

## 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:	Vivian Levy
Customer/Client Reference Title	Interim Medicaid Director
Agency, Department, Organization or Company where Staff member performed:	Oregon Health Authority (OHA)
Project Title on which Staff member performed	Oregon Health Authority (OHA) - ONE Medicaid Eligibility Program
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>Onur served State of Oregon, Oregon Health Authority (OHA) - One Eligibility project between July 2014 thru July 2016. In this duration he successfully managed the process for fit-gap analysis, requirements, design, application development, and implementation of the new One Eligibility system including the new Self Service Portal and Worker Portal, to transition to a state-based eligibility determination solution for supporting the eligibility determination and case management of its MAGI Medicaid caseload, serving over 4,000 internal state users and over 1.2M external Medicaid recipient users.</p>
<p>2. Describe the ability of the Contractor's Staff to perform the contractually, required work in a timely manner.</p> <p>Onur lead the delivery of the requirements gathering, design elaboration, go-live readiness phases with close collaboration with the agency leads, business and policy subject matter experts of Oregon Health Authority (OHA), completed the activities in alignment with the scheduled milestones. Onur was initially responsible for the EDBC rules module in 2014 then took over the delivery of the Self-Service Portal and Worker Portal of the new solution, which delivered on-time in December 2015, with no disruption to the business continuity. The ONE system is a fully functional MAGI Medicaid Eligibility</p>

**Part 3 – The Reference Must Complete This Table.**

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

Determination application and integrated with MMIS for real-time transfer of eligibility information.

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

Onur demonstrated solid verbal and written communication skills while conducting the fit-gap analysis, requirements and design sessions, application development, go-live readiness, and implementation period of the One Eligibility solution, as well as during the post go-live Maintenance Prioritization, Change Control Board meetings agency leads. Produced pre go-live presentation materials for CMS and shared with State of Oregon - Oregon Health Authority (OHA) leadership.

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

Throughout Onur's service at State of Oregon - Oregon Health Authority (OHA) project starting in July 2014, Onur has established positive relationships the OHA agency constituents as well as his coworkers and interface partners. Demonstrated close collaboration and coordination with OHA stakeholders and vendors when needed.

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

Onur managed the project team for the functional, application development, go-live readiness phases for the new One Eligibility system for both Self Service Portal and Worker Portal. Demonstrated subject matter expertise during facilitation of the fit-gap analysis meetings and design sessions, also incident resolution process during UAT phase during his service. He also worked with agency decision makers to establish a plan for prioritizing incidents post go-live, and system enhancements with the appropriate deliverables and documentation.

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

**Part 3 – The Reference Must Complete This Table.**

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

The One Eligibility system delivered in 2015 included a new Self Service Portal and Worker Portal. As part of the delivery phases. Onur engaged with end users and Oregon Health Authority (OHA) subject matter experts to incorporate input, feedback and perspectives for the expected functionalities. Similarly, while chairing the bi-weekly Maintenance Prioritization Committee, and Change Control Board meetings worked with the stakeholders, captured inputs and feedback for planning and prioritization efforts.

7. Would you rehire this person?

Yes, I would rehire Onur 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.**

Vivian Levy

Oregon Health Authority

Name of Reference (print)

Name of Company Reference (print)

7/23/2024

Date

