 08/04/2025 5:00pm ET**

**BPA 3 RFQ 0044024550**

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This proposal is valid for a period of 120 days

Cover Letter

Dear Christopher Kuhn:

Thank you for inviting MERP Systems to respond to the U.S. Geological Survey (USGS) Office of Science Quality and Integrity BPA Call 3, number 0044024550 opportunity under BPA 140G0125A0002. MERP is proud of its service to USGS in multiple contracts over the years. MERP has the proven experience and ability to maintain the mission-critical Information Product Data System (IPDS) enterprise software application, to include all SharePoint and database requirements. We understand the critical importance of this BPA, due to the maintenance contract expiration on May 30, 2025, leaving the system unsupported. Given the availability of MERP personnel who are already cleared to support USGS, we can immediately begin review of the existing system and databases, provide required maintenance, and begin gathering information for the future need of conversion/migration when SharePoint 2019 support is abandoned by Microsoft on July 14, 2026. That will expose the system to significant cybersecurity risks, non-compliance with DOI and USGS directives, and the potential for a permanent suspension of the application that would halt the release of USGS science products.

MERP has a positive and productive history creating and maintaining technical solutions for the USGS, receiving all Exceptional ratings in our recent CPARS review for USGS Q-Track. Our team members know these systems and people well, and MERP has multiple personnel who currently have the required security clearances, badges, access, etc. to begin the work at USGS on Day One. As a top specialist in SharePoint 2019, databases, and low code/no code solutions, we look forward to maintaining these systems to ensure continued functionality with minimized risk.

MERP is a CMMI Level 3 appraised, ISO 27701, 27001, 9001:2015 certified business, Agile development practitioner, and follows industry standards such as the Project Management Body of Knowledge (PMBOK), Lean Six Sigma (LSS), Knowledge Management Framework (KMF), Lean Six Sigma (LSS), and Information Technology Infrastructure Library (ITIL) v3 to ensure success for our customers. MERP regularly receives high praise in reviews and federal CPARS from customers such as the USGS, Department of the Interior, Centers for Disease Control, Department of Commerce, Environmental Protection Agency, and many more.

Feel free to contact me with any questions you may have. We look forward to continuing our productive relationship supporting USGS in Call #2 and other BPA task order opportunities!

Sincerely,



Prem Nair

Partner and firm’s main contact

703-501-3443

pnair@merpsystems.com

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1. Executive Summary

Founded in 2010, MERP Systems, Inc. (MERP) is a CMMI Level 3 appraised, ISO 27701:2019, 27001:2022, 9001:2015 certified organization, Microsoft Gold Partner, and expert Agile development practitioner with extensive experience in Microsoft Power Platform and low-code solutions, a productive relationship with USGS on several contracts, and reliable Operations and Maintenance (O&M). MERP has proven it has the necessary understanding, expertise, facilities, personnel, and experience to successfully accomplish the proposed work. MERP has reliably provided technical guidance, governance oversight, and development of user-friendly solutions to drive the adoption and efficiency of low-code technological solutions across the United States Geological Survey (USGS) over the past three years, and for the Department of the Interior (DOI) since 2015, plus customers such as the Centers for Disease Control (CDC), Department of Commerce, Department of Agriculture, Department of Justice, and more.

MERP has the proven experience and ability to maintain the mission-critical Information Product Data System (IPDS) enterprise software application for the USGS, to include all SharePoint and database requirements of BPA # 2. We understand the critical importance of this BPA, due to the prior vendor’s maintenance contract expiration on May 30, 2025, leaving the system unsupported. Given the availability of MERP personnel who are already cleared to support USGS, we can immediately begin review of the existing system and databases, provide required maintenance, and begin gathering information for the future needs of conversion and migration when SharePoint 2019 support is abandoned by Microsoft on July 14, 2026. This will expose the system to significant cybersecurity risks, non-compliance with DOI and USGS directives, and the potential for a permanent suspension of the application that would halt the release of USGS science products.

Microsoft trusts the development experts at MERP enough to feature eight MERP-created solutions on the AppSource web portal for Microsoft customers, using the same technology MERP uses at USGS and will use for this RFQ:

[MERP Solutions on the Microsoft AppSource Web Portal](https://appsource.microsoft.com/en-us/marketplace/apps?page=1&search=MERP&exp=ubp8)

MERP will add substantial value to this contract:

* MERP has established a solid understanding of a host of USGS current and legacy systems
* MERP has demonstrated experience to provide support staff meeting the following criteria:
  + Functional knowledge of Microsoft SP Suite application development and associated SQL database integration
  + Experience with Microsoft (MS) SharePoint (SP) 2019 and above product suites; SP Designer; Visual Studio 2017 or later; C# .Net/MVC Framework/ASP.Net/ VB Net 3.5; Scripts; HTML, XML; LDAP; SQL Server 2012 or later
  + Apply Federal Section 508 regulations ([www.section508.gov/index.cfm](http://www.section508.gov/index.cfm))
* MERP can add additional resources as needed, scaling the team and capabilities as needed
* MERP has developed very positive relationships with USGS system users, technicians, leadership, and stakeholders (all Excellent ratings on our last USGS CPARS)
* MERP can handle a large backlog of items and multiple legacy database maintenance

MERP’s proven capabilities at USGS and other government agencies demonstrate that we can meet all the requirements of this BPA Call.

In addition to our CMMI-SVC v2.0 ML3 appraisal, MERP applies Project Management Body of Knowledge (PMBOK) processes, plus core tenets from Agile/Scrum, Lean Six Sigma (LSS), Knowledge Management Framework (KMF), and the Information Technology Infrastructure Library (ITIL) v3 to optimize the end-to-end systems lifecycle. Our IT professionals possess Agile Certified Scrum Master (CSM), LSS, Project Management Professional (PMP), and other prestigious Microsoft and Agile credentials.

* 1. Reliability

The USGS can have complete confidence in MERP Systems, Inc. because MERP currently supports this agency with high customer satisfaction in its customer reviews, to include federal review in the Contractor Performance Assessment Reporting System (CPARS). Over the past three years, MERP has built a strong partnership with the USGS, delivering innovative and efficient solutions across a range of projects, to include the development and implementation of Q-Track, EM-Track, MARS, and others.

MERP recently received the prestigious Director’s Employee Recognition Award (DERA) Gold Award for Innovation and Ingenuity from the California Department of Pesticide Regulation (DPR) for the successful launch of the California Pesticide Electronic Submission Tracking (CalPEST) system, designed to replace a time-consuming and inefficient paper-based process with an integrated records creation/management, electronic payment, and tracking system for pesticide product registrations and information. For this project, MERP modernized and integrated 20 legacy systems into a singular Power Apps, Dynamics 365, and low-code application for the State of California. Diana Morales, Enforcement Program Manager at the Department of Transportation (DOT) 385.17 Automation and Streamlining Workgroup, recently praised MERP for its part in the Workgroup receiving the 2024 Safety Achievement Award for our superior quality work to develop the safety rating application using the Power Platform.

**Customer Testimonials:**

“The contractor consistently demonstrated quality work by producing a solution that exceeded our expectations. The contractor swiftly addressed challenges and provided innovative solutions based on our needs. They went beyond our requirements and suggested and implemented significant improvements to the solution, based on their thorough understanding of our needs. The solution … will provide an exceptional benefit to the Government. The dashboard function of the software will allow executive leadership to obtain critical information on the status of our laboratories, which has to date been a challenge. They were able to adapt to changing priorities without compromising the timeline. Their risk management skills allowed them to foresee potential issues and proactively address them with minimal disruptions. It was clear from the beginning that customer satisfaction was their top priority. The personnel assigned to this project were extremely qualified and invested in its success…ensuring there were no disruptions to the timeline or quality of the software solution.”

~Excerpts from 2023 CPARS Review, United States Geological Survey

“The work that the contractor has produced is outstanding. They go far and beyond what one would expect of a contractor. They take their work seriously and it shows in the work and the way they interact with government. If considering MERP for IT development service, I would highly recommend their services.”

