

## ATTACHMENT 11 – KEY STAFF REFERENCE FORM

### Instructions:

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the **Attachment 10, 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	
<b>Key Staff Name: James Yemm</b>	
<b>Part 1 – Reference's Information</b> This information should match the information provided in <b>Attachment 10 – Key Staff Resumes/Qualifications</b> .	
Customer/Client Reference Name:	Melanie Lambert
Customer/Client Reference Title	Transition Lead, Program Management
Agency, Department, Organization or Company where Staff member performed:	State of Texas, Department of Transportation (TxDOT)
Project Title on which Staff member performed	ADM/ERP Transition
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 provide your comments and the appropriate rating based on your experience with the proposed Staff.

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

Part 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed <b>Attachment 10 – Key Staff Resumes /Qualifications</b> 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 <b>Attachment 10 – Key Staff Resumes /Qualifications</b> , 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.)

Part 3 – The Reference Must Complete This Table.
The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.
<b>Performance and Ability Statements</b>

**Part 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.

1. Describe the performance of the Contractor's Staff during this engagement.

Jim was extremely efficient and effective in his role. It was apparent to me that he had led many successful transitions.

2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.

Jim knew the contract well and was always thinking ahead. He incorporated his best practices with TxDOT's requests based on contractual requirements seamlessly.

3. Describe the verbal and written communication skills of the Contractor's Staff.

Jim was always fully prepared to speak to all efforts having to do with the transition at any given time. His communication skills, whether verbal or written, were clear, concise, and professional.

4. Describe the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.

Staff integrated quickly with our internal teams to provide a framework for the transition. The entire transition staff's professionalism led to a smooth transition.

5. Describe the knowledge of the Contractor's Staff in the required areas of expertise.

**Part 3 – The Reference Must Complete This Table.**

The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.

It was clear from the first day of engagement that Jim and his team had a great deal of experience in service transition and the risks, possible issues, and remediation required for success.

6. How well did the Contractor handled engagement with end users and User input. Jim and his team were flexible and disciplined in their approach to the services. They heard our needs and worked with us to identify solutions to our unique environment and solicited feedback in daily meetings.

7. Would you rehire this person?

Yes

8. Optional Comments:

Jim was a pleasure to work with – his expertise was evident, and I would recommend him without hesitation for leading any organizational transition.

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this individual's overall performance?

10

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

Melanie Lambert Texas Department of Transportation

Name of Reference (print)

Name of Company Reference (print)



07/23/2024

Signature of Reference

Date