

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 41 - Key Staff Reference Form

KEY STAFF REFERENCE FORM	
Key Staff Name: Anita John	
Part 1 – Reference's Information This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Dena DeLapp
Customer/Client Reference Title	CalSAWS Project Business Systems Analyst
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium
Project Title on which Staff member performed	CalWIN Eligibility Services
Reference Phone Number:	(916) 765-2386
Reference E-mail Address:	DeLappD@CalSAWS.org

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?
Yes No	Yes 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.

While working with CalSAWS, Anita worked as the CalWIN Test Manager for GA/GR Exstream Client Correspondence (CC) development. Anita was skilled at understanding the needs of the vendors (Gainwell and Accenture) as well as the input from various stakeholders. She could direct her team member when needed, provided accurate assessments of CC functionality, provided timely and quality deliverables, and thorough testing of delivered artifacts.

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

Anita participated weekly in Development, Test, and Delivery meetings for CalSAWS GAGR CC. She could adjust when meeting discussions or CC requirements changed. She provided an Excel Spreadsheet for tracking, so reports for the CC's being tested and validated could be tracked between vendors. She worked diligently and met deadlines per contractual agreements as well as always provided timely deliverables.

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

Anita's verbal communication as well as presentations were clear and confident. She aligned with the goals and objectives of the meetings.

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

While I was with CalSAWS and part of the GAGR design and development, I was pulled into the meetings between Gainwell and Accenture to facilitate vendor collaborations. At times the discussions leaned hard on Gainwell, but Anita maintained composure, represented her team as capable, adaptable, and would take back Accenture recommendations as well as any concerns for consideration, then would follow up well prepared and responsive. She took on additional responsibilities that CalSAWS would want Gainwell to own (such as CalSAWS JIRA, CalSAWS Release Readiness schedule alignment, etc.).

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

Anita demonstrated in depth knowledge of CC design, test, and validation. She worked closely within the Gainwell Exstream Correspondence team and contributed to identifying functionality, solutioning, and would make accurate recommendations. When needed, she would provide direction to her co-worker so that objectives were understood.

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

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

7. Would you rehire this person?

Yes, I would have hired her if the opportunity had presented itself.

Anita is an asset to Gainwell as a productive, collaborative and reliable team member who successfully strives to be at her best with stakeholders and partners.

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Dena DeLapp

Name of Company Reference (print)

Dena DeLapp

07/12/2024

Date _____

Table 41 - Key Staff Reference Form

KEY STAFF REFERENCE FORM	
Key Staff Name: Anita John	
Part 1 – Reference's Information This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Deanna Rotert
Customer/Client Reference Title	CalSAWS Project Policy Design Governance Manager
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium
Project Title on which Staff member performed	CalWIN Eligibility Services
Reference Phone Number:	(916) 282-3736
Reference E-mail Address:	rotertd@calsaws.org

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?
Yes No	Yes 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.

Anita displayed professionalism and knowledge leading this team in a successful execution of this project. Her leadership helped keep the project on course to successfully meet the timeline.

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

She was responsible for testing over 2,000 pieces of correspondence in various languages. They were able to identify issues and create a plan to keep the project on track.

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

Anita was very clear in communicating the planning, testing, defects, and outcomes of over 2,000 correspondences in multiple language.

The status reporting received provided an understanding of timelines, execution and completion of this project.

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

The staff were knowledgeable and able to communicate effectively. The teams worked together to resolve issues.

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

The team understood the tools and expectations. They provided comprehensive explanations when needed.

Part 3 – The Reference Must Complete This Table.

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

6. How well did the Contractor handled engagement with end users and User input. The team worked with county customer to ensure the correspondence was correct and to assist with updates.

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?

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

Deanna Rotert
Name of Reference (print)

CalSAWS
Name of Company Reference (print)

Deanna Rotert
Signature of Reference

7/12/2024
Date