

## 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.

KEY STAFF REFERENCE FORM	
<b>Key Staff Name: Robert Ossa</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:	Chris Martin
Customer/Client Reference Title	Chief of Web Applications
Agency, Department, Organization or Company where Staff member performed:	Covered California
Project Title on which Staff member performed	Covered California
Reference Phone Number:	916-880-6769
Reference E-mail Address:	chris.martin@covered.ca.gov

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>
1. Describe the performance of the Contractor's Staff during this engagement.
As the Product Manager and Scrum Master, Robert demonstrated exceptional performance during this engagement by effectively leading Agile ceremonies,

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

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

mentoring and guiding the team, overcoming impediments, tracking and monitoring progress, supporting the product owner, and pursuing continuous improvement.

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

Robert provided regular updates on project status, potential risks, and progress towards milestones. His transparency helped build trust with stakeholders and kept everyone informed, reducing uncertainties and aligning expectations.

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

Robert excelled in communicating complex ideas and technical information clearly and concisely to both the team and stakeholders in both written and verbal communication. This ensured that everyone had a shared understanding of the project goals, progress, and any challenges that arose.

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

Robert's interaction with coworkers demonstrated his understanding and addressed the concerns and motivations of team members and stakeholders. This helped build strong relationships and a supportive work environment.

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

Robert has a deep knowledge and expertise in product management which was evident throughout the project. His strategic understanding of product management fostered a high-performance culture which met and exceeded delivery objectives.

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

Robert was easily able to translate user feedback into actionable items. He worked closely with the product owner and the development team to prioritize user stories and integrate user input into the product backlog. This ensured that the final product was closely aligned with user needs and delivered high value.

7. Would you rehire this person?

Yes.

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

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

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?

10.00

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

Chris Martin  
Name of Reference (print)

Covered California  
Name of Company Reference (print)  
7/25/2024

Signature of Reference

Date

KEY STAFF REFERENCE FORM	
<b>Key Staff Name: Robert Ossa</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:	Steve Trimble
Customer/Client Reference Title	Chief of Development
Agency, Department, Organization or Company where Staff member performed:	California Office of System Integration (OSI)
Project Title on which Staff member performed	Child Welfare Digital Services
Reference Phone Number:	916-206-6758
Reference E-mail Address:	Steve.trimble@dhcs.ca.gov

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>
<p>1. Describe the performance of the Contractor's Staff during this engagement.</p> <p>Robert demonstrated exceptional performance during the CWDS Project, playing a key role in updating the CWDS CWS-CARES application. As the Scrum Master for several teams of UI/UX and Engineering Development professionals practicing Scrum, his</p>

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

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

contributions were pivotal to the project's success. Robert championed a user-centric approach throughout the project, emphasizing the importance of user experience in the design and development phases.

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

Robert had a track record of meeting deadlines and achieving project milestones on time, contributing to the overall success and timely delivery of the CWDS CWS-CARES application updates. Utilizing Agile methodologies, Robert's approach to planning was instrumental in staying ahead of schedule. By anticipating potential challenges and allocating sufficient time for each task, he ensured that the team remained on track.

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

Robert maintained comprehensive and detailed project documentation and paid attention to detail in written communications which provided a valuable reference for the team and contributed to the project's overall organization and clarity. He effectively communicated project updates, goals, and strategies to stakeholders and team members.

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

Robert facilitated collaboration among team members and across different teams on the project. He ensured that everyone was on the same page and working towards common goals, which enhanced team cohesion and productivity.

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

Through his expert product management, Robert drove team success, combining strategic insight, innovative thinking, and strong leadership. His contributions were pivotal in achieving project milestones.

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

Robert was dedicated to understanding and prioritizing customer needs in every aspect of the product development process. His ability to advocate for user needs ensured a product that delivered 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

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.**

Steve Trimble

Name of Reference (print)

California OSI, CWDS

Name of Company Reference (print)



Signature of Reference

July 25, 2024

Date