

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: Ben Troglia	
Part 1 – Reference's Information This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Thea Man
Customer/Client Reference Title	Deputy Chief Information Security Officer
Agency, Department, Organization or Company where Staff member performed:	California Office of Systems Integration, Covered California
Project Title on which Staff member performed	California Healthcare Eligibility, Enrollment, and Retention System (CalHEERS)
Reference Phone Number:	
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 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.

Managed Plan of Actions and Milestones (POA&M) for schedule, solutioning, and tracking. Successful audits ran with Centers for Medicare & Medicaid Services (CMS) and Internal Revenue Service (IRS). Full security operations ran without major breach of project data. Transparent in communications.

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

Design, built, implemented, and operated, CoveredCA security solutions alongside CoveredCA security team. Also managed System Security Plan (SSP) with requirements from CMS and IRS. Maintained security configuration of assets (network, server, laptops, desktops) and provided yearly technical roadmap for security program that spanned over the next three years. Deliverables completed on time.

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

Led Security Risk management meetings with project executive leadership on security issues that may be difficult to explain to non-technical people. Provided weekly security status meetings for all aspects of security operations, including: asset management, security alerts, incident response/management, threat and vulnerability management, penetration testing of application releases, etc. Created and managed security operational manuals for the security operations team to follow as team members would take on new responsibilities.

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

CoveredCA and Accenture security teams worked together as a blended team reporting back to CMS and IRS every quarter. Solutioned together security technical roadmap that was delivered yearly to CoveredCA. Ben had tight communication

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with CoveredCA security team, being as transparent as possible when security items needed attention.

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

Full understanding of NIST 800-53 Moderate security requirements, IRS Pub 1075 security requirements, as well as data classification with FIPS Pub 199. Knows how to track security controls and solution to them. Provided penetration testing leadership with experience in ethical hacking. Able to talk with non-technical people about security and why its important. Working knowledge of AWS cloud security and the shared responsibility model.

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

Provided lower level technical support to end users of CoveredCA systems as security team ran the Identity and Access Management (IAM) platform for authenticating to the application.

7. Would you rehire this person?

Yes

8. Optional Comments:

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

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.

Thea Man

Covered CA, CA OSI

Name of Reference (print)

Name of Company Reference (print)

7/24/2024

Signature of Reference

Date