~Excerpt from 2022 CPARS Review, National Park Service

“MERP Systems demonstrates highest level of commitment to the success of this project. MERP team members are not only proactive to our needs but also adept in developing superior quality technical solutions in a timely manner. I very highly recommend MERP for systems development and support projects.”

~Excerpt from 2023 CPARS Review, Small Business Administration

* + 1. Core Purposes of IPDS (1.b.i.)

MERP will ensure that all necessary requirements for documenting compliance with the USGS Fundamental Science Practices (FSP) are fully met. As an internal application, MERP will provide USGS staff with a comprehensive platform to create and maintain records for every science information product they publish, including abstracts, presentations, journal articles, USGS Series reports, data releases, software releases, and more. Each record will include identifying information such as titles and authors, bibliographic data, routing workflows, approvals, and associated documents.

By adhering to the foundational principles of the FSP, MERP will support USGS in conducting its science activities with integrity, ensuring that all resulting information products are thoroughly reviewed, approved, and released in accordance with established policies. These standards will continue to uphold the credibility and transparency of USGS science, ensuring the public and stakeholders may continue to depend on the quality, credibility, and integrity of USGS science to make informed decisions that benefit society.

As an extension of the FSP, MERP will also serve as a critical tool for maintaining the transparency and scientific quality required by the Information Quality Act. By providing visibility into upcoming science products, MERP will facilitate compliance with OMB policy directive M-05-03, “Final Information Quality Bulletin for Peer Review,” and other relevant directives, ensuring that highly visible or influential science products are released with the necessary rigor and oversight.

* + 1. Description and Usage (1.b.ii.)

MERP will ensure that IPDS continues to currently operate within the SharePoint 2019 environment and simple user interface, enabling IPDS users to follow one of 5 routing workflows, based on 23 distinct selectable product types when creating a new record. These routing workflows currently represent the minimum review and approval requirements for each product type according to FSP.

Active USGS employees or contractors will continue to access information products that are actively undergoing review and approval (stored in a production environment) and create a new record. IPDS users (e.g., USGS Authors, Supervisors, Center Directors, Bureau Approving Officials, and more) will retain full read/write privileges for any information product in production. IPDS administrators have access to archived materials, while users can generate reports to view the metadata associated with information products stored in the archive (they will not have the ability to edit the metadata or view documents in the archive).

The experts at MERP will maintain and safeguard the approximately 160,000 information product records (Bureau documents and metadata from 2007 to present)—just over 5 TB of data in total, spread across 5 separate MS SQL databases to support approximately 3,000 geographically dispersed unique users. MERP will maintain the ability for users to create over 10,000 new information product records each year and interact with an additional 10,000 records in production. Older records stored in the archive (i.e., documents associated with information products that have been disseminated 3 or more years prior) will be disposed of in accordance with applicable record retention requirements and science integrity guidelines.

* + 1. Other Functions and Integration with other Systems (1.b.iii.)

In addition to tracking compliance with the FSP, MERP will ensure the IPDS application also serves multiple audiences with additional objectives. For example, the USGS Science Publishing Network can track their editorial process for USGS Series products. USGS scientists and managers can continue to use IPDS to track and report on accomplishments at various levels of the organization.

IPDS integration with several enterprise data systems and applications will continue. For example, IPDS user information is sourced from Microsoft Active Directory to auto-populate parts of a new IPDS record. IPDS metadata is harvested by the Science Inventory: Proposals to Products (SIPP), which is a system of internal webservices that re-transmit information and data from IPDS. IPDS information from SIPP is used to programmatically populate metadata in ScienceBase, a USGS enterprise repository that hosts officially released scientific data products for access by the public. Once an information product has been disseminated, the USGS Publications Warehouse, the official authoritative catalog and public web interface for USGS scientific information products, ingests bibliographic information from IPDS via SIPP to catalog and index all USGS scientific publications according to criteria developed by the Fundamental Science Practices Advisory Council (FSPAC) Publications Warehouse Guidance Subcommittee. The connection between IPDS and the Publications Warehouse via SIPP will continue to support new and ongoing Federal requirements without interruption, to ensure the public has free and open access to federally-funded scholarly conclusions described in USGS publications, as outlined in the USGS Public Access Plan (updated in 2023), the Foundations for Evidence-Based Policymaking Act of 2018, and memoranda from the White House Office of Science Technology and Policy (OSTP, 2013, 2022).

* 1. USGS Experience

MERP has a positive and productive history creating and maintaining technical solutions for the USGS, receiving all *Exceptional* ratings in our recent CPARS review for USGS Q-Track. Our team members know these systems and people well. Already are cleared to support USGS, these technical experts can immediately begin review of the existing system and databases to ensure continuing operation with minimal risk.

Recently, MERP delivered a significant Laboratory Capabilities module to the existing Quality Management System (Q-Track) MERP developed to track and enhance quality for USGS. Currently, MERP is working with USGS to develop the Emergency Management Tracking (EM-Track) case logging system, which is a spinoff of the Q-Track system, very similar to the system required for this Request for Quotation (RFQ) Call#1. MERP has developed additional systems for the USGS and DOI. The impressive customer satisfaction and Contractor Performance Assessment Reporting System (CPARS) reviews from these directly related recent contracts demonstrate MERP’s record of success providing critical support for operations, maintenance, and enhancement of various technological solutions. MERP looks forward to continuing its successful ongoing partnership with USGS by providing reliable database/SharePoint maintenance, innovative low-code solutions, and adapting to evolving USGS needs.

* 1. Attractive Benefits to USGS

MERP can act as an extension of the USGS team, working directly with developers, product owners, system users, etc. (as it has over recent years on several projects) to act as a scalable *application factory* to meet all USGS needs on Blanket Purchase Agreement (BPA) Call #2 and other call orders. Due to our strong existing relationship and understanding of the organization, priorities, hierarchy, technology, discovery, project management, communication channels, product owners, etc., MERP is the ideal partner to evaluate and maintain these legacy systems. MERP already has the beginning of such a team at USGS that holds all required clearances and can add additional resources as needed to start on Day One.

**Inside Knowledge/Lowest Risk:** MERP can build upon the vast amount of experience it has gained in the same areas that the USGS seeks through this RFQ. Our experience and knowledge of the existing USGS domain, its challenges, IT guidelines, and opportunities greatly reduces the risk of failure, compared to hiring a new vendor that would need to begin learning these systems and developing understanding/relationships with USGS from scratch.

**Best Practices:** MERP incorporates lessons learned over the last 15 years and the industry best practices in its development and deployment processes. MERP has re-engineered the business processes of many government agencies, and will continue to design tailored solutions with processes, workflows, and documents management for the USGS.

**Microsoft Collaboration:** As a certified Microsoft Gold Partner, MERP routinely collaborates with Microsoft to offer advanced solutions on the cutting edge of technology.

The MERP team can be scalable and provide flexibility, according to changing requirements or needs. MERP recently expanded its team with three additional members to meet special USGS needs, and proposes one additional team member in this response. Leveraging the MERP technical team is highly cost effective and provides rapid improvements in delivering simple and complex solutions.

1. Price Quote

Price Quote Instructions

• Include a price breakdown detailing the anticipated labor categories and level of effort, in accordance with the BPA rates/terms.  The base period and option periods shall be quoted (and awarded) as separately priced line items.

One year with 4 additional one-year optional periods.

