

ATTACHMENT 15: BIDDER REFERENCE FORM

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Bidder Instructions: Complete items 1–7 of this attachment, ATTACHMENT 15: BIDDER REFERENCE FORM. One (1) ATTACHMENT 15: BIDDER REFERENCE FORM must be used for each corresponding ATTACHMENT 14: BIDDER QUALIFICATIONS FORM submitted. The Bidder's reference contact must complete the remainder of the form.

The Bidder's reference contact must have been:

- From the end user of the development project.
- In a management or supervisory role for the project.

The Bidder's reference contact must not have been:

- From another contractor or contracting company.
- An employee of the bidding company.
- A current State employee, unless the Bidder first contacts the State Procurement Officer to ensure the current State employee is not a member of the Evaluation Team or a State Water Resources Control Board Division of Drinking Water State employee, a State Water Resources Control Board Division of Information Technology employee, or Contractor. In addition, only one (1) reference from the California State Water Resources Control Board is permitted for this solicitation.

The reference information below must be consistent with the corresponding ATTACHMENT 14: BIDDER QUALIFICATIONS FORM.

The Bidder must submit a completed ATTACHMENT 14: BIDDER QUALIFICATIONS FORM and the corresponding ATTACHMENT 15: BIDDER REFERENCE FORM to the Bidder's reference(s) for completion. The reference contact name(s) must have performed a management or supervisory role on the project cited to be considered responsive. References from another contractor or contracting company are not acceptable.

Reference Instructions: The Bidder's reference completes items 8–30 and the signature block. For items 16–30, use the rating scale in the "Satisfactory Rating Scale" field, to rate your satisfaction with the bidder that performed the services described on the ATTACHMENT 14: BIDDER QUALIFICATIONS FORM. Provide only one (1) rating value for each question. The supplied Bidder Qualifications Form describes the provided services for your reference/verification. Complete the signature block with the date, name, title, and contact information and return this form to the bidder.

Note: The Procurement Officer may contact you with your supplied contact information to verify. Please monitor your email accordingly. If a reference is not permitted either legally or by company/organization

policy to sign the Bidder Reference Form, the reference must type or print its full name on the form and provide a brief statement outlining the reason they are not permitted to sign the Bidder Reference Form.

Section 1 (to be completed by Bidder)

1

Bidder:

2

Project Name:

3

Company Name of Bidder's Reference (Client):

4

Reference Contact Name:

5

Reference Contact Title / Project Role:

6

Reference Contact Email and Telephone No.:

7

Name of the SaaS used on this project, if any: **Section 2 (to be completed by Client Reference)**

8

Start Date of Bidder's Involvement on Project (MM/DD/YYYY): 9 End Date of Bidder's Involvement on Project (MM/DD/YYYY): 10 The Bidder that performed the work was the Prime Contractor. Yes ☐ No ☐
11 Did the Bidder complete the system implementation as contracted? If **Yes**, enter the production implementation date of the project: Yes ☐ No ☐ 12 Bidder's Involvement in this Project (role and responsibilities):

13 Project Description: 14 Did the Bidder perform Organizational Change Management activities? Yes ☐ No ☐ 15 Contract Value: \$ **Satisfaction Ratings Scale**

Using the following scale:

0 = Unsatisfactory, 2 = Marginal, 5 = Satisfactory, 9 = Exceeded Expectations, N/A = Not Applicable

16 How would you rate the Bidder's ability to perform system implementation activities necessary to meet your project objectives? 17 How would you rate the Bidder's ability to meet the expectations of their role? 18 How would you rate how the Bidder completed project deliverables and scope of work to your satisfaction? 19 How would you rate the Bidder's effectiveness at managing project resources? 20 How

would you rate the Bidder's staff provided on the project, overall? 21 How would you rate how the Bidder provided open, timely, and clear (verbal and written) communications? 22 How would you rate the effectiveness and ability of the Bidder to accommodate staff changes? 23 How would you rate the effectiveness of the Bidder's training delivery? 24 How would you rate the Bidder's ability to deliver effective system documentation? 25 How would you rate the Bidder's ability to implement Agile delivery? 26 How would you rate the Bidder's willingness and ability to accommodate your organization's working style and constraints? 27 How would you rate the Bidder's performance in their overall security processes, procedures, and plans? 28 How would you rate the Bidder's performance related to data conversion (extract, transform, load)? 29 How would you rate the Bidder's performance related to managing maintenance and operations services? 30 How would you rate the Bidder's overall performance? **Satisfaction Ratings Scale** By completing this reference form, I declare the following:

1. I have reviewed the information contained in Section 1, items 1–7 above, and ATTACHMENT 14: BIDDER QUALIFICATIONS FORM and the information is true and correct,
2. I am/was employed by the company for whom the cited project was completed; and
3. I performed a management or supervisory role on the cited project.

TO BE COMPLETED BY BIDDER'S REFERENCE Signature: Printed Name: Date: Title or role on the project: Email: Phone: