

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	
Key Staff Name: Mufaddal Tinmaker	
Part 1 – Reference's Information	
This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Sharon Teramura
Customer/Client Reference Title	Test Manager
Agency, Department, Organization or Company where Staff member performed:	California Statewide Automated Welfare System (CalSAWS) Consortium
Project Title on which Staff member performed	BenefitsCal Test Manager
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
<p>1. Describe the performance of the Contractor's Staff during this engagement.</p> <p>The BenefitsCal portal is California's single, statewide portal that modernized and replaced the three (3) legacy customer portals used by end users and community based organizations (CBOs) in the 58 California counties. The BenefitsCal engagement is complex due to the various services it provides customers and its tight integration with the California Statewide Automated Welfare System (CalSAWS) eligibility and benefits determination and public assistance case management and California Department of Social Services (CDSS) Electronic Benefits Transfer (EBT) systems. Mr. Tinmaker's performance has been exceptional during this engagement. He has been involved with all SDLC phases, defined test processes and procedures, leverage of tools to automate testing, and continually evolving the test approach to improve and optimize testing.</p>
<p>2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.</p> <p>Mr. Tinmaker met the contractual obligations in a timely manner. Meeting these contractual obligations is not simple nor easy due to the following:</p> <ol style="list-style-type: none"> 1) The requirements and timeline to complete the initial BenefitsCal production deployment were complex and aggressive. 2) The breadth of eligibility programs (e.g., CalFresh, CalWorks, Medi-Cal) and customer services (e.g., application, redetermination, document upload) that BenefitsCal supports as well as continual changes due to State policy, user enhancements, etc.

Part 3 – The Reference Must Complete This Table.

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

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

Mr. Tinmaker has very strong verbal and written communication skills.

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

Mr. Tinmaker has a strong ability to engage in positive working relationships with co-workers, customer, end users, CBOs, state staff, county staff, and interface partners. He has extensive system and technical knowledge, positive attitude, desire to provide the best solutions, and strong analytical skills to support his positive working relationships.

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

Mr. Tinmaker has an extensive BenefitsCal functional and technical knowledge including detailed of knowledge of the contract, requirements, design, architecture and implementation. In addition, he has in-depth knowledge of the user/CBO needs/usage and CalSAWS and EBT partner system knowledge. Mr. Tinmaker is able to apply his expertise to make continual improvements and efficiencies to the system and methodologies/approaches.

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

Mr. Tinmaker is very professional handling engagement with end users and addressing user input. BenefitsCal is public facing and the contract included usability and end user (public users, advocates, CBOs) involvement that were previously not part of the legacy systems. Mr. Tinmaker was instrumental in establishing an enhanced design and test processes that expanded the vendor/CalSAWS consortium/QA system and county user design and test efforts to include public users, CBOs, and advocates as well as usability testing. This was not a simple task since it required support to train and respond to questions as well as address change requests that sometimes went beyond the scope of the requirements. Mr. Tinmaker excelled at responding to all parties in a professional and thorough manner.

7. Would you rehire this person?

Part 3 – The Reference Must Complete This Table.

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

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 individual's overall performance?

10

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

Sharon Teramura

CalSAWS Consortium

Name of Reference (print)

Name of Company Reference (print)

Signature of Reference

Date