**OLD PRICING:**

Below is a price breakdown detailing the anticipated labor categories and level of effort, in accordance with the BPA rates/terms. The 6-month base period and 6-month option period are quoted as separately priced line items.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Initial Term ( 6 Months) | | | | |
| No | **Labor Category** | **Hours** | **Rate** | **Amount** |
| 1 | Program Manager | 160 | $132.00 | $   21,120.00 |
| 2 | SharePoint SME | 960 | $130.00 | $ 124,800.00 |
| 3 | Business Analyst/  Quality Assurance | 540 | $105.63 | $   57,040.20 |
|  |  |  |  | **$202,960.20** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Optional Term ( 6 months) | | | | |
| No | **Labor Category** | **Hours** | **Rate** | **Amount** |
| 1 | Program Manager | 160 | $132.00 | $   21,120.00 |
| 2 | SharePoint SME | 960 | $130.00 | $ 124,800.00 |
| 3 | Business Analyst/  Quality Assurance | 480 | $105.63 | $   50,702.40 |
|  |  |  |  | **$196,622.40** |

**Total Amount:** **$ 399,582.60**

1. Technical Quote

MERP will build upon the relationships and record of success it has built with the USGS over the years to maintain all existing SharePoint and database functionality, but also will review and document the existing system and databases in anticipation of modernizing and upgrading the aging SharePoint 2019. Due diligence will ensure any potential issues with the existing database of 5+ Terabytes of data will be documented and incorporated into a plan to mitigate current and future risks.

**NEW Technical Quote Instructions**

• Technical Capability: Demonstrate your technical capabilities for performance of this requirement within statement of work (SOW). Demonstrate how you propose to meet the Government need, showing you have the necessary understanding, expertise, personnel, and experience to successfully to meet this requirement. **Include a description of how the requirements will be met with a list of deliverables.** **Include as much detail deemed necessary to fully explain and demonstrate technical capabilities for this requirement and reflect a clear understanding of the nature of the work being performed.**

• **Quality Control Plan:** Include a quality control plan outlining your planned approach in performing this work for USGS, either specific to this effort or a total quality assurance plan applicable to the entire BPA.

* 1. Technical Capability

MERP has the technical capabilities for performance of this requirement within the provided Scope of Work (SOW) and additional documents. MERP has 15 years of experience using advanced Microsoft (MS) technologies to provide and maintain complete, customizable, configurable systems, to include a wide range of databases and SharePoint 2019. As a Microsoft Gold Partner specializing in large databases, MS SharePoint, Azure Cloud, Dynamics 365, Power Platform, Power BI, Copilot AI, et al, Microsoft trusts the development experts at MERP enough to feature eight MERP-created solutions on the AppSource web portal for Microsoft customers:

[MERP Solutions on the Microsoft AppSource Web Portal](https://appsource.microsoft.com/en-us/marketplace/apps?page=1&search=MERP&exp=ubp8)

All MERP developments for USGS have required integrations with SharePoint. The experts at MERP begin every contract with an in-depth investigation and analysis, with due diligence to identify and assess all available or needed tools, technologies, and practices to successfully complete the assigned project(s), ensuring appropriate security compliance at all system levels. Findings of this analysis will be presented to appropriate USGS leadership and stakeholders to accurately define and prioritize requirements, develop a Business Requirements Document (BRD), and Quality Control Plan (QCP).

Our team is composed of highly skilled IT professionals who hold a diverse set of certifications, such as Project Management Professional (PMP), Agile Certified Scrum Master, Lean Six Sigma, Microsoft Certified Professional, Microsoft Certified Developers, Microsoft Certified Solutions Associate, and various other esteemed professional and technical credentials. Our Subject Matter Experts (SMEs) have decades of combined experience and are highly skilled in optimizing workflows to ensure our development and implementation goes smoothly.

MERP has a distinguished history of offering high-quality services to USGS, to include delivering the original EM-Track system plus Operations and Maintenance (O&M) since 08/2023, working on the Q-Track Quality Management System since 05/2022, and MARS from 03/2015 to the present. Additionally, for the DOI Office of Surface Mining Reclamation and Enforcement (OSMRE), MERP rewrote and modernized the AMDTreat system in 12/2021. Other government customers include the SBA, EPA, CDC, and many others.

* + 1. Understanding

MERP possesses the expertise and proven capabilities to fully support all USGS requirements for sustaining the IPDS in accordance with the attached Statement of Objectives (SOO). MERP’s proficiency in integrating legacy databases and ensuring robust security aligns with the USGS need for contractor support to sustain the IPDS Application, demonstrating a strong track record in maintaining mission-critical applications.

With demonstrated mastery in advanced Microsoft (MS) technologies, including the on-premises SharePoint 2019 Suite, MS SQL server, Azure Cloud, Power BI, Dynamics 365, Dataverse, Copilot AI, and low-code solutions, MERP is uniquely positioned to maintain and enhance the on-premises SharePoint 2019 platform and its five MS SQL Server-hosted databases. As SharePoint 2019 approaches its end-of-support date on July 14, 2026, MERP understands the urgency of mitigating cybersecurity risks, ensuring compliance with DOI and USGS directives, and preventing disruptions to the release of critical USGS science products.

With expertise in application administration, MERP ensures reliable operation and maintenance of both the IPDS application and its underlying database. This includes bug/ticket support through a government point of contact, performing routine system checks, applying updates, managing backups, and addressing technical issues to maintain system integrity. Currently, MERP experts are already notified of such troubleshooting issues through an email notification chain integrated with USGS technical support. MERP’s strong leadership and organizational skills ensure stakeholder collaboration and alignment with project goals, guaranteeing ongoing system reliability.

MERP excels at aligning technical capabilities with organizational goals, emphasizing scalability, adaptability, and user-centric design. By leveraging AI-driven tools to enhance workflows, automate processes, and deliver predictive analytics, MERP is well-prepared to address the disparate systems, manual operations, and non-integrated workflows within the IPDS environment. The firm’s expertise in predictive analytics and risk management further enables proactive identification of emerging risks and optimization of compliance programs, ensuring the continued security and functionality of IPDS.

As the USGS seeks to award a firm fixed price BPA Call, MERP brings unparalleled experience in structured methodologies such as Agile/Scrum, Lean Six Sigma, PMBOK, and ITIL v3 to optimize the project lifecycle. This methodology ensures efficient application maintenance, seamless updates, and uninterrupted support. Through a combination of technical excellence, strategic foresight, and a commitment to quality, MERP stands ready to provide comprehensive support for the IPDS Application, safeguarding its reliability and long-term viability.

* + 1. Expertise

To meet the Government need of this requirement as provided in the SOW and other documents, MERP will conduct a detailed discovery and evaluation to implement a maintenance strategy that includes a Quality Control Plan (QCP), requirements gathering, design, development, testing, and deployment of IT solutions, along with maintenance and enhancements of the applications, to provide the best value to USGS in terms of team organization and resource utilization.

**Business Analysis:** For Information Technology (IT) development projects, solution delivery begins with understanding customer values, business expectations, and operating principles. This knowledge helps us adapt, promote, and leverage essential components and platforms to deliver expected results. Our Agile delivery framework and Continuous Integration/Continuous Delivery (CI/CD) with preplanned releases will be aligned with USGS values, governance structure, and the platform to inherently ease development, reduce risk, and foster quality.

**Comprehensive Planning:** The initial project kickoff and discovery phase allows for thorough requirements gathering, design, and planning. This minimizes ambiguities and provides a clear direction for the project.

**Flexibility:** Quality Assurance (QA) and discovery enables ongoing feedback and adjustments. This agility accommodates emerging insights, while maintaining the structured foundation of IPDS.

**Risk Mitigation:** In-depth discovery addressing critical risks early in the project will enable teams to address any identified issues before they magnify during the contract period.

* + 1. Personnel

MERP has highly qualified personnel for this project already working at the USGS to conduct work on Day One. Since most of these people are highly familiar with USGS systems, requirements, and personnel, they can begin the work immediately upon assignment with no time required to learn the systems, understand the requirements, or build relationships with USGS personnel. They have successfully completed DOI’s end-user computer security awareness training, hold current security access, badges, etc. This will yield a great cost savings to the government and eliminate wasted time inherent with hiring new personnel. In the event that new people are hired for this contract, these existing personnel can educate them rapidly in the systems, requirements, workflows, etc.

