

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM

CONTRACTOR NAME: [REDACTED]

CONTRACTOR'S STAFF NAME: – [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.	
The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.	
COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values	
Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div>	<div style="background-color: black; width: 220px; height: 20px; margin-bottom: 5px;"></div>
Name of Reference (print)	Name of Company Reference (print)
<div style="background-color: black; width: 200px; height: 30px; margin-bottom: 5px;"></div>	<div style="background-color: black; width: 120px; height: 30px; margin-bottom: 5px;"></div>
Signature of Reference	Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM

CONTRACTOR NAME: [REDACTED]

CONTRACTOR'S STAFF NAME: [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.	
The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.	
COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	8
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	8
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values	
Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.

TABLE 4 – Descriptions of Rating Values	
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

Name of Company Reference (print)

Signature of Reference

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments: Ms. Fou is extremely knowledgeable about project controls, processes and procedures. Her experience goes beyond PMO to include ongoing operations.	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="background-color: black; height: 20px; width: 100%;"></div> <div style="border-bottom: 1px solid black; padding-top: 5px;">Name of Reference (print)</div> <div style="background-color: black; height: 30px; width: 100%;"></div>	<div style="background-color: black; height: 20px; width: 100%;"></div> <div style="border-bottom: 1px solid black; padding-top: 5px;">Name of Company Reference (print)</div> <div style="background-color: black; height: 20px; width: 100%;"></div> <div style="border-bottom: 1px solid black; padding-top: 5px;">Date</div>
--	--

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience..

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information	
This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments: Honored to work with. Great impact on success of project and team.	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="background-color: black; width: 150px; height: 20px; margin-bottom: 5px;"></div> Name of Reference (print) <div style="background-color: black; width: 390px; height: 50px; margin-top: 10px;"></div>	<div style="background-color: black; width: 320px; height: 20px; margin-bottom: 5px;"></div> Name of Company Reference (print) <div style="background-color: black; width: 160px; height: 20px; margin-top: 10px;"></div> Date
---	--

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	x <input type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

[REDACTED]

Name of Company Reference (print)

[REDACTED]

Signature of Reference

[REDACTED]

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

CalSAWS M&O Services RFP #01-2022

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

CalSAWS M&O Services RFP #01-2022

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <div style="background-color: black; width: 100px; height: 1.2em; margin-bottom: 2px;"></div> </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <div style="background-color: black; width: 150px; height: 1.2em; margin-bottom: 2px;"></div> </div>	<div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <div style="background-color: black; width: 100px; height: 1.2em; margin-bottom: 2px;"></div> </div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"> <div style="background-color: black; width: 50px; height: 1.2em; margin-bottom: 2px;"></div> </div>
Name of Reference (print)	Name of Company Reference (print)
Signature of Reference	Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience..

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information	
This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	xx 10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	xx 10
Rate the verbal and written communication skills of the Contractor's Staff.	xx 10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	xx 10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	xx 10
Rate how well the Contractor handled engagement with end users and User input.	xx 10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

[Redacted Signature]

[Redacted Signature]

Name of Reference (print)

Name of Company Reference (print)

[Redacted Signature]

[Redacted Signature]

Signature of Reference

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** Accenture LLP**CONTRACTOR'S STAFF NAME:** Rick Costa

Instruction: The Bidder will provide two (2) Staff reference forms for each Key Staff.

TABLE 1 – Reference's InformationThis information should match the information provided in *Attachment B10 – Infrastructure Key Staff Resumes/Qualifications*.

Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.

COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment B10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment B10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" is checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

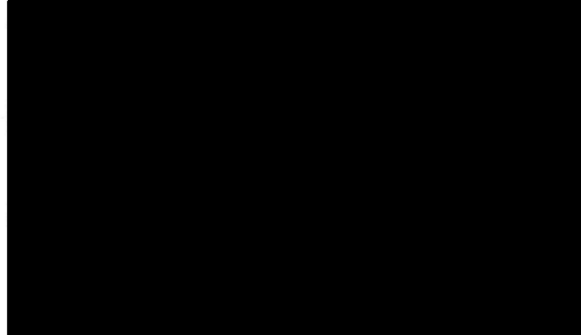
The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Table 4 – Description of Rating Values.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating

	from Table 4
Rate the performance of the Contractor's Staff during this engagement.	xx 10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	xx 10
Rate the verbal and written communication skills of the Contractor's Staff.	xx 10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	xx 10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	xx 10
Rate how well the Contractor handled engagement with end users and User input.	xx 10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values	
Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is



Name of Company Reference (print)



Date / /

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM

CONTRACTOR NAME: [REDACTED]

CONTRACTOR'S STAFF NAME: [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

Name of Company Reference (print)

Signature of Reference

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's InformationThis information should match the information provided in **Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.**

Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.

COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Reference (print)</div> <div style="background-color: black; width: 300px; height: 50px; margin-top: 10px;"></div>	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Name of Company Reference (print)</div> <div style="background-color: black; width: 100px; height: 15px; margin-top: 10px;"></div> <div style="border-bottom: 1px solid black; padding-bottom: 5px;">Date</div>
---	--

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

[REDACTED]

Name of Company Reference (print)

[REDACTED]

Signature of Reference

[REDACTED]

[REDACTED]

[REDACTED]

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
Yes	Yes

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	Yes
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

Name of Company Reference (print)

Signature of Reference

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience..

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.	
The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.	
COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values	
Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

[Redacted]

Name of Company Reference (print)

[Redacted]

Signature of Reference

[Redacted]

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's InformationThis information should match the information provided in **Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.**

Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.

COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<p>Optional Comments: Please note as a frame of reference, I work hard to instill a Continuous Improvement culture within my collective ITSM team. Our customer's goals evolve overtime so we must grow with them by improving existing services and capitalizing on new opportunities. As such, I rarely give excellent ratings.</p> <p>Under Angela's leadership, the implementation team did an excellent job transitioning our SD services from the incumbent to Accenture without incident. Initially the team struggled at times to keep up with our heavy email volumes. In my opinion, this was more of a resource forecasting error than a SD ability error. Regardless, Angela worked with the SD team and leadership to obtain additional resources while adjusting the team structure and priorities to manage the backlog. As expected, the agents continue improving with experience, services have stabilized, and we've settled into a solid operating model with successful delivery of improved KPI/CSLs. The team regularly explores improvement opportunities and has recently completed a Solution Adoption campaign to drive digital channel usage and are in the planning stages of our first automation initiatives. In addition, Angela regularly meets with Dana's Leadership team to share monthly operation results and provide updates on key initiatives.</p> <p>Admittedly, I was somewhat apprehensive in the beginning of this engagement but have been extremely pleased with the results. We have received numerous compliments across all levels of the organization. I sincerely believe Angela's contributions were crucial to our success. While I would hate to see Angela leave the Dana account, she's been a pleasure to work with and is well deserving of new opportunities.</p>	

TABLE 4 – Descriptions of Rating Values	
Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="background-color: black; width: 300px; height: 50px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div>	<div style="background-color: black; width: 100px; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div> <div style="background-color: black; width: 150px; height: 15px; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; margin-bottom: 5px;"></div>
Name of Reference (print)	Name of Company Reference (print)
	Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience..

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's InformationThis information should match the information provided in **Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.**Customer/Client Reference
Name:Customer/Client Reference
TitleAgency, Department,
Organization or Company
where Staff member
performed:Project Title on which Staff
member performed

Reference Phone Number:

Reference E-mail Address:

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.**COLUMN 1**

Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?

☒ Yes ☐ No
COLUMN 2

Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?

☒ Yes ☐ No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments: Angela and her team did an outstanding job with our POS service desk transition and stabilization. This team performed as expected for a high touch service.	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

Name of Company Reference (print)

Signature of Reference

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

Step 1: Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.

