

ATTACHMENT 9 – FIRM REFERENCE FORM

Instructions:

Provide two (2) Firm References from two different Projects cited in the **Attachment 8 - Firm Mandatory Qualifications Table**. Each Firm Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where the Contractor performed the experience.

The Firm 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 Contractor's performance.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Firm proposed for this effort, whether or not they are identified as references, to verify that the Firm has successfully performed their contractual obligations on other similar projects.

FIRM REFERENCE FORM	
Contractor Name: Accenture LLP	
TABLE 1 – Reference's Information This information should match the information provided in Attachment 8 – Firm Mandatory Qualifications .	
Customer/Client Reference Name:	Holly Murphy
Customer/Client Reference Title	CalSAWS PMO Director
Agency, Department, Organization or Company where Staff member performed:	California Statewide Automated Welfare System (CalSAWS) Consortium, Consortium PMO
Project Title on which Staff member performed	California Statewide Automated Welfare System (CalSAWS)
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	620 Roseville Parkway Roseville, CA 95747

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Firm 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 Table 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Table 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.

TABLE 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment 8 – Firm Mandatory Qualifications ?	Did this Firm perform the services described in Attachment 8 – Firm Mandatory 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.)

TABLE 3 – The Reference Must Complete This Table.

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

Performance and Ability Statements

1. Describe the services provided:

Accenture serves as the prime contractor for systems integration and maintenance and operations (M&O) for CalSAWS – previously LRS and C-IV. Accenture is responsible for application maintenance and system enhancements, and cloud-based operations including network engineering, cybersecurity vulnerability mitigations, capacity planning, performance testing and monitoring, and batch processing. Accenture supports hardware and software management, system engineering, data conversion, and project management. Accenture also supports the service desk (tiers 1, 2 and 3) using the Information Technology Infrastructure Library (ITIL) standards and framework.

Accenture is responsible for the core CalSAWS eligibility system, the analytics application, ForgeRock identity solution, contact center technologies, Child Care Portal, and kiosks/tablets in several county lobbies. The CalSAWS Consortium has separate prime contracts for cloud hosting, the public portal (BenefitsCal), imaging (SaaS contract), OCAT, GA/GR Correspondence solution, and print services.

2. Did the Contractor produce deliverables that met both the project specifications and the agency's expectations? Please describe briefly.

Yes, Accenture has produced high quality project deliverables, meeting expectations.

3. If there were changes in the project, did the Contractor adapt to those changes and work through issues during all stages of the Project?

Yes, Accenture has been a reliable partner to the CalSAWS Consortium and our member counties. They acknowledge and work through system performance issues as quickly as possible.

4. Was communication between the Contractor and your organization's Staff open, timely, complete and effective? Please briefly summarize.

Yes, Accenture staff communicate in a professional manner and can effectively convey technical solutions to business partners and stakeholders. However, Accenture has had challenges with sufficient advance notice of system impacts such as the need for extended environments which have corresponding cost impacts.

5. Were any Subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its Subcontractors and did your organization ever have to mediate?

TABLE 3 – The Reference Must Complete This Table.

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

Yes. Accenture has leveraged a key subcontractor to provide Help Desk and remote maintenance support. Additional subcontractors have been used in the areas of imaging and staff augmentation. No mediation has been needed.

6. Was the Project a success?

Yes. Accenture successfully moved the LRS to a cloud-based platform and migrated the former C-IV counties to CalSAWS, as well as all 18 of the former CalWIN counties. The application release quality is very high.

7. Would you rehire/recommend this Contractor? If not, why not?

Yes.

8. Optional Comments:

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this Contractor's overall performance?

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By signing this form, the Reference is certifying that all information provided on this form is correct.

Holly Murphy

CalSAWS Consortium

Name of Reference (print)

Name of Company Reference (print)

July 17, 2024

Signature of Reference

Date