

Contact Information

For further information and discussions, please contact	
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1. Section 5 – Attachment 9 – Firm Reference Form

Attachment 9 – Firm Reference Form

Instructions:

Provide two (2) Firm References from two different Projects cited in the Attachment 8 – Firm Mandatory Qualifications Table. Each Firm Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where the Contractor performed the experience.

The Firm 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 Contractor's performance.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Firm proposed for this effort, whether or not they are identified as references, to verify that the Firm has successfully performed their contractual obligations on other similar projects.

Table 32: Firm Reference Form

FIRM REFERENCE FORM	
CONTRACTOR NAME: INFOSYS PUBLIC SERVICES, INC.	
PART 1 – REFERENCE'S INFORMATION	
THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 8 – FIRM MANDATORY QUALIFICATIONS.	
Customer/Client Reference Name:	[REDACTED]
Customer/Client Reference Title:	[REDACTED]
Agency, Department, Organization or Company where staff member performed:	[REDACTED]
Project Title on which staff member performed:	[REDACTED]
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 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:

At [REDACTED], Infosys provides comprehensive quality assurance services across multiple business areas, utilizing modern testing methodologies and tools. The team's focus on both manual and automated testing, combined with specialized testing capabilities, ensures the delivery of high-quality software applications that meet business requirements and customer expectations.

Core QA services encompass functional testing, which includes manual testing, test case development, regression testing, and support for user acceptance testing. Additionally, they provide automation testing, emphasizing automated test frameworks, script creation, and integration into CI/CD pipelines. Specialized services include Mobile App testing, performance testing and COTS application testing, along with quality management practices such as test planning, defect tracking, and quality metrics reporting. These comprehensive offerings ensure a robust quality assurance process tailored to meet diverse project requirements.

The core technology stack for the applications comprises frontend technologies including JavaScript frameworks, React, .NET, and mobile applications for iOS and Android. The backend is supported by Java-based services, the Spring Framework, and NestJS, along with AWS Step Functions for workflow management. AWS serves as the primary cloud platform, incorporating services like AWS ECS, AWS S3, and AWS OpenSearch.

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

The Infosys QA team at [REDACTED] adheres to established quality standards and processes to ensure that deliverables align with specifications. They utilize a comprehensive test strategy document aimed at delivering high-quality, robust solutions that fulfill both functional and non-functional requirements. Key Performance Indicators (KPIs) are set with specific targets, including 100% on-time delivery and budget adherence, a 98% test case execution ratio, and 100% documentation accuracy. Additionally, the Quality Engineering team employs a structured method for reviewing deliverables, ensuring thorough documentation of test plans, cases, automation scripts, results, and defect lists.

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?

Infosys QA teams at [REDACTED] have adopted structured methods to manage changes and issues during project lifecycles, as detailed in the Comprehensive Test Strategy Document. This document establishes a formal framework for risk management and issue resolution, which includes proactively identifying and assessing risks, developing mitigation strategies, and managing issues throughout the testing lifecycle. This strategic approach equips the QA teams to effectively adapt to changes at any stage of a project, from requirements gathering to deployment.

QA teams have integrated a viable solution which includes ensuring alignment of objectives and fostering a common understanding of requirements among stakeholders. Additionally, implementing integrated QA planning can help identify dependencies and conflicts, while a robust program governance structure is essential for effective change management.

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

Effective stakeholder communication is a cornerstone of successful Quality Assurance in enterprise environments at [REDACTED]. Infosys QA teams established comprehensive communication frameworks, reporting mechanisms, and engagement strategies to ensure alignment with business objectives and maintain transparency throughout the project lifecycle.

A dedicated "Communication Plan" section is incorporated into test strategy documents, outlining "communication channels, frequency of meetings, and reporting structure among project teams and stakeholders." QA Leads hold specific responsibility for "stakeholder communication and leadership for testing activities." Additionally, regular collaboration with stakeholders is highlighted to "ensure that the project remains on track and that the quality standards of the software engineering project are upheld."

