

FIRM REFERENCE FORM	
CONTRACTOR NAME:	
PART 1 – REFERENCE’S INFORMATION	
THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 8 – FIRM MANDATORY QUALIFICATIONS .	
Customer/Client Reference Name:	Karen Rapponotti
Customer/Client Reference Title:	CalSAWS Policy and Governance Director
Agency, Department, Organization or Company where staff member performed:	CalSAWS Joint Powers Authority (JPA)
Project Title on which staff member performed:	CalSAWS Migration Project and M&O
Reference Phone Number:	(916) 803-5977
Reference E-mail Address:	Rapponottikj@calsaws.org

Instruction for References: The Contractor staff above has listed you as a reference and is requesting for you to complete this Firm 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 8 – Firm Mandatory Qualifications ?	Did this Firm perform the services described in Attachment 8 – Firm Mandatory 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 FIRM AND OVERALL PERFORMANCE RATING.	
Performance and Ability Statements	
1. Describe the services provided: ClearBest provided QA Services for the CalSAWS Migration Project and is continuing to provide QA during CalSAWS M&O, which is in place for all 58 counties. The QA team independently reviews all contractor deliverables, work products, and services; plans and conducts Independent Testing of each release; and monitors and evaluates compliance and timely performance of CalSAWS (M&E and Infrastructure), BenefitsCal, Hyland imaging, Contact Center, and OCAT. They conduct security reviews and monitor incident responses. During Migration DD&I, they reviewed the quality of the	

CalSAWS DD&I and CalWIN Implementation Support contractor deliverables and ability to prepare the counties for go-live. They also managed User Acceptance Testing (UAT) and County Converted Data Validation Testing to help the counties confirm readiness of the system functionality and data for the C-IV and each CalWIN wave go-live. The QA team reports on and escalates problems, deficiencies, and proposed solutions regularly. They also help with other Project Management and communications efforts, such as soft-skill training, CalSAWS conference coordination, CalSAWS branding and collateral, system certification coordination, process changes, governance documents, and retros to help the teams continue to improve. The team also provides as-needed staffing and support to help with various initiatives.

2. Did the Contractor produce deliverable reviews that met both the project specifications and the agency's expectations? Please describe briefly.

Yes. ClearBest's reviews of all CalSAWS, BenefitsCal, CalWIN Implementation, and OCAT deliverables and work products were timely, accurate, and helped the Consortium make decisions for approval. The deliverables met both our specifications and expectations.

3. If there were changes in the project, did the Contractor adapt to those changes and work through issues during all stages of the Project?

Yes. The QA team has been very flexible and able to pivot quickly to adapt to and champion change for the Consortium. Often, they were the ones suggesting and finding ways to incorporate and operationalize the changes.

4. Was communication between the Contractor and your organization's staff open, timely, complete and effective? Please briefly summarize.

Yes. The Consortium and QA team are in continual conversation about efforts, issues, risks, and changes. Our conversations are open, timely, complete, and effective.

5. Were any subcontractors used by this Contractor? If so, for what purpose/major tasks? How well did the Contractor manage its subcontractors and did your organization ever have to mediate?

Yes, I believe that ClearBest used IFG predominately for technical, test, advisory, and project management support staff. ClearBest managed all staff well and had no issues. You could not tell who worked for whom. All staff worked collectively as part of the ClearBest team.

6. Was the Project a success?

Yes. CalSAWS, BenefitsCal, Hyland imaging, OCAT, Contact Center, and Central Print were successfully deployed to all 58 counties by the federal deadlines, quality of the releases were high, and the counties were able to effectively perform their jobs from Day 1 using the solutions. The system has been in M&O for almost two years, and we are continually evolving it to meet the policy, county, and public needs.

7. Would you rehire/recommend this Contractor? If not, why not?

Yes. I would definitely hire ClearBest 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 Contractor's overall performance?

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

Karen Rapponotti
Name of Reference (print)



Signature of Reference

CalSAWS
Name of Company Reference (print)

9/16/2025
Date