

## 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:</b> Lynnel Silva	
<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:	Karen Rapponotti
Customer/Client Reference Title	Deputy Project Director CalSAWS
Agency, Department, Organization or Company where Staff member performed:	C-IV Consortium
Project Title on which Staff member performed	C-IV
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.

Describe the performance of the Contractor's Staff during this engagement. Ms Silva is a strong performer within the CalSAWS(C-IV) project. She is diligent, engaging and finishes tasks typically before they are due. I appreciate her attention to detail and her commitment striving for a good end user experience.

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

Ms. Silva consistently exceeds contractual obligations by completing work ahead of schedule. When she has questions or suggestions she reaches out to the consortium for discussion, which is much appreciated.

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


Ms. Silva communicates very well, both verbally and in writing. She routinely provides context when introducing subjects, helping the reader/listener understand the topic. She speaks to the appropriate level of understand, such as Section Director or Business Analyst, seeking input for a consistently good output.

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

Ms. Silva is great to work with and she strives to create positive interactions with all staff. She has been on this project for many years, and I have had a consistently great working relationship with her. She always works for the benefits of the end user, whether that is the customer, counties, or project staff.

<b>Part 3 – The Reference Must Complete This Table.</b> The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.
5. Describe the knowledge of the Contractor's Staff in the required areas of expertise.  Ms. Silva works to acquire knowledge and use it to the benefit of the Project. For instance, she is essentially our Jira guru. She took on the task of learning it, then how to adjust areas within it, and help the consortium track as it needs. Her suggestions have resulted in a Jira that is very functional for the Project. Additionally, she began on this project as a developer and learned much of the same policy as our consortium staff, which was an asset with the development process.
6. How well did the Contractor handled engagement with end users and User input.  Ms Silva handles all engagements with professionalism and seeking to understand other viewpoints. This allows for discussion which leads to better end products. I always appreciate her willingness to do what's best for a great user experience.
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 Rapponotti	
Name of Reference (print)	Name of Company Reference (print)
	7/25/2024
Signature of Reference	Date