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.

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? • Project name and description • Timeframe/ Duties and responsibilities	Pass
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