The following staffing matrix is a detailed breakdown of the vendor roles and their responsibilities to execute the project activities. Additional information is provided in the sections below. There are no subcontractors. All personnel are MERP employees.

Table : Staffing Matrix

|  |  |
| --- | --- |
| **Titles/Labor Categories** | **Roles/Responsibilities** |
| Program Manager | * Overall Project Success, Scope, and Quality * Timeline & Sprint Plan * Change Management |
| SharePoint SME | * Maintain database integrity by running regular checks and resolving inconsistencies * Optimize performance through index defragmentation, statistic updates, and growth management * Manage security by enforcing access controls, monitoring permissions, and ensuring compliance. * Troubleshoot issues by diagnosing errors, monitoring logs, and proactively mitigating risks. |
| Business Analyst/  Quality Assurance Specialist | * Analyze business requirements and ensure alignment with SharePoint functionality * Validate data integrity across integrated legacy databases * Develop and execute test plans for SharePoint workflows and automation * Identify and resolve system inefficiencies and compliance gaps. * Collaborate with stakeholders to enhance usability and performance |

* + 1. Additional Personnel

Additional team members can be available if needed to address any surge requirements, but these are not specifically proposed under this response. These are provided as samples of available MERP expertise.

**Anumol Jose:** Anumol provides leadership and guidance for all assigned MERP personnel to drive the performance of specific task orders, to include including assigning tasks to contractor personnel, supervising on-going technical efforts, and managing task performance. Anumol can provide daily/weekly/monthly reporting to the government and the Program Manager.

**Joanna Shen:** Primarily, Joanna oversees architecture development and review as Solution Architect, with an expertise in low-code business applications. She has been involved in more than one USGS transformation project (EM-Track and Q-Track) to successfully deploy low-code applications. Joanna can provide leadership to establish a governance plan and streamline the cataloging of applications to be uniformly used across the enterprise. As a Solution Architect, she will be familiar with each required task and can easily step in as an Alternate Task Manager as needed. Joanna can take over task manager duties as needed.

**Curtis Buhr** has more than 23 years of experience as a Senior Power Platform Developer, consultant, developer, architect, and systems administrator with impressive Microsoft certifications in MS Power Platform Dynamics CRM (customization, configuration, installation deployment, and deployment and applications). He is highly skilled in systems design, requirements gathering and documentation, solution architecture, technical specifications, and effectively manages and leads project dev teams. he is also an inspiring mentor and trainer.

**Narendra Chute** has more than 20 years in software development and architecture. As a Microsoft Certified Professional, and certified Scrum Master/Scrum Developer, he is highly knowledgeable of MERP systems and development to assist teams with any challenges or questions.

**Erez Yaron** has provided expertise in IT consulting, project management, development, and systems integration for more than 25 years. Skilled at leading cross-functional teams, driving strategic initiatives, and aligning technology solutions with business objectives, he leverages his technical expertise and leadership skills to propel organizational success. He is highly skilled in databases, Microsoft Dynamics 365, Power Platform, and low-code/no-code solutions.

* + 1. Experience

A few of our most relevant experience examples are presented below.

Table : USGS: EM-Track

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Emergency Management System (EM-Track)**  **Customer Name: USGS** | | | |
| **Location** | 12201 Sunrise Valley Drive Reston, VA 20192 | | |
| **Total POP:** | 6/1/2023 to 7/31/2025 | **Contact:** | Nicole Demby |
| **Email:** | [ndemby@usgs.gov](mailto:ndemby@usgs.gov) | **Telephone #:** | 703-648-7372 |
| **Contract #:** | 140G0123P0219 | **Contract Amount:** | $722,357 |
| **Summary:** | | | |
| MERP was contracted to provide a solution to store and manage emergency response plans, response activities, after-action reviews, and corrective actions in a single Bureau-wide system. We built upon the functionality and capabilities we developed for the successful Q-Track system to develop a low-code Power Apps solution for EM-Track on the Microsoft Power Platform. EM-Track enables the USGS Emergency Management team to track natural hazards and man-made incidents such as hurricanes, volcanic eruptions, and forest fires. The Documents Module provides workflows to author, review, approve, secure, and revise documents such as Continuity of Operations Plans, Occupant Emergency Plans, Delegation of Authority memoranda, and After-Action Reviews. System users can track lessons learned during an emergency response and corrective actions taken after an incident. MERP recently updated the system with an image gallery that allows response team members to upload photographs from the field and attach them to ongoing incident cases. | | | |

Table : USGS: Q-Track

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Quality Management System (Q-Track)**  **Customer Name: USGS** | | | |
| **Location** | 12201 Sunrise Valley Drive Reston, VA 20192 | | |
| **Total POP:** | 05/16/2022 to 11/15/2025 | **Contact:** | Rebecca Bushon |
| **Email:** | [rnbushon@usgs.gov](mailto:rnbushon@usgs.gov) | **Telephone #:** | 614-430-7783 |
| **Contract #:** | 140G0122P0141 | **Contract Amount:** | $860,842 |
| **Summary:** | | | |
| USGS conducts vital lab academic research across the country with over 56 Science Centers and 500 Labs. USGS implemented an end-to-end Bureau-wide Quality Management System (QMS) to support and ensure the laboratories contain the most current, approved versions of procedures that are widely available for the lab personnel. USGS implemented an end-to-end Bureau-wide Quality Management System (QMS) to support operations in 7 regions with 50+ science centers, and around 500 laboratories. Q-Track was modeled on the entire organization and includes RBAC security to ensure system users only see projects and information relevant to their position and need to know. Meanwhile, supervisors can review and manage information throughout the enterprise that falls within their purview. MERP ensures laboratories contain the most current, approved versions of procedures that are widely available for lab personnel. The solution ensures traceability of modifications, tracks lab personnel competency-level training, records lab equipment modifications, and performs scheduled assessments across the entire organization. The system is comprised of five modules with complex workflows integrated into the MS Power Platform and low-code solution. | | | |

Table : USGS: MARS

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Minerals Archival and Retrieval System (MARS)**  **Customer Name: USGS** | | | |
| **Location** | 12201 Sunrise Valley Drive Reston, VA 20192 | | |
| **Total POP:** | 03/02/2015 to Present | **Contact:** | Velvie Elaine Cunningham |
| **Email:** | [vcunningham@usgs.gov](mailto:vcunningham@usgs.gov) | **Telephone #:** | 703-725-9829 |
| **Contract #:** | ING15PX00402 | **Contract Amount:** | $78,400 |
| **Summary:** | | | |
| MERP is currently providing O&M support for the mission-critical MARS minerals information data archival program. MERP created this low-code solution and provides all maintenance for servers, software, applications, data links/transfers to/from MARS. This required expert project management, requirements gathering, reporting, and general/emergency maintenance deliverables, hardware/software maintenance, monitoring, complete system documentation, and Government Systems Administrator training to USGS staff. This contract requires deep understanding of the MARS lab system with the KOVIS database, IT governance policies, security standards, and document management benchmarks used by USGS. MARS provides the archival of vital USGS minerals information data for the National Minerals Information Center (NMIC). MARS archives digital scanned hardcopy and text file images of minerals survey data. Images are submitted by microfilm to National Archives and Records Administration (NARA) for permanent retention according to the NARA schedule.  This contract was awarded to set-up and maintain all aspects of MARS including but not limited to: servers, software, applications, data links/transfers to/from MARS. This initiative requires project management regarding requirements gathering, reporting, general and emergency maintenance. MERP supports the application on a 24x7 basis and provides on-call maintenance, assistance, data entry, data assimilation, data verification, data upload, and data correction. In addition, this contract required MERP to troubleshoot equipment and software related issues located in the MARS office. A weekly data transfer obtained from a feeder system is ingested into the MARS applications using a pre-established procedure.  The MERP team interfaces with key stakeholders at USGS and maintains a very high-level of confidentiality as the data is very sensitive. This proprietary and sensitive data cannot leave the system and premises of MARS application lab. MERP team members pass through a federal background check prior to supporting this application. MERP is required to comply with multiple stringent regulations and standards as part of supporting this project. Supporting this mission critical project requires MERP team members to possess very high level of proficiency in verbal and written communication. | | | |

