

## 11.11 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.

Table 1 - Key Staff Reference Form

KEY STAFF REFERENCE FORM	
<b>Key Staff Name: Onur Senman</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:	Anna Chia
Customer/Client Reference Title	Consortium BenefitsCal Project Manager (2020 – 2022)  Los Angeles County – Department of Public Social Services (Since 1988)
Agency, Department, Organization or Company where Staff member performed:	CalSAWS Consortium (Since 2014)  Los Angeles County – Department of Public Social Services (Since 1988)
Project Title on which Staff member performed	CalSAWS Consortium Portal/Mobile BenefitsCal Project (2020 – 2022)  Information Technology Manager I (Since 2015)
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 <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?
<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No	<input checked="" 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>
<p>1. Describe the performance of the Contractor's Staff during this engagement.</p> <p>Mr. Senman has been serving CalSAWS Consortium Portal/Mobile BenefitsCal Project since Feb 2021. He was initially responsible for the delivery of the BenefitsCal portal during the C-IV counties go-live in September 2021 and LA County go-live in April 2022. Since May 2022, Mr. Senman has been serving as Project Manager for the BenefitsCal Portal throughout the CalWIN counties migration to BenefitsCal and CalSAWS, which lead to the successful Statewide implementation of BenefitsCal.</p>
<p>2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.</p> <p>Mr. Senman managed the delivery of BenefitsCal Portal/Mobile with SIT and UAT meetings, along with Greenlight milestones, for the timely go-live solution for the C-IV counties. Following that Mr. Senman managed the timely delivery of subsequent 1.1 and 1.2 releases as well as the LA County BenefitsCal go-live in 2022. Ultimately, while Mr. Senman was serving as BenefitsCal project manager, he managed the timely implementation of BenefitsCal for the remaining 18 CalWIN counties through 6 waves, which then marked the California statewide implementation of BenefitsCal, along with BenefitsCal application maintenance releases and system changes.</p>

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

Mr. Senman demonstrated strong verbal and written communication skills while leading the sessions during the production readiness activities of the BenefitsCal Portal/Mobile during his interactions with Stakeholders that included but not limited to CalSAWS Consortium, California counties (including but not limited to county directors, supervisors, and workers alike), Regional Managers, State Partners (i.e. OSI, DHCS, CDSS and CWDA) and advocacy groups. His presentation materials were shared with Consortium BenefitsCal Project Manager as well as other constituents. During his service, Mr. Senman has been responsible in presenting in the following meetings: CalSAWS Weekly Status, Section Directors, Joint Power Authority (JPA), Project Steering Committee (PSC), Quarterly Stakeholder, Regional Management Visits and All-Staff meetings, all of which were supplemented with written presentations (i.e. PPT and other documents).

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

During his service at CalSAWS Consortium BenefitsCal Portal/Mobile project since April 2021, Mr. Senman has established positive relationships with Consortium team, Regional Managers, Section Directors, partner teams, stakeholders as well as his coworkers. He collaborated and coordinated effectively with all parties/entities during and outside of key meetings.

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

Mr. Senman led the BenefitsCal project team in functional, development and UAT readiness threads during the C-IV counties (39 counties) go-live in 202, and demonstrated subject matter expertise during facilitation of the functional, design review, testing validation, UAT support and go-live readiness meetings. Since his project manager role in May 2022, Mr. Senman demonstrated his subject matter expertise by answering all questions relating to the portal while being the public face of the BenefitsCal Portal in Joint Power Authority (JPA), Project Steering Committee (PSC), Quarterly Stakeholder, Regional Management Visit and all staff meetings.

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

During the delivery of BenefitsCal Portal, the contractor followed User Centered Design principles. As part of the delivery phases, Mr. Senman engaged Consortium BenefitsCal Project Manager, Regional Managers, County Primary Point of Contacts (PPOCs) and

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other stakeholders to incorporate input, feedback, and perspectives for the expected system behaviors. Similarly, while presenting at the CalSAWS Weekly Status, Section Directors, Joint Power Authority (JPA), Project Steering Committee (PSC), Quarterly Stakeholder, Regional Management Visit and All-Staff meetings, Mr. Senman engaged with the stakeholders, captured inputs and feedback for the project activities.

7. Would you rehire this person?

Yes, I would like to work with Mr. Senman again.

8. Optional Comments:

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.**

Anna Chia Los Angeles County – Department of Public Social Services

Name of Reference (print)

Name of Company Reference (print)

7/1/2024

Date