

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:	Dymas Pena
Customer/Client Reference Title	Consortium Business Analyst
Agency, Department, Organization or Company where Staff member performed:	CalSAWS
Project Title on which Staff member performed	C4Yourself, YourBenefitsNow, Lobby Management
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.

Always very helpful and willing to jump in to assist when needed. Extremely knowledgeable and has the ability to explain technical details I layman's terms for easier comprehension.

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

In all this time we have experienced timely notification of issues that could possibly cause a major delay with active participation on how to resolve to prevent any true delays. All work product has always been completed timely despite inevitable issues and last-minute changes.

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

Melissa has always been able to provide concise and clear description of issues, concerns, technical updates and communicate effectively with the team as well as all external partners.

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

Melissa has always led her entire team with a positive outlook, ask questions to ensure clear communication and enables her team to work cohesively as well as sharing positive feedback from herself and others.

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

Part 3 – The Reference Must Complete This Table.

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

Staff work together to make sure their understanding of any issues or expected results are understood and addressed. The entire team is always open to extra communication efforts when needed so that expertise is shared.

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

Melissa has always taken lead when needed and provides assistance when needed, she is always will to participate in conversations with end users to ensure clear understanding of the concern or need as well as provide clarity for the end user when needed.

7. Would you rehire this person?

Absolutely

8. Optional Comments:

Melissa is a driving force that can be relied on and depended on without any hesitation.

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.

Name of Reference (print)
Dymas Pena

Name of Company Reference (print)
CalSAWS

A solid black rectangular box used to redact the signature of the reference.

11/07/2024

Signature of Reference

Date