

Work Request K2104 for Fraud Analyst Reference Check

Vendor Co Name: Treinen and Associates	Date: 11/21/22
Consultant, if applicable: Treinen	Evaluator: Michael C. Pratt
Reference Name/Co: Brandee Duning	

1. What type of work/project did the vendor or consultant do for the named reference? What was the time period?

Notes: 3 different projects - firearms, Polaris business licensing project, and cloud DR project.

Firearms – dealt with the project managers from the sponsor meetings

Polaris – stakeholder as well as executive sponsor, deputy CIO and worked with project manager through the gated funding.

Cloud DR – executive sponsor and worked closely with the project manger over the 2 years and dealt with the gated funding.

Treinen project managers over the span of 2017 to 2021. Seeing them work across agencies around the state and working with them up close and relying on them to represent the agency.

- a. What was the vendor’s or consultant’s role on the project?

Notes: Project Managers

- b. Was the work specifically related to a feasibility study, contact centers, or telephony?

Notes: not known

2. Please describe the quality and accuracy of the consultant’s work products and documentation, including how you would rate on a scale from 1 – 10 (10 being the best)?

Notes: 8-9 for products and documentation. Which is a good score. Quality and accuracy were trusted and relied upon completely. For the Cloud DR they learned what would work best and it fit perfectly. One of the Project Managers knew every step of the way and very honest and open and had the documents ready to go. The Deputies were equipped to move forward and even when they left there was a transition time and good handoff.

3. Was there ever a time when the consultant’s work did not meet your initial expectations, and needed rework?

Notes: During the Cloud DR it was a storming phase but when it happened it was a quick turnaround to get things where they needed to be. The communication was great, and things got back on track each time. The most part the consultants were ahead of the game and knew what was needed.

4. Did the work done for you by the Vendor’s professional services staff include the following areas?

- a. Requirements gathering - Yes
- b. Analysis - Yes
- c. Market research - Unknown

If so, how would you describe their competence for each?

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Notes: Thorough and respectful when working with IS and not wasting time and they were good about getting people together and using the time well.

Quick analysis and turnaround when we needed it. They had contacts in other agencies and could check with others and see if OFM had submitted the same and they could use that information.

5. How would you describe the vendor's or consultant's ability to facilitate and coordinate with those in your organization to complete the deliverables?
 - a. SME's?
 - b. Management/leadership level stakeholders?
 - c. Did they form positive working relationships with your staff?

Notes: With the Cloud DR the PM really connected with the team and was respectful and quick and open and honest/transparent and the team jumped to it and was a very good facilitator. The team really liked him a lot and still ask about him. The Polaris project was a multi-year project, and the PM had the respect and felt like from the Stakeholders, the SMEs, and everyone around them.

6. How usable were the documented deliverables received?
 - a. Were they helpful in the following phase of the work/project?

Notes: Yes, the deliverables were submitted and used through the project, meetings, OFM and OCS meetings. The gated funding documents were submitted by the PM

7. If any type of management/leadership presentation of final findings or results was included as part of the work, how would you describe the vendor's or consultant's presentation skills?

Notes: To the point and accurate. DOL would provide a template and they presented after that.

8. How would you describe your overall satisfaction with the vendor or consultant, and would you work with them again for similar work?

Notes: Very satisfied and would work with them again.

9. Were there any challenges during the term of the contract that were difficult to resolve?

Notes: No challenges with the contract. The normal difficulties for projects and there were conflicts with divisions and resource constraints. Consistent calm communication and setup meetings to get things to done. The PMs were influential and were in critical positions. Really good with working with OFM.

10. Is there any other information you think is helpful for us to know about the vendor/consultant or your experience working with the vendor or consultant?

Notes: All 3 PMs were Professional and respectful. The PMs have become masters of their soft skills and making the human connection to get the project where it needs to go.

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Vendor Co Name: Treinen and Associates	Date: 11/21/22
Consultant, if applicable: Vishal Singh	Evaluator: Michael C. Pratt
Reference Name/Co: Tom Cooper	
Personal Reference	

1. What type of work/project did the vendor or consultant do for the named reference? What was the time period?

Notes: Worked with Vishal at two different companies in CO. Vishal reported as a web developer in that role. 2008-2010

- a. What was the vendor's or consultant's role on the project?

Notes: Web developer and setup web sites with Amazon – wore many hats.

- a. Was the work specifically related to a feasibility study, Fraud analysis, or technical data analysis?

Notes: technical data analysis to come up with a best approach and look for anomalies and work with business partners to correct.

2. Please describe the quality and accuracy of the consultant's work products and documentation, including how you would rate on a scale from 1 – 10 (10 being the best)?