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?

During peak project execution stages, 5-10% of the project staff were Infosys subcontractors. Infosys QA Managers fully managed the subcontractors by overseeing their activities and were actively involved in communication, execution, and ensuring the objectives of the project were met. Each contractor in the sprint team was accountable for their individual tasks, while overall delivery responsibility of subcontractors rests with the Infosys QA Leads.

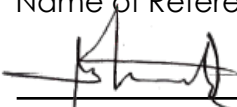
6. Was the Project a success?

Infosys successfully completed all projects under the [REDACTED] program within the established deadlines.

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

I would absolutely rehire Infosys for future projects, and I will be sure to recommend them to others.
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?
I rate Infosys's overall performance a 9/10. Given the complexity and challenges of the program, their QA team did a great job overcoming every hurdle to complete the project successfully. Their excellent results led directly to their rehire for the next ALTA program.

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

██████████ Name of Reference (print)	██ Name of Company Reference (print)
 Signature of Reference	10/20/2025 Date

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Table 1: Firm Reference Form

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CONTRACTOR NAME: INFOSYS PUBLIC SERVICES, INC.	
PART 1 – REFERENCE'S INFORMATION	
THIS INFORMATION SHOULD MATCH THE INFORMATION PROVIDED IN ATTACHMENT 8 – FIRM MANDATORY QUALIFICATIONS .	
Customer/Client Reference Name:	Lenecia Miles
Customer/Client Reference Title:	Manager, Project Management Office
Agency, Department, Organization or Company where staff member performed:	CalSAWS Consortium
Project Title on which staff member performed:	CalWIN Quality Assurance Services
Reference Phone Number:	(916) 633-0215
Reference E-mail Address:	MilesL@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.
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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: Infosys served as Quality Assurance (QA) vendor for the CalWIN Project. They were responsible for testing (for system performance and deficiencies, security training and consultation to project directors and to the CalWIN Project Executive Director.	
2. Did the Contractor produce deliverable reviews that met both the project specifications and the agency's expectations? Please describe briefly.	

Infosys participated in the review of Deliverables, Work Products, and Services. Infosys was diligent and timely of the review and commenting of deliverables with thoughtful recommendations for continued success and/or improvements as needed.	
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? The Infosys team was knowledgeable staff eager to learn CalWIN Project processes and support the efforts as well as assimilating to the transition of the CalWIN under the CalSAWS umbrella. Staff were engaged to help support this process and align with consortium staff efforts to support counties through the process. Infosys was able to align to the change in work environment at the onset and duration of the COVID-19 pandemic to support programming changes and shifts due to regulation and continued to accomplish these efforts in unprecedented shift to a completely remote work plan. The team remained engaged in the project's efforts, continued to meet deadlines and support CalWIN migration to CalSAWS.	
4. Was communication between the Contractor and your organization's staff open, timely, complete and effective? Please briefly summarize. Infosys provided regular and timely communications to executive leadership and project team members to address concerns. They were consistently responsive to inquiries, proactive in providing updates, and clear in articulating project needs, risks, issues and progress.	
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? There were no subcontractors on the Infosys contract.	
6. Was the Project a success? Yes, the project was a success. The Infosys QA team fulfilled their contractual duties and activities timely as scheduled for testing, deliverables, assessments and security training. The respective team members attended various project meetings to deliver assessment updates and provided administrative support.	
7. Would you rehire/recommend this Contractor? If not, why not? Yes, I would recommend Infosys. Infosys served as a great partner and advisor on the CalWIN contract. The team was thorough in their technical assessments, detailed in their analysis of the system changes, communicative	
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?	
9	

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

Lenecia Miles

CalSAWS

Name of Reference (print)

Name of Company Reference (print)



10/10/2025

Signature of Reference

Date



For more information, contact askus@infosyspublicservices.com

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