Table : DOI: AMDTreat

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: AMDTreat (Acid Mine Drainage) Rewrite**  **Customer Name: DOI** | | | |
| **Location** | 12201 Sunrise Valley Drive Reston, VA 20192 | | |
| **Total POP:** | 9/30/2019 to 12/31/2021 | **Contact:** | Michael Lamb |
| **Email:** | [mlamb@osmre.gov](mailto:mlamb@osmre.gov) | **Telephone #:** | 412-937-2846 |
| **Contract #:** | GS35F409CA-140S0219F0005 | **Contract Amount:** | $444,065 |
| **Summary:** | | | |
| AMDTreat was developed by the Office of Surface Mining Reclamation and Enforcement (OSMRE) as the industry standard for estimating long-term mine drainage treatment costs. Many Appalachian States use it to help support various aspects of their regulatory and abandoned mine land programs. The software required complete rewrite and modernization (with the migration of a large legacy database of critical information) to be compatible with the new low-code Windows environment. MERP added the ability to support new treatment technologies per specified business requirements and made it extensible and scalable for the future using advanced scientific tools/methods. MERP experts used MathCAD to verify, validate, document, and re-use engineering calculations. MERP used the Windows Presentation Foundation (WPF) to render user interfaces in Windows-based applications (WPF is part of the .NET Framework). | | | |

Table : DOI NPS: Modernization

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Business Process Automation Services**  **Customer Name: DOI, National Park Service (NPS)** | | | |
| **Location** | 12795 W Alameda Pkwy, Lakewood, CO 80228 | | |
| **Total POP:** | 05/7/2020 to 05/31/2023 | **Contact:** | Cliff Burton |
| **Email:** | [Clifford\_Burton@nps.gov](mailto:Clifford_Burton@nps.gov) | **Telephone #:** | 303-969-2960 |
| **Contract #:** | 140P2020F0152 | **Contract Amount:** | 248,753 |
| **Summary:** | | | |
| MERP modernized multiple business processes, applications, and forms for the NPS Denver Service Center (DSC), to include large data migration of legacy systems and data from diverse sources. All these applications use the same data repository, integrated with SharePoint and Azure Active Directory. DSC supports one of the largest NPS contracting divisions. MERP implemented award tracking for every project requiring an RFP, with leadership review/approval. MERP modernized the Invoice Payment Approval Form, uploading invoices submitted by vendors and uploaded into the NPS financial management system. MERP used low-code Power Apps to ingest data using automation technologies from various feeds into the MS Dataverse so stakeholders could navigate the invoice review/approval processes. MERP modernized the Timesheet and Attendance Form used to track vendor Time and Attendance on construction projects. Quality Assurance Review Tracking (QART) was a key process transformation and forms modernization for all NPS-DSC projects, with a Quality Assurance (QA) review process to assess, track, and monitor quality controls from project approval through final verification. MERP developed a Power Apps portal for external users to request information. The customer was pleased with MERP’s success and added additional contract work.  “The work that the contractor has produced is outstanding. They go far and beyond what one would expect of a contractor. They take their work seriously and it shows in the work and the way they interact with government. If considering MERP for IT development service, I would highly recommend their services.”  ~Excerpt from 09/29/2022 CPARS, Lauren Bauer, National Park Service | | | |

Table : CDC: eFMS

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Electronic Fellowship Management System (eFMS)**  **Customer Name: Centers for Disease Control and Prevention (CDC)** | | | |
| **Location** | 1600 Clifton Rd, Atlanta, GA 30333 | | |
| **Total POP:** | 01/01/2022 – 09/30/2024 | **Contact:** | Ray Buckner |
| **Email:** | [bpk2@cdc.gov](mailto:bpk2@cdc.gov) | **Telephone #:** | 404-307-2849 |
| **Contract #:** | 75D30122C13053 | **Contract Amount:** | $4,830,715 |
| **Summary:** | | | |
| The low-code Electronic Fellowship Management System (eFMS) streamlines the fellowship process from program initiation through fellowship awards management for the Division of Scientific Education and Professional Development (DSEPD). It facilitates program creation, announcement, application process, fellowship application review & selection, awards, alumni programs, dashboards, reporting, and program monitoring and closeout through alumni transition. This in essence is an end-to-end life cycle management of a Fellowship Management System. A cloud-based portal eases the fellowship applicant’s interaction with the host agency. With automated application status updates and task lists at every stage of the process, users will have more time to evaluate submissions and shortlist the most deserving applicant(s) through an assignment and review system. MERP is delivering this project using our Agile Scrum methodology, with 3-week sprints. MERP created a modern, cloud-based portal to simplify applicant interactions with the host agency. Automated application status updates and task lists at every stage of the process enable system users to rapidly evaluate submissions and shortlist the most deserving applicants. eFMS facilitates program creation, announcement, processes, fellowship application review/selection, awards, alumni programs, dashboards, reporting, program monitoring, and closeout in a total end-to-end solution. | | | |

Table : DOT FMCSA: Low Code SWAT

|  |  |  |  |
| --- | --- | --- | --- |
| **Project Name: Multiple Projects (see below)**  **Customer Name: Federal Motor Carrier Safety Administration (FMCSA)** | | | |
| **Location** | 1200 New Jersey Avenue, SE, Washington, DC 20590 | | |
| **Total POP:** | 09/21/2021 to 09/29/2024 | **Contact:** | Lorraine Ehret |
| **Email:** | lorraine.ehret@dot.gov | **Telephone #:** | 303-947-9648 |
| **Contract #:** | 693JJ421F000066 | **Contract Amount:** | $5,211,021 |
| **Summary:** | | | |
| FMCSA evaluates motor carrier compliance according to federal safety fitness standards and applies a safety rating based on that compliance. To upgrade its safety rating, a carrier must show they have corrected any identified deficiencies under 49 CFR Section 385.17. MERP designed and built a Case Management System to (CMS) to track and manage the business processes around 385.17 carrier upgrade requests efficiently and cost-effectively, using current Power Platform solutions. Multiple FMCSA reviewers provide an e-signature approval or denial document signed and sent to the requesting carrier, leveraging a DocuSign API call from the CMS platform. MERP applied its Agile/Scrum methodology to deliver this project, using two-week sprints.  **SCORE (State Compliance Records Enterprise):** SCORE is a PowerApps and Power Pages web-based system to track State implementation of Commercial Driver’s License (CDL) regulations as part of State compliance reviews performed by the Agency (https://score.fmcsa.dot.gov). FMCSA uses the SCORE application to track state compliance and deficiencies. FMCSA engages in reviews of State CDL programs and conducts reviews for each State. The results from compliance reviews are documented as compliance findings. When not in compliance, States must submit a Corrective Action Plan (CAP) designed to mitigate compliance issues. CAPs include specific actions that the State plans to take to correct the findings as well as estimated completion dates. The PowerApps application aids in tracking CDL compliance reviews, findings, action plans and data associated with these reviews. The data from this application is compiled into reports for FMCSA and DOT leadership. MERP has implemented our Agile Scrum methodology to deliver this project, using four-week sprints.  Recruitment Tracker: A low-code/no-code application created for the Human Resources (HR) team to monitor and track the recruitment memo and process by enabling notification reminders, gaining valuable insights through consolidated reports and dashboards for time to fill, approved vs. budgeted hires, etc. The recent release expanded this to Division Administrator users to be able to access their division level insights using reports on memo status in days and time per memo status.  **Acquisition Tracker:** This application helps the Office of Acquisition Management and Office of Finance to track progress of a Procurement Request (PR) raised by Program Office as it moves through different phases and provide the team with detailed status reporting of the PR packages.  **FinDash:** This application modernizes the IT department’s financial planning process, using MS Power Platform to provide leadership with visually compelling and informative reports and dashboards and aid with making data-orientated decisions.  “As I shared during our most recent 385.17 development call, the FMCSA 385.17 Automation and Streamlining Workgroup will be recognized with the Safety Achievement Award during the 04/29/24 Administrator’s 24th Annual Award Ceremony. The workgroup has invested many years in this project, and we are looking forward to the recognition we are about to receive.  We would like to share this recognition with you as well. The MERP Team accelerated the development, and rollout of what we now call the 385.17 Case Management System (CMS) which continues to receive great reviews from all users nationwide. In my experience, this is the fastest we have ever rolled out a work product. We continue to work together to improve the system and make the 385.17 rating upgrade request review process more efficient. I cannot wait for our next round of improvements.  But most of all, I am thankful for the collaborative work environment we share. You communicate the IT perspective so well and are always inquiring about our processes. This exchange of ideas is the reason why 385.17 CMS is successful and so well received. Your investment on us directly contributes to the Agency’s mission to ensure the safety of the motoring public in our nation’s highways. There is no more noble cause than saving lives by promoting road safety.  Thank you!”  ~Excerpt from April 17, 2024 email from Diana Morales, Enforcement Program Manager, DOT | | | |