Notes: Vishal is someone that would be hired back as he is rated as a 10 and this level is not given out often. Pride in work and takes accountability for that work.

3. Was there ever a time when the consultant's work did not meet your initial expectations, and needed rework?

Notes: If there was a problem, he would have a solution and the timeframe to fix it. Vishal's integrity was to own issues and resolve them quickly.

Do not want to give the impression of very many but there was one that Vishal was able to rectify quickly.

4. Did the work done for you by the Vendor's professional services staff include the following areas?

- a. Requirements gathering - Yes
- b. Analysis - Yes
- c. Market research - Yes

If so, how would you describe their competence for each?

Notes: Going to back to very thorough and very meticulous and wanting to make sure that people understand the business need to and make sure to report progress and stay on track. Vishal would delight customers and keep engaged through updates. Competitive analysis of products to provide support for conventions and put together a business case to have business buy in to move forward.

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5. How would you describe the vendor's or consultant's ability to facilitate and coordinate with those in your organization to complete the deliverables?
 - a. SME's?
 - b. Management/leadership level stakeholders?
 - c. Did they form positive working relationships with your staff?

Notes: Always had a great partnership with peers/SMEs and leadership and management enjoyed working with Vishal because of his engagement. He was thoughtful, knowledgeable, and humble. Vishal absolutely formed positive relationships; Tom never had a negative relationship brought to his attention.

6. How usable were the documented deliverables received?
 - a. Were they helpful in the following phase of the work/project?

Notes: They helped deliver successfully multiple projects that Vishal worked on. The real test that after Vishal left the deliverables were used to meet expectations because of his thoroughness.

7. If any type of management/leadership presentation of final findings or results was included as part of the work, how would you describe the vendor's or consultant's presentation skills?

Notes: Excellent and targeted for the audience. Rarely was there any rework or follow up as it was right on point.

8. How would you describe your overall satisfaction with the vendor or consultant, and would you work with them again for similar work?

Notes: Yes, would work with Vishal again. Tom would have loved 10 Vishal's!

9. Were there any challenges during the term of the contract that were difficult to resolve?

Notes: No challenges with Vishal but working with the visa and the company was a stumbling block.

10. Is there any other information you think is helpful for us to know about the vendor/consultant or your experience working with the vendor or consultant?

Notes: Vishal is a genuine person and hopes to work again.

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Vendor Co Name: Treinen and Associates	Date: 11/21/22
Consultant, if applicable: Vishal Singh	Evaluator: Michael C. Pratt
Reference Name/Co: Garth Johnson	

1. What type of work/project did the vendor or consultant do for the named reference? What was the time period?

Notes: Five years ago, and Garth was the PM for a large LNI IT project and Vishal was the tech architect. This project lasted a total of 4 years and Garth worked at least 3 years with Vishal.

- a. What was the vendor's or consultant's role on the project?

Notes: Tech Architect.

- b. Was the work specifically related to a feasibility study, Fraud analysis, or technical data analysis?

Notes: Implement system to support health care users and providers and Vishal was the key on the team for data analysis.

2. Please describe the quality and accuracy of the consultant's work products and documentation, including how you would rate on a scale from 1 – 10 (10 being the best)?

Notes: 10 – His products were very high quality and process was very thoughtful and complete. He did some original work that was needed for research for missing in house knowledge and Vishal helped build up expertise where it was needed. He was relied upon for solving problems and setting tech direction.

3. Was there ever a time when the consultant's work did not meet your initial expectations, and needed rework?

Notes: No never had that experience with Vishal.

4. Did the work done for you by the Vendor's professional services staff include the following areas?

- a. Requirements gathering - Yes
- b. Analysis - Yes
- c. Market research - Yes

If so, how would you describe their competence for each?

Notes: Highly competent, worked closely with the business stakeholders and SMEs and Vishal was extremely helpful in requirements definitions discussions and brought a great understanding of the business processes and needs. For analysis Vishal was the powerhouse, in that project there were 2-3 different types of technology as there was an exchange and interactive system, and for example the exchange was cutting new ground as the agency had not done that before and his analysis and problem solving and solutions and direction setting that he provided was key. He also was excellent at communicating all the concepts to both the tech team and the business so that all understood the work. For the Market research there was an RFP for the project and Vishal was helpful with the market research to understand what to ask for.

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5. How would you describe the vendor's or consultant's ability to facilitate and coordinate with those in your organization to complete the deliverables?
 - a. SME's?
 - b. Management/leadership level stakeholders?
 - c. Did they form positive working relationships with your staff?

Notes: He worked directly with SMEs and was gifted in connecting with people and being able to understand their perspective and convey tech information when necessary. He was a good bridge in that area. There is a barrier between high tech and non-tech people and Vishal did not have a challenge with this. He was also a good communicator with Management and leadership and Garth had no hesitation with having Vishal in those roles. He formed very positive relationships with people as this project had the teams co-located and there was a real team experience and Vishal was a hub for relationships and a real positive influence.

