

eVAQ 0001158 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #1

Contact Name: Ken Barcenas

Title: Assistant Deputy Director, CTO

Phone#: 916-822-8512

Email Address: KBarcenas@calottery.com

Project Title and Summary:

Services Provided: Internet, voice, long distance and television services

Number of Locations: 11

Term: Calottery has been a customer for over 11 years.

Scoring:

The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

<u>Client Reference Questions</u>			
Question #	M or MS	Question	Scoring/Rating
1	M	Can you verify the following information? <ul style="list-style-type: none"> • Project name and description • Timeframe/ Duties and responsibilities 	Pass
Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	5
3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different telecommunications hardware or services? Answer as applicable.	5

eVAQ 0001158 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #2

Contact Name: Eric Jamison

Title: Information technology Director

Phone#: 916-340-3692

Email Address: eric.jamison@ccpoa.org

Project Title and Summary:

Services Provided: Switched Ethernet WAN, managed routers, Dedicated internet access, IP PRI trunks, DIDs, Toll Free numbers, Long Distance calling

Number of Locations: 6; including locations in Sacramento, McClellan, West Sacramento, Rancho Cucamonga and Fresno

Term: Customer in contract since 2009, over 12 years

Scoring:

The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

<u>Client Reference Questions</u>			
Question #	M or MS	Question	Scoring/Rating
1	M	Can you verify the following information? <ul style="list-style-type: none"> • Project name and description • Timeframe/ Duties and responsibilities 	PASS
Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	5
3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different	5

		telecommunications hardware or services? Answer as applicable.	
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I have been using CCI since they were SureWest Communications. I have never had issues with their services. They are willing to come out either before or after business hours to upgrade their managed equipment. They even sent a tech to our Fresno office for an equipment upgrade. Mark Smith has always been helpful as has the entire team. To put it bluntly I will never go back to one of the larger telecoms (ATT,Verizon). With CCI I don't feel like a number.

Eric.

eVAQ 0001158 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #3

Contact Name: Phillip Usrey

Title: Information Technology Specialist

Phone#: 916-653-9934

Email Address: Phillip.Usrey@parks.ca.gov

Project Title and Summary:

1 Services Provided: Measured access lines (POTs), Long Distance calling DSL internet and | Dedicated Internet access

Number of Locations: 8; including locations in Sacramento, McClellan, Granite Bay and Folsom

Term: Customer in contract for over 25 years

Scoring:

The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

Client Reference Questions			
Question #	M or MS	Question	Scoring/Rating
1	M	<p>Can you verify the following information?</p> <ul style="list-style-type: none"> Project name and description Timeframe/ Duties and responsibilities 	Pass / Fail
<p>Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.</p>			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	n/a 0 1 2 3 4 5
3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	n/a 0 1 2 3 4 5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	n/a 0 1 2 3 4 5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	n/a 0 1 2 3 4 5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	n/a 0 1 2 3 4 5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different telecommunications hardware or services? Answer as applicable.	n/a 0 1 2 3 4 5