

Contact Name: Phillip Usrey

Title: Information Technology Specialist

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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.

| <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 / Fail |
| 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? | 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 |