eVAQ 0001113 - CORPORATE EXPERIENCE SUMMARY AND REFERENCES – #1

Contact Name: Jon Cray   **Title: Manager**

Phone#: (503) 373-1400   **Email Address: jon.cray@puc.oregon.gov**

Project Title and Summary: Oregon Telecommunication Devices Access Program (TDAP)

Set up program of access to Smartbox Assistive Technology communication software, devices, and accessories to serve uninsured Oregonians. Specifically, this program provides access to telecommunication for people who are unable to use their natural speech intelligibly. TDAP procures and distrioutes equipment for this purpose from a variety of vendors, and collaborated with Smartbox to identify and offer an appropriate range of equipment and a streamlined process by which to serve their constituents. Jon Cray is the primary contact and coordinator of this program. Chris Gibbons and Sabrina Plazio worked with Jon Cray to complete the necessary requirements to administrate this program. This project is a long-term and on-going collaborative endeavor.

Scoring:
The reference contact provided will be contacted by the State to obtain responses and to the question below. Points will be awarded based on the reference response rating.

Client Reference Questions			
Question #	M or MS	Question	Scoring/Rating
1	M	Can you verify the following information? Yes. • Project name and description • Timeframe/ Duties and responsibilities	Pass / Fail
Using the following scale: 0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, or n/a = Not applicable to this project, please rate your satisfaction with the company who provided the services described above. Circle only one (1) number for each question.			
2	MS	How would you rate this firm's ability to professionally manage overall in projects?	n/a 0 1 2 3 4 5
3	MS	How would you rate the resources and staff provided ability to manage the project on time, in scope, and on budget?	n/a 0 1 2 3 4 5
4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	n/a 0 1 2 3 4 5
5	MS	How would you rate this firm's professionalism and ability to supervise teams on a project?	n/a 0 1 2 3 4 5
6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	n/a 0 1 2 3 4 5
7	MS	How would you rate this firm's ability to manage the technical and security solutions of different telecommunications hardware or services? Answer as applicable.	n/a 0 1 2 3 4 5

Contact Name: John Costello   Title: Director

Phone#: 781-216-2220   Email Address: John.Costello@childrens.harvard.edu

Project Title and Summary: Message Banking Development for Grid 3

John Costello is credited with identifying the need for and developing a method to bank personal messages from people losing their ability to speak so that those recorded messages can be used, thus preserving their personal voice even after they lose their ability to speak. He collaborated deeply with the content and software development teams at Smartbox in designing message banking as an integral feature offered in our flagship AAC software, Grid 3. They key people involved included the Technical Director at Smartbox at the time, Barney Hawes, as well as members of the content development team including Brian Clifford.

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6	MS	How would you rate the firm's ability to address customer concerns or project issues, risks, or conflict?	n/a 0 1 2 3 4 5

| 7 | MS | How would you rate this firm's ability to manage the technical and security solutions of different telecommunications hardware or services? Answer as applicable. | n/a 0 1 2 3 4 5 |

Contact Name: Amy Roman   **Title: Speech Language Pathologist**

Phone#: (415) 517- 0592 -correction:51<mark>8</mark>-0592   **Email Address: amy.roman@sbcglobal.net**

Project Title and Summary: Alpha Core Language Access Grid Set

Amy Roman developed the AAC language strategy called Alpha Core, which is an innovative and unique approach text based and core language for people who cannot speak and whose access to their communication device is changing with neuromuscular decline. Alona Core consists of multiple grids, both text, core, accessible apps, etc and required extensive collaboration over many months with the content team at Smartbox to optimize it for the Grid software. The main contact at Smartbox was Trevor Mobbs.

Scoring:
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4	MS	How would you rate this firm's ability in managing implementation, transition of products and services and/or maintenance operation support to ensure the continuity of services? Answer as applicable.	n/a 0 1 2 3 <mark>4</mark> 5
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