

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: Lulu Fou	
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:	LA County Department of Public Social Services (DPSS)
Project Title on which Staff member performed	LEADER Replacement System (LRS)
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.

Ms. Fou spent over seven years as the Project Management Office Manager for LRS, and directly supported activities in the Project Management knowledge areas of scope, time, cost, human resource, risk, quality, integration, and communication.

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

Ms. Fou maintains excellent project management skills, including time management. She is very diligent in ensuring deadlines, milestones and key activities are tracked and managed effectively and associated work is completed timely.

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

Ms. Fou is very adept in both verbal and written communications. She consistently ensures clarity and understanding are outcomes in both forms of communications and adjusts this effectively based on the intended audience of those communications.

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

Ms. Fou is very well respected among all her coworkers and customers which is directly associated to her ability to stay positive, even during challenging times. She is very skilled in de-escalating challenging conversations and keeping staff and customers focused on the meeting objectives and goals.

Part 3 – The Reference Must Complete This Table.

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

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

Ms. Fou maintains extensive experience and knowledge in the areas Project Management, including project scope, time, cost, human resource, risk, quality, integration, and communication. This was successfully demonstrated in her role at the LRS project for Los Angeles County as she was a critical leader and key to our successes which included migrating our LEADER system to a more modernized, web-based application and continually enhancing our public facing portal 'Your Benefits Now' with more self-service features for public customers as well as supporting our many different interface partners. This required significant organization, management and monitoring back to our project plans, staff loading and deliverables as well as managing the project risk and communication processes to ensure transparency to the customer.

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

Engagement with end users and seeking input from customers is something that Ms. Fou always ensures. This was extremely important to ensure that the project continued to meet the business needs, but more importantly, also kept expectations aligned with customer executives and ensured that we had the right priorities identified in our project.

7. Would you rehire this person?

Yes.

8. Optional Comments:

Ms. Fou was key and critical part of our LRS project successes as a leader in our project management efforts and is always a pleasure to work with.

Part 3 – The Reference Must Complete This Table.

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

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

Dept. of Public Social Services

Name of Reference (print)

Name of Company Reference (print)

July 15, 2024

Signature of Reference

Date