



State of New Jersey RFP 11-X-21415
Volume 2, Section 4
Price Schedule

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Schedule O

**Hosted Telecommunication Applications / Services for Interactive Voice
Response**

		At time of Implementation	NJ Discount 15%
IVR Implementation Fees			
	IVR Application Implementation Fee - Client specific IVR implementation to include Development, Programming, Voicing & Testing		
DNJ-4008	Menu options, up to 8 IVR prompts	\$4,800.00	\$4,080.00
DNJ-4025	Menu options, 9-25 IVR prompts	\$6,800.00	\$5,780.00
DNJ-4040	Menu options, 26-40 IVR prompts	\$10,800.00	\$9,180.00
DNJ-4044	Additional 10 IVR prompt add-ons	\$1,450.00	\$1,232.50
	Text Messaging (SMS) IVR application - Client specific application for text messaging responses. Includes Database lookup.		
DNJ-4100	Text Messaging Application	\$8,250.00	\$7,012.50
	IVR Database and Table Interaction - IVR application interfaces with a database or table for the purpose of presenting information to a caller. Customized client Database requirements to be quoted with IVR services.		
DNJ-4220	Table Lookup, DiRAD IVR Environment	\$1,800.00	\$1,530.00
DNJ-4230	Database within DiRAD IVR environment	\$2,800.00	\$2,380.00
DNJ-4240	Client provided Database Information, updated at periodic points by client	\$3,750.00	\$3,187.50
DNJ-4250	Database client Data Source Connection	\$4,250.00	\$3,612.50

		At time of Implementation	NJ Discount 15%
	Speech Recognition and Text-To-Speech		
DNJ-4260	Speech Attendant: Less than 500 names	\$7,900.00	\$6,715.00
DNJ-4261	Speech Attendant: More than 500 names	\$15,500.00	\$13,175.00
DNJ-4262	Speech IVR add-on Level 1	\$7,900.00	\$6,715.00
DNJ-4263	Speech IVR add-on Level 2	\$15,500.00	\$13,175.00
DNJ-4264	Speech IVR add-on Level 3	\$25,000.00	\$21,250.00
DNJ-4265	Standard Text-To-Speech	NC	NC
DNJ-4266	Advanced Text-To-Speech Level 1	\$2,500.00	\$2,125.00
DNJ-4267	Advanced Text-To-Speech Level 2	\$5,000.00	\$4,250.00
DNJ-4268	Advanced Text-To-Speech Level 3	\$10,000.00	\$8,500.00
	Web based Client Controllable update options		
DNJ-4330	Change of phone forward points	\$1,150.00	\$977.50
DNJ-4336	Change of business rules; holidays, front end announcements	\$1,150.00	\$977.50
	Web based Client specific reports		
DNJ-4341	With IVR application implementation, 1 report	\$2,800.00	\$2,380.00
DNJ-4343	With IVR application implementation, 2-3 reports	\$3,200.00	\$2,720.00
DNJ-4344	Additional reports at time of implementation, per report	\$1,450.00	\$1,232.50
	Message Box options - IVR application records information for retrieval by client		
DNJ-4505	Message boxes 1-5	\$500.00	\$425.00
DNJ-4515	Message boxes 6-15	\$750.00	\$637.50
DNJ-4544	Additional Message boxes at time of implementation, per box	\$25.00	\$21.25

			At time of Implementation	NJ Discount 15%
	Additional Language Options- Duplicate IVR application in language other than English - Percentage will be applied to total of implementation fees.			
DNJ-6000		80% of all application implementation fees per each additional language		
	Additional Language voicing - will be quoted as requested by the client.			
DNJ-6050		Quoted specific to language required. Various fees will apply comparative to language requested.		
	Monthly & Usage Fees			
	Monthly IVR System Fee - provides for monitoring and support of the client application as implemented			
DNJ-7200		Monthly IVR System environment platform per application	\$400.00	\$340.00
DNJ-7214		Client Data Source connection	\$525.00	\$446.25
	Monthly Usage Fees - will be billed on a monthly basis			
DNJ-7004		Per minute - less than 4,000 minutes per month	\$0.15	\$0.1275
DNJ-7016		Per minute - 4,001 - 36,000 minutes per month	\$0.13	\$0.1105
DNJ-7080		Per minute - 36,001 - 80,000 minutes per month	\$0.11	\$0.0935
DNJ-7120		Per minute - 80,001 - 120,000 minutes per month	\$0.09	\$0.0765
DNJ-7121		Per minute - over 120,001 minutes per month	\$0.07	\$0.0595
DNJ-7300		Alert Messages; media options to include but not limited to e-mail and text (sms) messages	\$0.13	\$0.1105
DNJ-7400		Speech Recognition Application add-on, per minute	\$0.03	\$0.0255
DNJ-7401		Enhanced Text-To-Speech Application add-on, per minute	\$0.03	\$0.0255

		At time of Implementation	NJ Discount 15%
IVR Services			
	IVR Services for client requested tasks not covered in application or add-on items. Development, Voicing, Programming and Change Services		
DNJ-PSL1	Level 1 Professional Services	\$155.00	\$131.75
DNJ-PSL2	Level 2 Professional Services	\$212.00	\$180.20
DNJ-PSL3	Level 3 Professional Services	\$265.00	\$225.25
DNJ-PSL4	Level 4 Professional Services	\$295.00	\$250.75