* 1. Quality Control Plan

The following Quality Control Plan (QCP) outlines MERP’s planned approach in performing this work for USGS, specific to this effort. A total Quality Assurance Plan (QAP) applicable to the entire BPA will be finalized in collaboration with the USGS Office of Science Quality and Integrity, system users, leadership, and appropriate stakeholders, based upon discovery and evaluation of the existing system.

MERP’s QCP for this effort focuses on ensuring the accuracy, reliability, and security of the IPDS system while maintaining full compliance with the USGS Fundamental Science Practices and all relevant policies. The approach begins with a structured governance framework that establishes clear quality assurance checkpoints throughout development, implementation, and ongoing system operations. MERP will employ rigorous validation and verification protocols to confirm the integrity of science information products, including abstracts, presentations, journal articles, USGS Series reports, data releases, and software releases. Each record in IPDS will be meticulously monitored to ensure proper bibliographic data, workflow tracking, approvals, and associated documentation meet federal standards.

MERP will implement a continuous improvement model that incorporates automated validation processes, periodic audits, and real-time monitoring to identify discrepancies and enhance system performance. Comprehensive security controls will safeguard system integrations with Microsoft Active Directory, Science Inventory: Proposals to Products (SIPP), ScienceBase, and the USGS Publications Warehouse, ensuring seamless data synchronization while adhering to federal data integrity requirements. Transparency will remain a top priority, with IPDS providing visibility into upcoming science products in compliance with the Information Quality Act and OMB directive M-05-03.

To uphold operational excellence, MERP will deploy dedicated quality assurance specialists to oversee compliance, evaluate system usability, and refine workflows to meet evolving USGS objectives. System interoperability will be continuously optimized to ensure the integrity of metadata transfers and publication tracking. MERP will also facilitate collaboration among stakeholders, including the USGS Science Publishing Network, researchers, and regulatory bodies, ensuring that IPDS aligns with public access mandates, the Foundations for Evidence-Based Policymaking Act, and OSTP memoranda.

Ultimately, MERP’s quality control strategy will reinforce USGS’s mission to provide credible, transparent, and accessible science while proactively identifying opportunities for process improvements, regulatory alignment, and system enhancements. By integrating industry best practices, data validation techniques, and stakeholder feedback, MERP will maintain the highest standards of quality and ensure sustained compliance with federal directives.

* 1. Requirements (2. a.)

The experts at MERP will meet the list of deliverables required in the SOW and other BPA 2 documents.

* + 1. Sustainability and Customer Support

**Responsive Issue Resolution:** MERP will ensure prompt responses to inquiries and issues from the Government IPDS point of contact. By maintaining a dedicated support structure, MERP will provide rapid assistance, addressing concerns efficiently and ensuring seamless operations within the IPDS system.

**Continuous Optimization and Innovation:** To support system sustainability, MERP will modify, recommend, and implement effective, efficient, innovative, and timely solutions. These efforts will focus on enhancing usability, improving workflows, and ensuring that the IPDS remains adaptive to evolving USGS needs. By leveraging best practices and emerging technologies, MERP will contribute to long-term system efficiency.

**Storage and Backup Continuity:** In the event that the database runs out of storage and backups of data cannot be completed, MERP will explore and implement alternate storage solutions in DOI-compliant platforms. These solutions will maintain connections and integrations with other systems, ensuring uninterrupted data access and integrity. MERP’s proactive approach will safeguard against disruptions and align with federal compliance standards.

* + 1. Regular Maintenance

**File Clean-Up and Database Management:** MERP will conduct periodic file clean-up and management of the IPDS database, ensuring that data remains organized, accessible, and properly maintained. This process will reduce redundancy, optimize storage efficiency, and enhance overall system performance while adhering to USGS standards for data management.

**Performance Monitoring and System Health Analysis:** MERP will continuously monitor and analyze performance and system health to proactively identify and address potential issues. By leveraging automated diagnostics and real-time analytics, MERP will ensure optimal functionality, minimize downtime, and maintain the reliability of the IPDS system for all users.

**Routine Platform Maintenance:** To sustain peak performance, MERP will perform routine platform maintenance, including infrastructure checks, system optimizations, and resource management. These efforts will support the long-term stability of IPDS and ensure its seamless operation within the USGS environment.

**System Updates and Compliance:** MERP will schedule and apply needed system updates, guaranteeing that IPDS remains up to date with the latest security patches, enhancements, and regulatory requirements. Updates will be executed with minimal disruption to users while ensuring compliance with DOI and USGS policies.

**Data Integrity Assurance:** To preserve data accuracy and reliability, MERP will maintain data integrity by correcting data issues caused by application defects, failures, and user errors. MERP will implement validation mechanisms to detect anomalies, rectify inconsistencies, and safeguard the quality of stored records.

**Cross-System Integration and Issue Resolution:** MERP will correct issues that prevent other systems, including the Publications Warehouse and SIPP, from ingesting IPDS data. By troubleshooting connectivity and synchronization challenges, MERP will ensure seamless data flow across integrated platforms, supporting the integrity of scientific information and compliance with federal mandates.

* + 1. Corrective Maintenance

**Problem Identification and Resolution Coordination:** MERP will assist with problem identification and resolution coordination, ensuring that all issues within the IPDS system are promptly diagnosed and addressed. By working closely with stakeholders, MERP will provide thorough assessments of system functionality, identifying root causes of errors and facilitating efficient remediation strategies.

**Error Correction and System Restoration:** MERP will address and correct issues arising from design, logic, or coding errors, ensuring that system functionality remains intact. This includes fixing application bugs, correcting faulty business rule logic, eliminating vulnerabilities identified by scans, and assisting with restoring system availability and functionality in the event of outages or crashes. MERP’s proactive approach will mitigate risks and sustain operational reliability.

**User-Specified Corrections:** MERP will perform corrections that meet user-specified requirements, ensuring that requested modifications align with stakeholder expectations. By applying precision-driven adjustments, MERP will optimize workflows and enhance system usability while maintaining full compliance with USGS directives.

**Change Documentation and Tracking:** MERP will document all changes to the system via break/fix resolutions or enhancements, maintaining a comprehensive record of modifications. This documentation will provide transparency, facilitate audits, and support ongoing system maintenance efforts, reinforcing accountability and adherence to best practices.

* + 1. IT Coordination

MERP will coordinate and collaborate with SQL Server database administrators, programmers, and data specialists to ensure the successful completion of assigned tasks. By working closely with these technical teams, MERP will maintain system efficiency, troubleshoot issues, and support seamless data management across all integrated platforms. By integrating these IT coordination efforts, MERP will ensure that system maintenance aligns with regulatory requirements while sustaining performance, security, and operational efficiency for USGS.

