

## ATTACHMENT 9 – FIRM REFERENCE FORM

### Instructions:

Provide two (2) Firm References from two different Projects cited in the **Attachment 8 - Firm Mandatory Qualifications Table**. Each Firm Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where the Contractor performed the experience.

The Firm 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 Contractor's performance.

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

FIRM REFERENCE FORM	
<b>Contractor Name: Accenture LLP</b>	
<b>TABLE 1 – Reference's Information</b> This information should match the information provided in <b>Attachment 8 – Firm Mandatory Qualifications</b> .	
Customer/Client Reference Name:	Maria Volk
Customer/Client Reference Title	Assistant Branch Chief, Immunization Branch at California Department of Public Health
Agency, Department, Organization or Company where Staff member performed:	California Department of Public Health (CDPH)
Project Title on which Staff member performed	CalVax Project
Reference Phone Number:	Please email to schedule an appointment
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 Firm 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 Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Table 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.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed <b>Attachment 8 – Firm Mandatory Qualifications</b> ?	Did this Firm perform the services described in <b>Attachment 8 – Firm Mandatory 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.)

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

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

**Performance and Ability Statements**

1. Describe the services provided:

Accenture was brought on during the pandemic to create a COVID Vaccine Management System that encompassed vaccine ordering, provider enrollment, public appointments, clinic management, digital vaccine records, and reporting and analytics. Over time, other vaccine products and programs have been added to the system, making it an updated, consolidated system for the management of all publicly funded vaccine in California.

2. Did the Contractor produce deliverables that met both the project specifications and the agency's expectations? Please describe briefly.

Yes. Accenture and CDPH worked closely together on the project specifications, which changed frequently due to the pandemic.

3. If there were changes in the project, did the Contractor adapt to those changes and work through issues during all stages of the Project?

The pandemic necessitate changes almost on a daily basis. Accenture was flexible and innovative and always read to help meet the next challenge.

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

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

4. Was communication between the Contractor and your organization's Staff open, timely, complete and effective? Please briefly summarize.

Accenture and CDPH met multiple times per day in the height of the pandemic. As things slowed, a routine cadence of communication was maintained. All teams communicated effectively with CDPH. Status reports were generated frequently and sharing of accomplishments and challenges, roadmap discussions happened throughout the project.

5. Were any Subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its Subcontractors and did your organization ever have to mediate?

Accenture worked with Skedulo on My Turn appointment scheduling and managed the subcontract effectively. No mediation was ever necessary

6. Was the Project a success?

It was an extremely successful project done under extraordinary circumstances.

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

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

7. Would you rehire/recommend this Contractor? If not, why not?

Absolutely, without a doubt.

8. Optional Comments:

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

10

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

**Maria Volk**

**California Department of Public Health**

Name of Reference (print)

Name of Company Reference (print)

[REDACTED]

7/23/24

Signature of Reference

Date