

ATTACHMENT 11 – KEY STAFF REFERENCE FORM**Instructions:**

For each Key Staff role, provide two (2) Individual References from two different Projects cited in the **Attachment 10, Part 2 - Key Staff Minimum Qualification Table**, unless only one (1) project is used that meet the MQs identified in this RFP. If only one (1) cited project meets the MQs, then two references from that project are required. Each Individual Reference must clearly identify the Customer/Client Reference individual and that individual's Agency, Department, Organization or Company where Key Staff performed the experience.

The Individual references must be submitted within the Business Proposal as defined within RFP Section 6 - Proposal Structure and Submission including signature of the customer/client reference.

References:

Provide two customer/client references from customers/clients who have first-hand knowledge of the job skills, experience, and abilities cited in the résumé.

The Consortium reserves the right to contact individuals, entities, or organizations who have had contracts or relationships with the Key Staff proposed for this effort, whether or not they are identified as references, to verify that the person has successfully performed their contractual obligations on other similar projects.

KEY STAFF REFERENCE FORM	
Key Staff Name: Vivek Narayanaswamy	
Part 1 – Reference's Information	
This information should match the information provided in Attachment 10 – Key Staff Resumes/Qualifications .	
Customer/Client Reference Name:	Laura Chavez
Customer/Client Reference Title	IT Manager
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium
Project Title on which Staff member performed	CalSAWS
Reference Phone Number:	[REDACTED]
Reference E-mail Address:	[REDACTED]

Instruction for References: The Contractor Staff above has listed you as a reference and is requesting for you to complete this Staff Reference Form. Please provide your comments and the appropriate rating based on your experience with the proposed Staff.

- Step 1:** Complete Columns 1-2 in Part 2 by marking "yes" or "no" and providing an explanation if needed.
- Step 2:** Complete Part 3 and provide your performance ratings.
- Step 3:** At the bottom of the page, print your name, your company's name, then sign and date.
- Step 4:** Return the completed, signed Staff Reference Form to Contractor.

Part 2 – The Reference Must Complete This Table.	
COLUMN 1	COLUMN 2
Did the Contractor provide you with a copy of the completed Attachment 10 – Key Staff Resumes /Qualifications for the Contractor's Staff named at the top of this page prior to your completion of this form?	Did the Contractor's Staff named at the top of this page perform the services described in Attachment 10 – Key Staff Resumes /Qualifications , including the functions as described and the time period provided on the project(s) that lists you as a contact?
X Yes <input type="checkbox"/> No	X Yes <input type="checkbox"/> No (If "No" checked, explain here.)

Part 3 – The Reference Must Complete This Table.
The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.
Performance and Ability Statements

Part 3 – The Reference Must Complete This Table.

The Reference shall complete performance and abilities statements for the proposed candidate and overall performance rating.

1. Describe the performance of the Contractor's Staff during this engagement.

As the Application Manager, he was responsible for leading a large project team in the analysis, design, development, and maintenance of our application software, integrations and interfaces. He is very effective in collaborating with his customers and communicating effectively with stakeholders providing regular updates on currently projects. He leads our software development life cycle process to ensure timely and high quality software releases for our applications. This includes overseeing application performance including nightly batch performance and ensuring the application is meeting service level agreements.

Qualifications: Vivek is a Project Management Professional (PMP) with 26 years of experience managing complex IT projects and delivering technology-based business solutions for health and human services clients. He has demonstrated his leadership capabilities in agile planning and estimation, program/project management, scope management, application development automation, business process design, testing, process improvement, and quality and risk management (Exceeds: S13). He has more than 10 years managing teams of 150 people across application development, system testing, and release management functions. Vivek's experience includes the full application development lifecycle, as well as maintenance and operations support for complex information systems (Exceeds: S14). For more than a decade, he has applied user-centered design (UCD) and user experience

2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.

Vivek is extremely knowledgeable in the space of welfare eligibility which includes both the policies, customer business processes and the supporting technologies. This gives him the unique ability to effectively lead staff in the quick diagnose of issues, accurately estimate level of effort for upcoming enhancements, complete thorough technical designs, forecast realistic timelines, and deliver to those timelines.

3. Describe the verbal and written communication skills of the Contractor's Staff.

Part 3 – The Reference Must Complete This Table.

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Due to Vivek's vast experience and knowledge, he is very effective in both his verbal and written communication skills. With significant expertise in the technology as well as how customers are using the applications, he can impart very clear and concise information. He is able to tailor his communications based on the intended audience whether it's internal technical project staff or external stakeholders and executives, and he is very effective and transparent.

4. Describe the ability of the Contractor's Staff to engage in positive working relationships with other coworkers.

Vivek has been responsible for managing very large project teams made up of various types of project staff like developers, DBAs, testers and team supervisors. He and his staff have heavy interactions on a daily basis with our project staff and he always conducts himself in the most professional manner and he also expects this of all his staff. This has contributed to a very positive working environment where respect for others and working together as one team is heavily promoted by Vivek.

5. Describe the knowledge of the Contractor's Staff in the required areas of expertise.

With Vivek's vast amount of experience as an application manager on multiple projects in Los Angeles and California, he has become a critical and key expert to our project. He is very knowledgeable on all aspects of our system but his expertise in the area of eligibility determination and benefit calculation inside our core application has been extremely valuable. Complex federal, state and local program policies are built into the EDBC rules engine and as the application manager, Vivek has been responsible for overseeing and maintaining this critical part of our application which then feeds all downstream processes within our applications. His understanding of the policies, customer business operations and the technology has been key to his success and the success of our project.

6. How well did the Contractor handled engagement with end users and User input.

Vivek always conducts himself in a very professional manner and always demonstrates confidence and collaboration in his engagement with end users and stakeholders. He is always open to receiving feedback and looking for ways to

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continually improve our internal project processes for improved service delivery to our customers. He has frequently spoken at public meetings on behalf of our project to provide updates and information and is very adept at tailoring his communications to the intended audience.

7. Would you rehire this person?

Yes

8. Optional Comments:

I am a customer, but I am also a colleague as I have worked together with Vivek over many years, successfully completing multiple system migration projects and maintaining applications. He is an absolute pleasure to work with because he is always willing and open to collaborate, understanding that everyone's input is important in achieving the best outcome.

On a scale of 1-10, with 1 being the lowest and 10 being the highest, how would you rate this individual's overall performance?

10

By signing this form, the Reference is certifying that all information provided on this form is correct.

Laura Chavez

CalSAWS

Name of Reference (print)

Name of Company Reference (print)

July 23, 2024

Signature of Reference

Date