Step 2: Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.

Step 3: At the bottom of the page, **print your name, your company's name, then sign and date.**

Step 4: Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments: Eric and his team have handled extremely complex technical migrations under aggressive timelines. They are strong in assessment and understanding complexity, organizing the work, creating clarity and streamlined processes for all teams to work, and driving execution. We are very happy with the outcome. The technology is modernized, scaling, resilient and very efficient.	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

[REDACTED]

ce

Name of Company Reference (print)

[REDACTED]

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM**CONTRACTOR NAME:** [REDACTED]**CONTRACTOR'S STAFF NAME:** [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	X Yes <input type="checkbox"/> No
Optional Comments: I wish I could rate him higher as he executed his work at the highest level of autonomy, works very well with others, knows how to communicate without making someone feel dumb, and is very knowledgeable about Solution Architecture, Automation, Cloud, and Security. It was a real treat to work with Eric and can't wait until we get an opportunity to work with him again. I can't say enough about Eric's capabilities and skills, but happy to provide further information if desired.	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

Name of Reference (print)

Name of Company Reference (print)

A solid black rectangular box used to redact a signature.

Signature of Reference

A solid black rectangular box used to redact a date.

Date

12.11 ATTACHMENT A11 – INFRASTRUCTURE KEY STAFF REFERENCE CHECK FORM

Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the Attachment A10, Part 2 - Key Staff Minimum Qualification Table, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities sited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM

CONTRACTOR NAME: [REDACTED]

CONTRACTOR'S STAFF NAME: [REDACTED]

Instruction: The Bidder will provide two (2) Staff reference forms for each proposed Key Staff.

TABLE 1 – Reference's Information	
This information should match the information provided in Attachment A10 – Infrastructure Key Staff Resumes/Qualifications.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	[REDACTED]
Reference Phone Number:	
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please check the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Column 2 of Table 3, by utilizing the description of ratings provided in Table 4.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed Staff Reference Form to Contractor.

TABLE 2 – The Reference Must Complete This Table.

COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment A10 – Infrastructure Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment A10 – Infrastructure Key Staff Resumes /Qualifications, including the functions as described and the time period provided on the project(s) that lists you as a contact?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (If "No" checked, explain here.)

TABLE 3 – The Reference Must Complete This Table.

The Reference shall rate the Contractor's Staff performance and abilities by entering a rating value (in Column 2) for each corresponding Performance and Ability Statement (listed in Column 1). Use the rating values contained in Description of Rating Values below.

COLUMN 1	COLUMN 2
Performance and Ability Statements	Enter Rating from Table 4
Rate the performance of the Contractor's Staff during this engagement.	10
Rate the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	10
Rate the verbal and written communication skills of the Contractor's Staff.	10
Rate the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	10
Rate the knowledge of the Contractor's Staff in the required areas of expertise.	10
Rate how well the Contractor handled engagement with end users and User input.	10
Would you rehire this person?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Optional Comments:	

TABLE 4 – Descriptions of Rating Values

Rating Value	Description
---------------------	--------------------

TABLE 4 – Descriptions of Rating Values	
10 points	Excellent: The performance and abilities of the Contractor's Staff were exceptional during this engagement.
8 points	Good: The performance and abilities of the Contractor's Staff were above average during this engagement.
5 points	Fair: The performance and abilities of the Contractor's Staff were average during this engagement.
2 points	Poor: The performance and abilities of the Contractor's Staff were below-average during this engagement.
0 points	No Value: The performance and abilities of the Contractor's Staff were unsatisfactory during this engagement.

By signing this form, the Reference is certifying that all information provided on this form is correct.

<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>	<div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div> <div style="border-bottom: 1px solid black; height: 1.2em; margin-bottom: 5px;"></div>
Name of Reference (print)	Name of Company Reference (print)
Signature of Reference	Date