

## 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	
<b>Key Staff Name: Vivek Narayanaswamy</b>	
<b>Part 1 – Reference's Information</b>	
This information should match the information provided in <b>Attachment 10 – Key Staff Resumes/Qualifications</b> .	
Customer/Client Reference Name:	Cristina Contreras
Customer/Client Reference Title	CalSAWS Release Management 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:	
Reference E-mail Address:	

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 <b>Attachment 10 – Key Staff Resumes /Qualifications</b> 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 <b>Attachment 10 – Key Staff Resumes /Qualifications</b> , including the functions as described and the time period provided on the project(s) that lists you as a contact?
x <input type="checkbox"/> Yes <input type="checkbox"/> No	x <input type="checkbox"/> 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.
<b>Performance and Ability Statements</b>

**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.

Mr. Narayanaswamy's performance was superb. Vivek was attentive to the needs of the department; he used all the tools and equipment available appropriately. He was customer service oriented, and solution driven. Vivek learned the department's business requirements and applied his knowledge, skills, resources and experience working in the LEADER system to deliver outstanding work products during the Design, Development, Implementation, and maintenance of LRS.

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

He applied appropriate work methods, used required technical and computer skills and knowledge. He produced thorough, neat, timely and accurate work products.

Vivek efficiently navigated organizational obstacles to help his client with timely delivery of committed work products. Vivek honored commitments.

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

Vivek considered the audience and nature of the information when communicating. He listened and asked appropriate questions to make sure he understood before offering opinions or making judgements and recommendation solutions. He conveyed information and ideas in a brief, clear, and organized manner.

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

Vivek demonstrated a caring and thoughtful attitude in his interactions with customers, peers, and stakeholders. Vivek was a team player. He listened carefully to project team members and collaborated with multiple teams in critical decision making. Vivek shared information with all levels of team members, including managers in the organization. He assisted co-workers by offering ideas to improve the functioning of the work unit. Vivek shared credit and opportunities appropriately.

**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.

Vivek worked in the Core LRS application and the public facing portal- Your Benefits Now (YBN) for DPSS-LA County. He is knowledgeable of the business needs, high-profile nature of a web portal, requirements, and functionality of both systems. Vivek managed a group of developers implementing YBN in the LEADER system and continued to engage in the migration of YBN into LRS while also contributing his knowledge to the team working on migration efforts during LRS, CalACES and CalSAWS.

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

Vivek's engagement with project leads, systems analyst and county end-user representatives was professional and caring. Vivek participated in outreach efforts along in support the at the time Eligibility Systems Division. He was responsive to the requests by program representatives, advocate groups and the public.

7. Would you rehire this person?

Yes 100%

8. Optional Comments:

Vivek is knowledgeable, caring and customer service oriented. He is solution driven and does not hesitate to ask questions to understand the ask. He has been a great support for our consortium teams. He saved the day during implementation of LRS!

**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.**

Cristina Contreras

Name of Reference (print)

CalSAWS Consortium

Name of Company Reference (print)



Signature of Reference

07/22/2024

Date