

Speech Recognition Request

January 2010

1 each of: Speech recognition services each of: (Nuance part number: sw-001- 3.0-SA04)

Components that allow servers to connect to speech recognition engines

1 each of: Address Capture Suite

Speech Recognition Application to Capture Addresses spoken by callers, to be used for address registration and address change IVR applications.

25 each of: Nuance 8.5 Tier B Base Language port

Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 base language each of: US English

Associated with Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 Tier B Base Language port

Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 base language - US English

Associated with Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 Tier B Base Language port

Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 base language - US English

Associated with Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 Tier B Base Language port

Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

25 each of: Nuance 8.5 base language - US English

Associated with Speech recognition port with capabilities of Tier A plus more than 40 unique words, spelling, and natural language. Available for CIC and MIC.

20 each of: Nuance 8.5 US Name and Address Grammar

Grammar for U.S. names and addresses; Requires Tier B. A PSO contract is required to purchase this item. Please contact Product Management for questions.

10 each of: RealSpeak - US English each of: Nuance TTS base language option.

2 each of: Speech Recognition Training

The fundamental concepts of speech recognition on the platform.

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2 each of: Speech Recognition Training

Instruction for the development and deployment of speech applications, introduces the foundations of speech recognition and its controlling design principles

2 each of: Nuance Training each of: Developing Speech Grammars: Speak Freely

This course explains the SpeakFreely technology for Nuance Recognizer 9 and describes situations where a SpeakFreely grammar offers the best solution for directing caller inquiries.

2 each of: Fundamentals of VUI Design

Nuance Recognizer Version 9 and OpenSpeech Recognizer offer native support of the XML Grammar Format of the Speech Recognition Grammar Specification. It Needs to discusses the rules and rule references necessary to build XML Grammars and shows participants how to test basic XML grammars using the Nuance parseTool and test_parser tools. Participants learn how to streamline semantic interpretation and pass concise semantic values to applications. The class should also discuss strategies to optimize the performance of the Nuance Recognizer Version 9 or OpenSpeech Recognizer.

2 each of: Nuance Training – Managing Successful Speech Projects

This course provides valuable information to project managers and others involved in planning and managing speech projects.

2 each of: Nuance Training – Application Tuning Overview

This web each of: based course provides an overview of the tuning process, from the identification and definition of relevant success metrics to the analysis of call data. The course introduces the mindset and analytic process best employed by application tuners, project managers, and others working on a speech team. Participants are introduced to each step of the process. Participants learn a range of ways that we can question our deployment data, throughout an application's lifetime, to credibly answer the question "How well is our application working."

320 hours each of: Speech Consulting Services

Vendor will provide a minimum of 320 hours of consulting services in support of AL DIR's development of its speech recognition application. It is understood that AL DIR's technical representatives will attend the Nuance training suggested herein, and will be the parties responsible for developing the speech recognition application.

The vendor will not be responsible for the application's design, development, testing, implementation, or any other component, and will serve only in a support role. These consulting hours can be used in any part of the speech recognition application's design, development, installation, testing, or go each of: live phases, as suggested by the following services items: Installation and Configuration of Nuance Software and Interactive each of: Intelligence Speech Recognition Components each of: Requirements Gathering each of: Dialog Design and Creation of Dialog Specification Document each of: Design Review and Customer Acceptance each of: Grammar Development each of: Handler Development each of: Testing each of: Post Deployment Support and Monitoring

1 each of: Nuance Transcription Services – 18,000 utterances

This will allow for the tuning of the voice recognition software.