To ensure compliance with established USGS policies, MERP will coordinate with the Hosting Services Team and server administrators to perform security audits on designated development and design components. These audits will assess security posture, identify vulnerabilities, and confirm adherence to federal IT requirements.

MERP will also work with Hosting Services personnel to develop, design, and test a contingency plan for .NET and SQL Server applications, ensuring robust backup and restore capabilities. In the event of a system outage, MERP will coordinate with system administrators to implement the Continuity of Operations Plan (COOP), ensuring that all systems are restored within the defined allowable downtime and minimizing operational disruption.

To maintain ongoing security compliance, MERP will actively participate in IT security re-certification and re-accreditation of the system. This process will confirm that security protocols remain up to date, align with federal standards, and continue to safeguard sensitive data and system integrity.

* 1. Additional Technical Specifications (2. b.)

MERP has demonstrated experience and will provide exceptional support staff to meet all BPA # 2 criteria. MERP will ensure that IPDS effectively documents, manages, and tracks compliance with the USGS Fundamental Science Practices (FSP) by leveraging advanced Microsoft technologies that enhance accuracy, efficiency, and security. MERP’s approach will not only maintain rigorous adherence to the FSP but will also enhance system performance, security, and adaptability. By utilizing Microsoft’s enterprise-grade technologies, MERP will meet all compliance requirements while optimizing workflows and supporting USGS’s mission to deliver credible, high-quality science.

**Demonstrated Experience and Staffing:** Having supported the USGS on multiple contracts since March, 2015, MERP has demonstrated experience in providing support staff that meet all necessary criteria, with personnel already working on multiple USGS contracts and BPA #1. This extensive engagement ensures familiarity with USGS operations, technical requirements, and compliance standards, allowing MERP to deliver expert-level solutions tailored to the agency’s needs. The experts at MERP have built productive relationships with USGS personnel, leadership, and stakeholders, as well as technical knowledge of USGS systems, that no other company can match.

**Compliance with USGS Fundamental Science Practices:** MERP will ensure that the IPDS system documents, manages, and tracks compliance with the USGS Fundamental Science Practices. By implementing robust tracking mechanisms and structured workflows, MERP will uphold the integrity, transparency, and credibility of USGS scientific activities, supporting adherence to established principles and policies.

**IT Security and Records Management Compliance:** MERP will maintain full compliance with USGS and DOI policies for IT Security and Records Management (36 CFR 1236). Security protocols will be integrated throughout the system, ensuring that data management aligns with federal requirements for confidentiality, integrity, and accessibility.

**Adherence to Software Standards and Guidelines:** All software developed by MERP will conform to USGS and DOI software standards and guidelines. By following established frameworks and technical directives, MERP will guarantee system compatibility, maintainability, and adherence to industry best practices, supporting long-term sustainability and interoperability.

**Section 508 Accessibility Compliance:** With a multitude of successful federal contacts in its past performance—all of which required Section 508 compliance—MERP will ensure that IPDS is fully 508 compliant, implementing accessibility features that meet federal standards. This commitment guarantees that all users, including those with disabilities, can access and utilize the platform effectively, reinforcing inclusivity and adherence to government accessibility mandates.

**Technical Expertise in Microsoft Technologies:** MERP’s team possesses functional knowledge of Microsoft SP Suite application development and associated SQL database integration, ensuring seamless system architecture. MERP is a Microsoft Gold Partner and has a strong relationship with Microsoft and its technical experts, who are available to assist if any new or unique issues should emerge. MERP experts have decades worth of individual experience, so the team is fully capable of planning to avoid potential problems and to identify/resolve any that may arise. This ensures USGS systems will continue to function as expected.

**Experience with SharePoint and Development Tools:** MERP has extensive experience with Microsoft SharePoint 2019 and above product suites, SharePoint Designer, and Visual Studio 2017 or later. The team is proficient in C# .Net, MVC Framework, ASP.Net, and VB.Net 3.5, applying these technologies to develop robust and scalable solutions.

**Competency in Web and Database Technologies:** MERP’s technical expertise extends to scripts, HTML, XML, LDAP, and SQL Server 2012 or later. By leveraging these technologies, MERP will deliver integrated solutions that enhance data management, system performance, and interoperability across the USGS environment.

* 1. Timeline and Deliverables (2.c.)

Through structured issue resolution, scheduled updates, and transparent reporting, MERP will maintain the integrity and efficiency of the IPDS system, ensuring ongoing compliance with USGS standards while delivering high-quality maintenance support.

* + 1. Timeline

MERP will ensure that all maintenance issues within IPDS are addressed promptly, with responses and corrections prioritized based on the severity of the impact. Serious or critical issues that limit system functionality will be resolved as soon as reasonably possible using proactive monitoring, real-time issue detection, and automated alerts to facilitate rapid identification and resolution. These efforts will minimize disruptions and sustain operational reliability.

For minor impacts and routine maintenance, MERP will develop a structured response plan, ensuring updates and corrective actions are implemented within one week. Standardized processes for troubleshooting, performance optimization, and system enhancements will be applied to maintain continuity, data integrity, and compliance with USGS requirements. Regular monitoring and evaluation will ensure adjustments are made efficiently while minimizing service interruptions.

Weekly updates to the Government will be provided when fixes or maintenance efforts are ongoing, delivering detailed reports summarizing progress, resolution status, and performance indicators. These reports will foster transparency and keep stakeholders informed. Additionally, monthly meetings with the Government will be conducted to review overall system health, planned improvements, compliance considerations, and any outstanding maintenance needs. These meetings will provide an opportunity to align priorities and ensure a continuous focus on optimizing IPDS reliability and functionality.

Depending upon the severity of the impact, MERP will respond and correct maintenance issues within a reasonable time frame. Serious or critical impacts that limit the ability of the use of IPDS are to be addressed as soon as reasonably possible, while minor impacts and other maintenance generally require a response and plan for updates within 1 week. Weekly updates to the Government are required when fixes or maintenance are ongoing. Monthly meetings with the Government are required for overall updates.

* + 1. Deliverables

MERP will fully document all fixes and maintenance performed throughout the project, including any modifications made to ensure system functionality and compliance. Detailed records will be maintained to provide transparency, facilitate audits, and support future system improvements. This structured approach will ensure the reliability, security, and compliance of IPDS maintenance activities while providing clear documentation, secure access controls, accessibility enhancements, and robust quality assurance measures. Through these efforts, MERP will sustain operational excellence and transparency while fulfilling all contract requirements.

All contractor employees will be required to pass a background check and obtain a PIV card before accessing USGS systems, ensuring secure authentication and adherence to federal access control policies. Additionally, all personnel will successfully complete DOI’s end-user computer security awareness training before being granted access to DOI data or issued a user account, reinforcing cybersecurity best practices and data protection standards.

MERP will ensure that IPDS remains fully compliant with Federal Section 508 regulations, implementing necessary accessibility measures to guarantee usability for all users. These efforts will align with government mandates on digital accessibility and ensure inclusivity across USGS operations.

Rigorous quality control protocols will be applied to all software and hardware used within IPDS, ensuring they are free of malicious code such as viruses, Trojan horse programs, worms, spyware, and other security threats. Continuous monitoring and assessment will safeguard system integrity while proactively addressing potential vulnerabilities.

MERP will also ensure that the Government retains unlimited rights in all software or data produced under this contract, as outlined in FAR clause 52.227-17, Rights in Data—Special Works. All deliverables will be structured to support full ownership rights, align with federal regulations, and meet USGS operational objectives.

