

eVAQ 0001158 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #1

Contact Name: Ken Barcenas

Title: Assistant Deputy Director, CTO

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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