

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:	Michele Peterson
Customer/Client Reference Title	Test/Release Management Director
Agency, Department, Organization or Company where Staff member performed:	Consortium IV (C-IV)
Project Title on which Staff member performed	C-IV M&O
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. Salas' performance was consistently outstanding. She is the definition of a leader. She is strategic, intelligent, compassionate and an excellent communicator.

During the C-IV years, her collaborative management style was inclusive of which contributed to her success. Her open, transparent communication approach created trust and confidence with the consortium and counties. She reached out to counties, state partners, other vendors, advocates and consortium to ensure entities felt heard and managed issues and situations to benefit as many expectations as possible.

She was a significant contributor to the success of the migration of the ISAWS counties and the C-IV migration to CalSAWS.

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

She consistently demonstrated (and continues to on the CalSAWS Project) the dedication, commitment and follow-through needed to effectively manage a project of this size. Ms. Salas managed her team so that contractually obligations were met timely.

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

Ms. Salas' communication skills are excellent. She routinely spoke at public meetings, including the JPA Board of Directors. Her communication is clear, understandable, conveys her commitment, passion, and approach to supporting the counties and those they serve. Her written communication is the same. She is able to take sometimes complicated technical automation jargon or processes and re-phrase them so that less technical people are able to understand, ask relevant questions and make decisions, as needed.

Part 3 – The Reference Must Complete This Table.

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

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

As described above, Ms. Salas' management style was to include stakeholders, vendor and consortium staff at various levels to keep the project moving forward and meeting implementation and performance objectives. She was engaging, upbeat, and always looking to see what can be done, regardless of situation. Sometimes, the work became overwhelming, and Ms. Salas was the calm, problem-solving rock on which we anchored.

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


Ms. Salas grew up, professionally, with the C-IV project. She was a quick study, learning more about policy than many consortium staff, developing a management style that invited input, and learned about the technical side of automation well enough to speak with confidence in any arena. While it's often a manager/director's role to manage the work of levels of staff, her dive into the specifics allowed her to help strategize with staff and consortium leadership for the best possible outcomes.

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

She was consistent, positive, treated everyone with respect. She was always open to input, opposing ideas and ways to work collectively to attain success.

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.

Michele Peterson	CalSAWS
Name of Reference (print)	Name of Company Reference (print)
	7/15/2024
Signature of Reference	Date