

## 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	
<b>Key Staff Name: Lynnel Silva</b>	
<b>Part 1 – Reference's Information</b> This information should match the information provided in <b>Attachment 10 – Key Staff Resumes/Qualifications</b> .	
Customer/Client Reference Name:	Michele Peterson
Customer/Client Reference Title	Test/Release Manager Section Director
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium
Project Title on which Staff member performed	CalSAWS
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 <b>Attachment 10 – Key Staff Resumes /Qualifications</b> 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 <b>Attachment 10 – Key Staff Resumes /Qualifications</b> , 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.
<b>Performance and Ability Statements</b>

**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 Silva is a dedicated, driven, collaborative staff member who strives to meet the expectations of the consortium and counties. She is strategic to look ahead and suggest ideas for consortium consideration. She engages those necessary to consistently meet deadlines. She works well with other vendors to maintain consistently across the project.

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

Ms. Silva consistently works with her team to routinely meet deadlines. Her work reflects her dedication to the job to provide work that is well thought out and complete. I have worked with her directly for many years and we are able to resolve situations which arise, quickly and to the best benefit of the consortium/counties.

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

Ms Silva has excellent communication skills. She has provided presentations at all levels of the organization; she's led many groups and participated/led cross-vendor workgroups. Her communication style is open, honest and she invites input. Her written communication is clear and at a level so that the reader, even if they don't have the background, is able to understand and respond to. Both oral and written communication reflect her dedication and loyalty to CalSAWS and its counties and mission.

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

Ms. Silva always looks for ways to positively engage with consortium staff, other vendors and stakeholders. I consistently appreciate her commitment to doing what's right for CalSAWS. She has been a tremendous support to my staff and myself through the years.

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.

Ms. Silva has been a quick study throughout her time on CalSAWS. For instance, she manages the Jira documentation tool CalSAWS uses. She began learning this tool before it was implemented, worked with others to identify ways to improve the use of the tool over the past several years and she continues to come up with ways to make Jira more useful into the future. These achievements have helped counties and project staff as they research and/or create documentation.

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

She is consistently open to input from any source. She strives to make sure that users feel heard, and she is responsive to the input. She is a positive influence in this area with others and it helps create stronger relationships and trust.

7. Would you rehire this person?

Definitely.

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

Name of Reference (print)



Signature of Reference

CalSAWS Test/Release Director

Name of Company Reference (print)

7/15/2024

Date