

## 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 sited 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: Radhika Rastogi</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:	Lori Mattas
Customer/Client Reference Title	Technology Investment Optimization Branch Chief
Agency, Department, Organization or Company where Staff member performed:	CA Department of Health Care Services
Project Title on which Staff member performed	ETS Transformation
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.	Radhika was extremely professional and thorough in her work, consistently delivering high-quality results. Her critical thinking skills were evident throughout the project, enabling her to solve complex problems efficiently and effectively.
2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.	The team met all contractual obligations in a timely manner, ensuring each milestone was achieved within the agreed deadlines. Their proactive approach and efficient time management kept the project on schedule, surpassing expectations.
3. Describe the verbal and written communication skills of the Contractor's Staff.	Radhika's team demonstrated excellent verbal and written communication skills, ensuring clear and concise information exchange throughout the project. Their ability to articulate complex concepts and provide detailed documentation greatly facilitated seamless collaboration and understanding among all team members.
4. Describe the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.	The team excelled in building positive working relationships with their coworkers, fostering a collaborative and supportive team environment. Their approachable demeanor and willingness to assist others contributed to a collaborative and productive workplace.
5. Describe the knowledge of the Contractor's Staff in the required areas of expertise.	Radhika's team displayed extensive knowledge and expertise in organizational change management, providing invaluable guidance for the Enterprise Technology Services OCM guide and leading the OCM Strategy and Plan for the Modernization Approach and Strategy project. They also excelled in project management, facilitating key alignment sessions, and conducting comprehensive Product Owner bootcamps and monthly education sessions.
6. How well did the Contractor handled engagement with end users and User input.	Radhika was excellent with end users, demonstrating remarkable patience and empathy when receiving their input. She communicated clearly and ensured mutual understanding, making end users feel valued and heard throughout the process.

<b>Part 3 – The Reference Must Complete This Table.</b> The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.
7. Would you rehire this person?  Yes, this was the second project I have hired her for and would absolutely hire her again.
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.**

Lori Mattas

DHCS

Name of Company Reference (print)

7/24/2024

Date