

Attachment 9 – Firm Reference Form

Reference 1

FIRM REFERENCE FORM	
CONTRACTOR NAME: QUADRANT TECHNOLOGIES	
PART 1 – REFERENCE'S INFORMATION	
THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 8 – FIRM MANDATORY QUALIFICATIONS.	
Customer/Client Reference Name:	Michael Tu
Customer/Client Reference Title:	IT Manager - Principal
Agency, Department, Organization or Company where staff member performed:	King County IT (KCIT)
Project Title on which staff member performed:	Department of Public Health, Department of Community and Human Services (DCHS) & Public Health Data Integration, Records Management System (KCRMS), Surface Water Management System (SWM), Digital Payments, Jail Management Systems Property tax Management, Department of judicial administration (DJA) ,Elections ,Dept of Transportation (DOT) ,KC.Gov , Dept of Public Defense case management system (DPD CMS)and many other
Reference Phone Number:	(206)263-2557 (Work)
Reference E-mail Address:	michael.tu@kingcounty.gov

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 <i>Attachment 8 – Firm Mandatory Qualifications</i> ?	Did this Firm perform the services described in <i>Attachment 8 – Firm Mandatory Qualifications</i> , 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: Quadrant provides comprehensive Quality Assurance (QA), DevOps and Independent Verification and Validation (IV&V) services throughout the project lifecycle, ensuring alignment with business objectives and compliance with delivery standards. Key services included: • Review and Recommendations: Conducted in-depth reviews of the deliverables, providing actionable feedback and improvement recommendations. • Risk and Issue Management: Monitored and reported on project risks, issues, and progress across business requirements, design, conversion, interfaces, integrations, development, testing, training, and Change Management areas. • Quality Testing: Led independent QA testing before User Acceptance Testing (UAT) to validate system readiness and quality compliance. • UAT Planning and Management: Developed UAT plans, coordinated execution, and provided detailed reporting on test outcomes and issue resolutions. • User-Centered Design (UCD): Applied UCD methodologies involving user research, engagement, iterative design, and usability testing to enhance portal experience and accessibility. • UX Optimization: Focused on intuitive navigation, consistent design standards, accessibility for diverse user populations, and alignment with business and policy objectives.	
2. Did the Contractor produce deliverable reviews that met both the project specifications and the agency's expectations? Please describe briefly. Quadrant has consistently delivered high-quality work that met all project specifications and our expectations. Each deliverable was well-documented and aligned with the defined project delivery criteria. Milestones were completed on schedule, with formal sign-offs	

provided by our project leads. Overall, the Contractor demonstrated strong adherence to timelines, quality standards, and delivery commitments.

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 Contractor demonstrated strong adaptability to project changes and effectively addressed issues at every stage of the engagement. All changes were managed through a formal change control process, ensuring transparency and alignment with project objectives. The Contractor consistently resolved challenges in a timely manner, maintaining schedule integrity and minimizing any potential impact to project delivery.

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

Yes. Communication between the Contractor and our organization's staff was consistently open, timely, and effective. The Contractor's team demonstrated strong verbal and written communication skills, ensuring clarity and transparency throughout the project. Their documentation, reports, and presentations were well-structured and made complex technical information easy to understand for all stakeholders.

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?

No. Contractor staff had good skills and resource pipeline and did not use any subcontractors.

6. Was the Project a success?

The project was a great success, and team is happy with the Contractor deliverables and services.

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

Yes, we will surely recommend this Contractor for any external client. We will rehire this Contractor for all our new projects

8. Optional Comments:

The Contractor consistently demonstrated professionalism, technical excellence, and a strong commitment to achieving project goals. Their proactive approach and collaborative engagement enabled early issue resolution, maintained schedule adherence, and improved overall delivery efficiency.

The team's focus on quality and continuous improvement not only elevated project outcomes but also strengthened stakeholder confidence and satisfaction. Their contribution played a key role in ensuring the project's timely success and long-term sustainability.

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?

10

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

Michael Tu

Name of Reference (print)

King County

Name of Company Reference (print)



Signature of Reference (print)

10/23/2025

Date

Reference 2

FIRM REFERENCE FORM	
CONTRACTOR NAME: QUADRANT TECHNOLOGIES	
PART 1 – REFERENCE'S INFORMATION	
THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 8 – FIRM MANDATORY QUALIFICATIONS.	
Customer/Client Reference Name:	APOLLO HOSPITALS ENTERPRISE LIMITED / SRIDHAR YADLA
Customer/Client Reference Title:	PMO - IT
Agency, Department, Organization or Company where staff member performed:	APOLLO HOSPITALS
Project Title on which staff member performed:	MedMantra Cloud Migration Services
Reference Phone Number:	+91 9849066227
Reference E-mail Address:	Sridhar.yadla@apollohospitals.com

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.
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☒ 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: Project involved migration of existing application to cloud and conversion of database. Contractor services included development, deployment, regression and performance testing for all phases and for each Client region migration.	
2. Did the Contractor produce deliverable reviews that met both the project specifications and the agency's expectations? Please describe briefly. Contractor has provided all deliverables as per the project delivery criteria. Each delivery was provided with a sign-off document from the respective departments / authority. Each milestone had specific delivery criteria and all of them were met as per the timeline.	
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 Contractor has addressed all issues in timely manner and ensures that there is no impact to the schedule at any stage of the project. In case of any changes the Change control process was followed and taken up on formal approval from required teams.	

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

Yes. Contractor ensured that the communication between the contractor staff and our organization's staff was clear and concise. Contractor's staff exhibited strong verbal and written communication skills. Their documentation, reports, and presentations were effective and technical information is easy to understand

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?

No. Contractor staff had sufficient skills and did not use any subcontractors.

6. Was the Project a success?

The project was a great success, and our team is very happy with the Contractor deliverables and services

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

Based on our experience with the Contractor, we will surely recommend this Contractor for any external client. We will rehire this Contractor for all our new projects

8. Optional Comments: The Contractor consistently displayed professionalism, technical competence, and a strong commitment to project success. Their proactive attitude, teamwork, and focus on continuous improvement contributed significantly to maintaining high-quality standards and positive stakeholder relationships throughout the engagement
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?
10

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

<u>SRIDHAR YADLA</u>	<u>APOLLO HOSPITALS ENTERPRISE LIMITED</u>
Name of Reference (print)	Name of Company Reference (print)
<u><i>Sridhar</i></u>	<u>23-10-2025</u>
Signature of Reference (print)	Date