

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: Lisa Salas	
Part 1 – Reference's Information This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Karen Rapponotti
Customer/Client Reference Title	CalSAWS Policy/Design Director
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium
Project Title on which Staff member performed	Core CalSAWS Application
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 is an outstanding partner to the consortium. She is forward thinking, responsive and continually keeps the end user in mind as she and her team put forth ideas/suggestions.

Ms. Salas responds to communication quickly and thoroughly, actively engaging in problem solving with the consortium staff. Her leadership style encourages engagement and strong communication throughout the organization, including internal and external stakeholders, counties, other vendors, etc.

Her leadership before, during migration and now, after migration has been consistent. She is a strong, smart, willing to express her opinion and compassionate woman who shows up every day to do her best for the consortium.

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

As mentioned above, Ms. Salas is consistent. She consistently outperforms the contractual requirements, following up quickly, assessing needs and providing suggestions to help the consortium move forward. She is consistent in responding to any communication, clearly and concisely, providing context to help the reader/listener understand the topic at hand.

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

Ms. Salas consistently displays excellent communication skills, both orally and in writing. She routinely presents material at public meetings, as well as conference size audiences. Her topics are well thought out, clearly understood by the audience.

With written communication, her thoughts are clearly laid out in the communication so the reader can easily understand the points she is making. She is a resource I use when I'm writing and want someone to critique my communication.

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

Ms. Salas leads from a positive and engaging perspective. She looks for ways to resolve questions/issues without throwing anyone under the bus. She is gracious, and I believe she has excellent working relationships with everyone she meets.

Part 3 – The Reference Must Complete This Table.

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.

I have worked with Lisa in this capacity for a number (10?) of years. She takes it upon herself to learn new things, utilize the knowledge to problem solve and this expertise also helps her provide context when explaining items to audiences. She has grown in confidence over the years, and I am very pleased with value the consortium has gained with Ms. Salas on CalSAWS.

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

Ms. Salas has many ideas/thoughts when looking at challenges. That said, she consistently asks for feedback and input to make sure voices are heard. She engages with all stakeholders, including the counties and advocates, often. She understands the end user has a different experience that the manager and seeks out that feedback when she's in meetings or in counties.

7. Would you rehire this person?

Absolutely!

8. Optional Comments: I just want to add that, while all of the above is true, she is also a fun woman who is able to laugh and relax as situations arise. I appreciate that, while she takes the work seriously, she doesn't take herself too seriously. This too, is a personality trait that is very helpful in this business.

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 J. Rapponotti
Name of Reference (print)

CalSAWS Policy/Design Director
Name of Company Reference (print)



Recoverable Signature



7/22/2024

Signature of Reference

Date