* 1. Equipment, Services, Responsibilities (3.c)

MERP will furnish all labor necessary to provide non-personal services, except where otherwise stated in this contract. The working relationship between the Government and MERP personnel will be monitored by both the contractor and the Contracting Officer’s Representative (COR) to ensure compliance with FAR 37.104, preventing any development into a personal service relationship. Any concerns regarding this matter will be promptly referred to the Contracting Officer for resolution.

All work under this contract will be performed remotely, with MERP utilizing teleconference and remote access to efficiently execute maintenance responsibilities. This approach ensures seamless collaboration while maintaining secure access to USGS systems. To support these operations, the Government will provide furnished laptops, enabling MERP personnel to connect and operate within the USGS environment while meeting all security and operational requirements. MERP will furnish all other necessary supplies, equipment, facilities, and services required for execution under this contract.

Throughout the duration of this Task Order, all data, software code, applications, and information developed or acquired will remain the property of the USGS. MERP will apply robust data management and security protocols to ensure integrity, compliance, and accessibility of all materials, reinforcing the transparency and reliability of the system. By leveraging industry-leading maintenance methodologies, MERP will provide all necessary requirements to sustain operational efficiency and uphold the integrity of USGS systems.

* 1. IT Security (3.d.)

By implementing structured IT security protocols, MERP will continue meeting and exceeding compliance standards on USGS contracts while ensuring sustained reliability, protection, and transparency across all IPDS maintenance activities. MERP employees already working on USGS contracts already fulfill all these requirements.

For any additional assigned personnel, MERP will ensure compliance with all requirements. Specifically:

* MERP employees will pass a background check and obtain a PIV card
* MERP apply Federal Section 508 regulations. (www.section508.gov/index.cfm)
* Employees will successfully complete DOI’s end-user computer security awareness training prior to being granted access to DOI data or being issued a user account
* Quality Control – all software or hardware purchased will be free of malicious code such as viruses, Trojan horse programs, worms, spyware, etc.
* The Government will be granted unlimited rights in software or data produced hereunder as described in FAR clause 52.227-17, Rights in Data-Special Works, incorporated by reference herein.

MERP hereby verifies that the Government has unlimited rights to software or data produced under this proposed contract, as described in FAR clause 52.227-14, Rights in Data-General incorporated by reference herein. All software or hardware developed or provided by MERP is verified free of malicious code such as viruses, Trojan horse programs, worms, spyware, etc. MERP develops and maintains solutions and all related documentation/deliverables within DOI.

At least two weeks before the start of this contract performance, MERP will properly identify any new proposed person (who will require access to work under this contract) to ensure all proper processing and security clearance requirements are completed.

**IT Security Compliance and Implementation:** MERP will ensure full compliance with all IT security requirements, leveraging advanced technologies to safeguard data integrity, enforce access controls, and maintain operational security.

**Background Checks and PIV Card Authorization:** All MERP personnel will pass a background check and obtain a PIV card before accessing USGS systems. Strict identity verification protocols will be upheld to ensure secure authentication and adherence to federal access control policies.

**Section 508 Accessibility Compliance:** MERP will fully implement Federal Section 508 regulations, ensuring the IPDS system is accessible to all users. By integrating compliance measures, MERP will enhance usability and maintain alignment with federal digital accessibility standards.

**Security Awareness Training:** Prior to gaining access to DOI data or being issued a user account, all contractor employees will successfully complete DOI’s end-user computer security awareness training. This ensures personnel are equipped with the necessary cybersecurity knowledge to mitigate risks and protect sensitive information.

**Quality Control and Malicious Code Prevention:** MERP will apply rigorous quality control protocols to all software and hardware purchased for system maintenance, ensuring they remain free from malicious code, including viruses, Trojan horse programs, worms, spyware, and other security threats. Proactive monitoring and remediation measures will safeguard system integrity and operational continuity.

**Government Rights in Software and Data:** MERP will ensure the Government retains unlimited rights in all software or data produced under this contract, as outlined in FAR clause 52.227-17, Rights in Data—Special Works. All deliverables will be structured to support full ownership rights while maintaining compliance with federal regulations and USGS operational objectives.

1. Additional Considerations and Information
   1. Documentation

To create comprehensive and user-friendly documentation, MERP adopts a consistent and descriptive naming convention for variables, functions, and classes within the source code. This makes the code self-explanatory to a certain extent and reduces the need for excessive comments. Inline comments explain the purpose and functionality of complex code segments are concise yet informative, offering insights into the logic and reasoning behind the code. Detailed function and class-level comments describe the input parameters, return values, and any side effects or that might occur in a standardized comment format, such as Javadoc or Doxygen, which can be processed by documentation generation tools to produce professional-looking documentation. Comprehensive README files at the root of the project provide a project overview, its purpose, features, and setup instructions, detailing prerequisites and required dependencies, along with instructions for installation and usage.

* + 1. Suggested Considerations

In evaluating BPA Call #2, MERP has identified the following potential issues which it plans to include in its approach/solution based upon an initial investigation and input from USGS leadership. Understanding that the end of Microsoft SharePoint 2019 support on Dioxygen July 14, 2026 will expose the IPDS system to significant cybersecurity risks, non-compliance with DOI and USGS directives, and the potential for a permanent suspension of the application that would halt the release of USGS science products, MERP proposes the following:

* Document all existing systems, workflows, and databases related to IPDS as thoroughly as possible during the initial discovery phase and throughout the life of the contract
* Evaluate information gathered as it relates to the necessary future modernization to the latest cloud-based Microsoft SharePoint version
* Evaluate information gathered as it relates to database vulnerability, security, optimization, and ultimate migration to a new system that following the retirement of SharePoint 2019
* Evaluate information gathered as it relates to a possible consolidation and restructuring of data into a more efficient and reliable database schema, such as Microsoft Dataverse
* Evaluate information gathered as it relates to a future IPDS modernization to ensure minimal downtime, ideally creating the new system in time to cut over all services seamlessly, if possible
* Evaluate information gathered as it relates to minimizing risk to data or the expected documentation access structure
* Evaluate information gathered as it relates to Role-Based Access Control, to ensure that any future modernization will retain the existing restrictions, rights, and access of USGS personnel
  1. Managing Schedules

In collaboration with USGS leadership, personnel, and appropriate stakeholders, the Program Manager will develop and manage project schedules, assisted by the team throughout the life of the contract.

* 1. Maintaining Quality

MERP hereby confirms that—supported by the entire team—the QA specialist will provide effective Quality Control to ensure MERP (not the government) is responsible for management and QC actions to meet the terms of the contract. The philosophy at MERP is that everyone is accountable for Quality Control, and will keep the QA Specialist apprised of any potential issues.

Regular communication within the MERP team and with USGS personnel is critical to gaining the understanding required to ensure delivered products meet the highest standards. The QA Specialist will provide performance metrics, detailed system requirements, milestones, and quality expectations, monitoring performance and deliverables throughout each Sprint and the development process to verify quality at every level. Quality and potential negative impacts will be discussed at each meeting as a priority.

* + 1. Quality Assurance/Quality Control Performance Standards

Performance measures may include but are not be limited to the following:

**Accuracy:** Work products/services will be accurate in presentation, technical content, and adherence to accepted elements of style.

**Clarity:** Work products will be clear and concise. Diagrams will be easy to understand and relevant to the supporting narrative.

**Requirements Compliance:** All work products will satisfy all BPA Call #2 requirements.

**Timeliness:** MERP will respond to any issues that arise in an appropriate manner based upon the severity of the issue.

**Daily Monitoring:** MERP will oversee and manage completed work on a daily basis.

**Cooperation:** MERP personnel have proven their ability to work efficiently and effectively with other teams to integrate solutions and minimize impacts to projects and schedules, ensuring any new actions are approved by the government prior to their initiation.

The program manager will work with the Quality Analyst and the team to define and enforce quality metrics and requirements for all work. They will oversee and evaluate performance and specifically identify and address any potential issues in meetings throughout the contract. Everyone who could potentially perform work under the resulting award will be informed, trained, and held accountable for these quality requirements.