Contact Name: Timothy Lue   Title: Sr. Communications Engineer

Phone#: 310-795-4013   Email Address: tlue@lawa.org

Project Title and Summary: On-Call Information Technology Infrastructure Operations

The contract scope focused on IT infrastructure support services, including networks, systems administration, troubleshooting, help desk, user training and assistance, cyber security, configuration and programming, and testing.

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	Can you verify the following information? • 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