

Marin County Court - Voice Systems RFP - Section VI. B. - IVR/IWR System Pricing									
Vendor Name: _____									
					Price		Total		
1. System Hardware					Requirement	per Unit	Units	Price	Vendor Notes
1.1	System Server				Vendor Spec	\$ -	1	\$ -	
1.2	Network Interface Card to LAN (if not bundled with server)				10/100 switched	\$ -	1	\$ -	
1.3	Voice Processing cards that interface to proposed voice system				12 ports	\$ -	Vendor Spec	\$ -	
1.4	Back-up system (tape, disc, or alternative)				2 hour restoral	\$ -		\$ -	
					Sub-total Hardware			\$ -	
2. System Software - IVR and IWR									
2.1	Operating System Software for Server (may be bundled with server)				Vendor Spec	\$ -	0	\$ -	
2.2	Basic System Software - 12 simultaneous voice ports				Vendor Spec	\$ -	0	\$ -	
2.3	Jury Service application software (English and Spanish)				Vendor Spec	\$ -	0	\$ -	
2.4	System Admin Software License				Vendor Spec	\$ -	0	\$ -	
2.5	Spanish Language Software License				Vendor Spec	\$ -	0	\$ -	
2.6	Other Software component				Vendor Spec	\$ -	0	\$ -	
					Sub-total Software			\$ -	
					Sales Tax @ 9.5%			\$ -	
					SYSTEM HARDWARE AND SOFTWARE TOTAL			\$ -	
3. Development and Installation Professional Services						\$/Hour	Hours		
3.1	Installation of software components on server					\$ -	0	\$ -	
3.2	Installation of interface boards into server					\$ -	0	\$ -	
3.3	Application development for Jury Services					\$ -	0	\$ -	
3.4	Application development for Tentative Rulings					\$ -	0	\$ -	
3.5	Installation and initial deployment of Jury Service and TR applications					\$ -	0	\$ -	
3.6	Server installation on-premise. Inter-connection to LAN and Telephone System					\$ -	0	\$ -	
3.5	Testing, revision, and documentation of IVR/IWR applications					\$ -	0	\$ -	
3.6	Implementation and post-cutover support					\$ -	0	\$ -	
					Sub-total Prof Services			\$ -	
					TOTAL PROPOSED IVR/IWR SYSTEM			\$ -	
4. Options and Additions						Price	Units	Vendor Notes	
4.1	Additional interface boards for integration to voice system				Same as above	\$ -			
4.2	Additional hardware required to support Text-to-Speech				Vendor spec	\$ -	1		
4.3	Text-to-Speech Software				4 ports	\$ -			
4.4	Speech recognition software license for proposed system. (12 ports)				Vendor Spec	\$ -			
4.5	Additional system software licenses for 4 port capacity increases				4 ports	\$ -			
4.6	Development Software License for development lab				Vendor spec	\$ -			
5. Ongoing Support Costs						Price			
5.1	On-site service support - 5 days, normal business hours, 2 hour response					\$ -	Per Year		
5.2	On-site service support - 7 days x 24 hours, 2 hour response					\$ -	Per Year		
5.3	Applications software support and/or upgrade agreement					\$ -	Per Year		
5.4	Remote service support - per hour					\$ -	Per hour		
5.5	On-site service support not covered by service agreement - per hour					\$ -	Per hour		
5.6	Applications development consulting, Post-cutover - per hour					\$ -	Per hour		
6. Additional Applications - OPTIONAL						Price	Units	Vendor Notes	
6.1	Traffic CMS Interactive Voice and Web Response Module				Vendor spec	\$ -			
6.2	Criminal CMS Interactive Voice and Web Response Module				Vendor spec	\$ -			