

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	
Key Staff Name:	
Part 1 – Reference's Information	
This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Karen Rapponotti
Customer/Client Reference Title	Policy/ Design Director
Agency, Department, Organization or Company where Staff member performed:	CalSAWS
Project Title on which Staff member performed	BenefitsCal
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 Attachment 10 – 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 10 – 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.)

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

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.

Ms. Mendoza is a collaborative and engaging staff member. She is an excellent problem solver and considers customer impacts when designing changes.

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

Ms. Mendoza's work is consistently completed on time, accurately and meets/exceeds expectations. She consistently looks for ways to improve designs between CalSAWS proper and BenefitsCal.

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

Ms. Mendoza is an outstanding communicator, both orally and in writing. She clearly understands and can articulate the interactions, needs and ideas regarding BenefitsCal/CalSAWS crossover system changes.

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

Ms. Mendoza is one of the most positive and engaging staff on this project. She sets the example for her team, including consortium staff and fosters strong, collaborative relationships with the current BenefitsCal vendor.

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

Ms. Mendoza is an expert in the CalSAWS application design and development. Additionally, she has worked with BenefitsCal for several years and has developed expertise in the online BenefitsCal application as well. Her knowledge is second to none, and is valuable when problem-solving, as well as designing new changes.

6. How well did the Contractor handled engagement with end users and User input.

Ms. Mendoza consistently interacts in a positive and interactive manner with everyone. She understands and adjusts her approach to match the technical or system knowledge of the group/person to help with overall understanding of issues and enhancements.

Part 3 – The Reference Must Complete This Table.

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

7. Would you rehire this person?

Absolutely!

8. Optional Comments:

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.

Karen J. Rapponotti
Name of Reference (print)

CalSAWS Project
Name of Company Reference (print)



Signature of Reference

11/6/2024
Date