6. How usable were the documented deliverables received?
 - a. Were they helpful in the following phase of the work/project?

Notes: Deliverables were top quality; they were used and were a major element for the success of the project. He was willing and able to do whatever was needed. He created documents and diagrams and wrote code and created the presentations. Different elements of the project through time and he could meet those needs.

7. If any type of management/leadership presentation of final findings or results was included as part of the work, how would you describe the vendor's or consultant's presentation skills?

Notes: He has very good presentation skills, he can communicate complex information clearly and he very responsive to people's questions and their needs and Garth thinks he creates a positive experience with people he shares with.

8. How would you describe your overall satisfaction with the vendor or consultant, and would you work with them again for similar work?

Notes: Yes, Garth would work with him again and would form a team around him given the opportunity. As PM Garth has done different types of work but any project that he has managed he could see Vishal contributing to the team even on different types of projects. Vishal is not trapped by any category of projects, and he has skills that can be brought to whatever needs or processes that are available.

9. Were there any challenges during the term of the contract that were difficult to resolve?

Notes: No Challenges or any difficulties.

10. Is there any other information you think is helpful for us to know about the vendor/consultant or your experience working with the vendor or consultant?

Notes: He is thoughtful and willing and a strong habit to fill a role he is needed for. Not fuzzy about the things that are needed to be done and he would apply his best effort to whatever was needed to meet the needs of the team and the project, and business area.

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Vendor Co Name: Treinen and Associates	Date: 11/21/22
Consultant, if applicable: Treinen	Evaluator: Michael C. Pratt
Reference Name/Co: Stacy Middleton	

1. What type of work/project did the vendor or consultant do for the named reference? What was the time period?

Notes: Treinen 2012-2017 – the work was PM for the K12 data collection project (LEG) healthcare benefits and provider information for all K12 across WA.

- a. What was the vendor’s or consultant’s role on the project?

Notes: PM

- a. Was the work specifically related to a feasibility study, Fraud analysis, or technical data analysis?

Notes: Technical Data Analysis

2. Please describe the quality and accuracy of the consultant’s work products and documentation, including how you would rate on a scale from 1 – 10 (10 being the best)?

Notes: 10 across the board for quality and accuracy – relied on Treinen for the report for collection data to be delivered to the LEG for data analysis for the K12 health benefits and providers and systems. K12 and ESD districts. Artifacts were exceptional and analysis was also, information gleaned and placed into meaningful tables as well. This effort had been attempted 5 previous times Treinen and the only study that had some data (60%) back in 1989, the collection of the data was incomplete up to that point. Treinen collected 99.3% in the first year and 100% every year after that and the school employee benefits board was created. This was all due to the efforts with Treinen and working with the Teams.

3. Was there ever a time when the consultant’s work did not meet your initial expectations, and needed rework?

Notes: There was never a time when their work did not meet expectations but there was a partnership between Treinen and Stacy and they would send her drafts and basically work together to be clarified.

4. Did the work done for you by the Vendor’s professional services staff include the following areas?

- a. Requirements gathering - Yes
- b. Analysis - Yes
- c. Market research – NA

If so, how would you describe their competence for each?

Notes: Requirements gathering was exceptional they established a pilot group from the schools to test out the system before go-live to find glitches. Making sure the requirements asked for made sense from the school districts and the data collection itself.

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5. How would you describe the vendor's or consultant's ability to facilitate and coordinate with those in your organization to complete the deliverables?
 - a. SME's? – Remarkable job all other attempts to collect data was not complete.
 - b. Management/leadership level stakeholders?
 - c. Did they form positive working relationships with your staff?

Notes: Treinens efforts used to work alongside the SMEs and arranged to go to the ESDs to meet with the school districts and put on workshops. There was so much stress from doing this work, but Treinen came in and made it easy as possible to help elevate anxiety. They were also involved in cross-agency discussions around the collection of data. They were part of the discussions with the stakeholders to answer the detailed data collections, analyzed and displayed for reporting purposes.

6. How usable were the documented deliverables received?
 - a. Were they helpful in the following phase of the work/project?

Notes: The documented deliverables at the end were the annual report for the LEG and that report to the Senate ways and means committee and based on that report and following reports the LEG could access the problems with the K12 health benefit structure so they could restructure the system for equitable benefits across the state of WA.

7. If any type of management/leadership presentation of final findings or results was included as part of the work, how would you describe the vendor's or consultant's presentation skills?

Notes: Presentation skills were responsible for the report but Stacy managed the LEG presentation but when Treinen gave the annual update on stakeholders their presentations were spot on.

8. How would you describe your overall satisfaction with the vendor or consultant, and would you work with them again for similar work?

Notes: Absolutely they would be the number one choice. Entered the effort with Treinen and the other PM was employee number 8. Stacy still has a good relationship with Treinen still today.

9. Were there any challenges during the term of the contract that were difficult to resolve?

Notes: School districts had never worked with items, but Treinen worked with the districts and made the collection of the data possible.

10. Is there any other information you think is helpful for us to know about the vendor/consultant or your experience working with the vendor or consultant?

Notes: Cannot speak highly enough about the experience with Treinen. After the first-year things were very bad and when Stacy was given the project, she was so thankful for Treinen to help coach her. When she had any concerns or issues, she could go to them and immediately those issues were dealt with. If there were concerns, they would work through those concerns to resolution. It was not one way but a working partnership with Treinen and Stacy appreciates that the most. Their level of expertise is about bringing on top notch people who are easy to work with. Treinen was very transparent and honest in their assessments went a long way in cementing the relationship.

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Vendor Co Name: Treinen and Associates	Date: 11/21/22
Consultant, if applicable: Vishal Singh	Evaluator: Michael C. Pratt
Reference Name/Co: Tyson Lewis	

1. What type of work/project did the vendor or consultant do for the named reference? What was the time period?

Notes: 2013 until sometime in 2015. Vishal was the technical lead for the project and LNI was part of the project from the beginning. It was a case management solution that needed to be purchased and integrated into the current systems. It went live in 2013 and Vishal helped providers send a form to LNI through One Health port. Almost ten years later those implementations and processes are still being used.

- a. What was the vendor's or consultant's role on the project?

Notes: Technical Lead

- b. Was the work specifically related to a feasibility study, contact centers, or telephony?

Notes: Vishal was part of the feasibility study to assist in the decision for the project.

2. Please describe the quality and accuracy of the consultant's work products and documentation, including how you would rate on a scale from 1 – 10 (10 being the best)?

Notes: 10 as documentation is still being used.

3. Was there ever a time when the consultant's work did not meet your initial expectations, and needed rework?

Notes: Vishal's work met expectations and if things needed to be fixed it was due to changes in the system and not Vishal's work itself.

4. Did the work done for you by the Vendor's professional services staff include the following areas?

- a. Requirements gathering: NA
- b. Analysis: Yes
- c. Market research: Before Tyson arrived.

If so, how would you describe their competence for each?

Notes: 10 rating for analysis.

5. How would you describe the vendor's or consultant's ability to facilitate and coordinate with those in your organization to complete the deliverables?

- a. SME's? – this relationship was great and went to them and worked with them. This was a new product and he had to win them over.

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- b. Management/leadership level stakeholders?
- c. Did they form positive working relationships with your staff?

Notes: Yes, he formed positive interactions and he respected everyone, and they respected his analysis and decisions. He is very good, and people do not know what they have, and builds repour very quickly. He treated everyone as equals.

He tried to use the existing service infrastructure and he did not want to change those processes but instead attempted to use these existing processes/connections. These are still being used now and did not have to maintain something new.

- 6. How usable were the documented deliverables received?
 - a. Were they helpful in the following phase of the work/project?

Notes: We had a good project manager with deliverables and Vishal produced them with the team through the phases of the project. All the documentation was helpful and easy to follow and is still be used today. Everything was very transparent.

- 7. If any type of management/leadership presentation of final findings or results was included as part of the work, how would you describe the vendor's or consultant's presentation skills?

Notes: Vishal was very good, sometimes other contractors are hard to understand but Vishal does not have that barrier. Vishal was always at the level of the people in the meeting, and he presented to his audience. He knew how much each audience needed.

- 8. How would you describe your overall satisfaction with the vendor or consultant, and would you work with them again for similar work?

Notes: It was very good and if Tyson had a project that needed someone with his skills, he would try to get him.

- 9. Were there any challenges during the term of the contract that were difficult to resolve?

Notes: Personality team issues who needed proof of expertise, but he had a high respect from everyone around him. Some team members took time to build that relationship with Vishal. Vishal was able to prove expertise well.

- 10. Is there any other information you think is helpful for us to know about the vendor/consultant or your experience working with the vendor or consultant?

Notes: Vishal is warm hearted and has just the right degree of people skills. Even after the project Vishal met to go over aspects of the project that LNI was unaware of and why things were done. Vishal met without issues and went over the information. He is tied into projects. Vishal was like a mentor; Tyson still thinks about how he approaches things and one thing he said, "a problem is either path or permissions".

The team still has good memories of Vishal.

Vishal is technology independent, he will find a way to use what is being used.