

## 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: Mufaddal Tinmaker</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:	Desmond "Desi" Ottmar
Customer/Client Reference Title	Project Director, Business Analysis Account Manager
Agency, Department, Organization or Company where Staff member performed:	North Dakota Information Technology Department
Project Title on which Staff member performed	Self Service Portal and Consolidated Eligibility System (SPACES)
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.**

<b>COLUMN 1</b>	<b>COLUMN 2</b>
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. Mufaddal and his team were well prepared and they were very knowledgeable, and did their best to deliver all that was asked in the required timeframes. My team counterparts enjoyed working with them and they would do it again in a heartbeat.
2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.  
We hit all of our significant and necessary timeframes. Our project was very large and there were numerous deliverables, and thus there were times that we needed to make some tough decisions just due to the complexity and the tight timeframes. (This was not due to Mufaddal and his team. However, we always felt like we could work together and come up with a solution that was acceptable for each given circumstance. Mufaddal and his team are very solutions orientated.
3. Describe the verbal and written communication skills of the Contractor's Staff. Excellent, Mufaddal's documentation was the best of all of the people I worked with and he had a strong attention to detail. Communication was always smooth and we always felt like we were kept up to speed on everything throughout the project.

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

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

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

As I mentioned previously, we had a few tough situations where we needed unique solutions to hit our deadlines. Mufaddal and his team were not discouraged at all and were still able to give us valid options that were able to be implemented in those difficult times, always with a positive and solutions-oriented approach.

5. Describe the knowledge of the Contractor's Staff in the required areas of expertise. Simply put, they were experts in the areas we hired them for.

6. How well did the Contractor handled engagement with end users and User input. Very well. At times they would sit with our end users, as well as held multiple sessions where feedback was given by the ends users. Often times via live online demos/presentations and other online sessions.

7. Would you rehire this person?

Yes, and I did.

8. Optional Comments:

It's hard to imagine a person I would hire over Mufaddal and his team.

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

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

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?

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

Desmond "Desi" Ottmar

North Dakota ITD

Name of Reference (print)

Name of Company Reference (print)



7/1/2024

Signature of Reference

Date