

## 11.11 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.

Table 1 – Key Staff Reference Form

KEY STAFF REFERENCE FORM	
<b>Key Staff Name:</b> Radhika Rastogi	
<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:	Cesar Ramirez
Customer/Client Reference Title	Product Management Section
Agency, Department, Organization or Company where Staff member performed:	California Department of Health Care Services (DHCS)
Project Title on which Staff member performed	Federal Draw & Reporting
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.

**Performance and Ability Statements**

1. Describe the performance of the Contractor's Staff during this engagement.

Radhika Rastogi's performance during this engagement was exceptional. She consistently delivered high-quality work on all project management related tasks and demonstrated a strong commitment to achieving project goals. Her proactive problem-solving abilities and meticulous attention to detail significantly contributed to the project's success.

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

Radhika consistently performed the contractually required work in a timely manner. She met all deadlines and often completed tasks ahead of schedule. Her excellent organizational skills and effective time management ensured that all project milestones were achieved without compromising on quality.

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

Radhika's verbal and written communication skills are outstanding. She communicates ideas clearly and effectively, ensuring that all stakeholders are well-informed. Her written documentation is thorough, well-structured, and easy to understand, facilitating smooth project progression and collaboration.

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

Radhika excelled in building positive working relationships with her coworkers. She is approachable, collaborative, and respectful, fostering a positive and productive work environment. Her ability to work well within a team and support her colleagues was instrumental in maintaining high morale and efficiency.

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

Radhika possesses extensive knowledge in her areas of expertise. Her technical proficiency and deep understanding of project requirements enabled her to provide valuable insights and innovative solutions. She consistently demonstrated her ability to handle complex tasks with expertise and confidence.

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

Radhika handled engagement with end users and user input exceptionally well. She maintained open lines of communication, actively listening to user feedback and incorporating their input into the project. Her empathy and responsiveness to user concerns helped build strong relationships and ensured user satisfaction.

**Part 3 – The Reference Must Complete This Table.**

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

7. Would you rehire this person?

Yes, I would rehire Radhika without hesitation. Her performance, professionalism, and positive attitude make her a valuable asset to any team.

8. Optional Comments:

Radhika's dedication and commitment to excellence were evident throughout the engagement. Her ability to adapt to changing circumstances and her willingness to go above and beyond in her role significantly contributed to the project's success. She is highly recommended for any future opportunities.

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?

10.00

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

Cesar

Ramirez

Department of Health Care Services

(print)

Name of Company Reference (print)

July 24, 2024

Signature of Reference

Date