

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: Gretchen Larson	
Part 1 – Reference's Information This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title	[REDACTED]
Agency, Department, Organization or Company where Staff member performed:	[REDACTED]
Project Title on which Staff member performed	Product Lead ArmyIgnitED
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

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

Gretchen's performance was strong on this engagement. She was a clear and timely communicator of project design and delivery developments. She was a consistent user advocate who conscientiously balanced system requirements, user preferences, and technical viability to set and deliver product goals.

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

Gretchen was a timely product manager. She provided daily and weekly updates on contract deliverables with attention to gaining concurrence from all stakeholders.

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

Gretchen's verbal & written communication was effective at identifying core product needs from a wide variety of stakeholders in both in-person and virtual settings. She asked good questions, adapted her messaging to different audiences, and closely listened to new needs from the team as they evolved.

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

Gretchen had a positive working relationship with our large team. She was respectful, patient, and sought to gain positive alignment from multiple teams.

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

Gretchen's technical and product design domain experience showed in her ability to adapt and accelerate the product development life cycle. She and her team effectively streamlined product feature sets and re-used interactions and tools within the solution for a consistent user experience.

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

Gretchen's team organized and conducted user testing, user interviews, and product feedback after before and after launch. She was diligent in identifying common themes in user feedback and advocating for those to be elevated and incorporated into the product plan.

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?

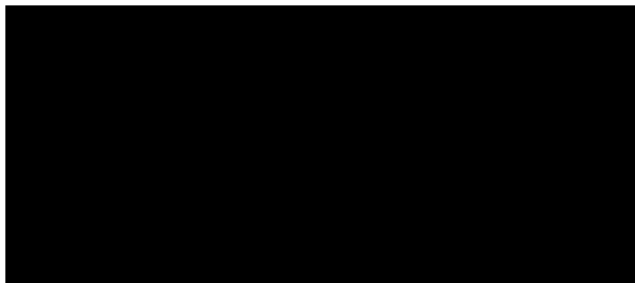
Absolutely would, yes.

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.



[Redacted Signature]

Name of Company Reference (print)

07/26/2024

Date