

CORPORATE EXPERIENCE SUMMARY AND REFERENCES

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Applicants are required to complete each field in this Attachment and include the Attachment in their Application.

CORPORATE EXPERIENCE SUMMARY (M) (pass/fail)

To be responsive, the Corporate Experience Summary must provide enough detail to permit the State to assess and clearly determine the responsibility and experience the Contractor has for consideration in future AcMod or category awards that will be issued off this eVAQ. This will be scored as pass/fail. DO NOT LEAVE ANY ITEMS BLANK.

REFERENCES (MS) (points)

To be responsive:

- 1) All information must be completed on this Attachment. A blank or Not Applicable (N/A) response is not acceptable.
- 2) Projects referenced shall be projects that have been *completed within the past 5 years from the date of this Application*.
- 3) Applicants are required to submit three (3) references.
- 4) The client/customer used for the reference purposes must be a paying client/customer and not affiliated to the Applicant's organization.
- 5) At least one (1) reference must be from a government agency – local, municipal, federal, or publicly funded entity.
- 6) There are seven (7) questions per reference that may be verified. The reference rates each Applicant, using a scale of one (1) to five (5). Applicant must receive a minimum score of three (3) for each reference question.
- 7) The California Department of Technology cannot be used as a reference.
- 8) List the three projects below:
The State will contact the listed reference(s) to obtain the information provided by the Applicant and determine the customer's satisfaction with the outcome of the project and/or personnel. The references may be interviewed to confirm the information provided and a pass/fail will be provided. If the State cannot make contact with the reference, the State will reach out to the applicant to refresh the references or collaborate on further attempts.

Reference #1

Contact Name: Jon Cray	Title: Manager
Phone #: (503) 373-1400	Email Address: jon.cray@puc.oregon.gov
Project Title & Summary: Oregon Telecommunication Devices Access Program (TDAP)	
<p>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 distributes 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.</p>	

Reference #2

Contact Name: John Constello	Title: Director, Augmentative Communication Program, Adjunct Faculty, MGH Institute of Health Professionals
Phone #: (781) 216-2220	Email Address: John.Costello@childrens.harvard.edu
Project Title & Summary: Message Banking Development for Grid 3	
<p>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. The 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.</p>	

Reference #3

Contact Name: Amy Roman	Title: Speech Language Pathologist
Phone #: (415) 518-0592	Email Address: amy.roman@sbcglobal.net
Project Title & Summary: Alpha Core Language Access Grid Set	
<p>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. Alpha 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.</p>	

ATTACHMENT 2: CORPORATE EXPERIENCE SUMMARY AND REFERENCES

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Scoring:

The References provided may be contacted by the State to validate submitted responses and to ask the client reference questions indicated below. Points will be assessed based on the reference response rating.

For questions 2-7 of the Client Reference Questions Table, circle only one (1) number for each question and use the following key for the scoring/rating:

0 = Unsatisfactory; 1 = Poor; 2 = Partially Satisfactory; 3 = Satisfactory; 4 = More than Satisfactory; 5 = Excellent, n/a = Not applicable to this project

Client Reference Questions

Question #	M or MS	Question	Scoring/Rating
1	M	Can you verify the following information? 1. Project Name and Description 2. Timeframe/Duties and Responsibilities	Pass / Fail
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 information technology and/or telecommunications hardware and/or services? Answer as applicable.	n/a 0 1 2 3 4 5

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****To Be Completed by the Applicant****

Describe the core corporate experience and competency offerings. The description of the corporate profile must be detailed and comprehensive enough to permit the State to assess the corporate abilities, core competencies, types of products, projects, or services anticipated to be provided in the approval of this eVAQ application.

In addition to the above, the summary shall include all of the following information:

1. Corporate Structure
2. Management Structure
3. Organizational Chart
4. Years in Business
5. Products and Services Offered