



## Outbound Calling Campaign

Budgetary Proposal # 029009

Prepared for:

**Dakota County**

Michael Agen  
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Prepared by:

**Sentinel Technologies, Inc**

Nate Kowalczyk  
(414) 409-9391  
nkowalczyk@sentinel.com

## Work Order Details

### Sentinel Work Order

#### Implement

##### Work Order Details

- The following items are included in this Work Order:
  - Provision Webex Contact Center Campaign Manager.
  - Configure one (1) Campaign.
  - Execute User Acceptance Testing.
  - End-user training.
  - Administrative knowledge transfer.

#### Out of Scope

Sentinel is responsible to perform only the Services described in this Statement of Work Agreement. Any additional services discussed or implied that are not defined explicitly by this SOW will be considered out of scope. All services requested outside of this SOW as detailed above will require a "Change Order" before any services are performed. "Change Order" must be agreed upon by all parties and signed. Specific examples from this project may be listed below.

- Project Management.
- Project Kickoff Meeting.
- Weekly Status Meetings.
- Project Schedules or Work Breakdown.
- Project Documentation (unless otherwise specified).

#### Customer Responsibilities

To ensure the successful execution of this project, both Sentinel and the customer, acknowledge and agree to the following responsibilities. This section outlines the specific obligations and expectations that the Customer must fulfill throughout the duration of the project or engagement. It is imperative that the Customer's active participation, timely cooperation, and adherence to these responsibilities are vital to achieving the project's objectives and meeting mutually agreed-upon timelines.

- Customer shall identify a technical resource that shall be able to make client configuration decisions and be the point of contact for all technical questions.
- Customer is responsible for providing the required contact lists, including all necessary data fields, and for defining and approving the business workflows, campaign logic, and contact handling processes associated with the Webex Contact Center Campaign Manager configuration.
- Customer is responsible for providing and approving all call scripts, messaging content, prompts, voice recordings, and campaign messaging prior to configuration.
- Customer is responsible for participating in User Acceptance Testing (UAT).
- Customer is responsible for providing all required system access, credentials, licenses, and permissions necessary to perform the services outlined in this Work Order.

## Key Assumptions

The successful execution of this project is contingent upon a set of key assumptions. These assumptions serve as reference points for the project's planning and execution. It is imperative that these assumptions are understood, acknowledged, and monitored throughout the project to ensure that the project proceeds as intended. Deviations from these assumptions may have an impact on project timelines, costs, and outcomes. The Key Assumptions are as follows:

- Unless otherwise specified all work performed is an estimate and will be billed actual Time and Materials.
- Changes to workflows, campaigns, or requirements after customer approval may require additional effort and may result in a Change Order.
- It is assumed that all contact lists will be provided in an agreed-upon format and will be ready prior to configuration activities.

## General Assumptions

The following is a list of responsibilities and/or tasks that Sentinel assumes have been completed or reviewed by Customer to the execution of the above-mentioned project. If additional responsibilities are uncovered during the project, Sentinel will make sure that Customer is made aware of any issues promptly to determine resolution.

## Product Lead Times

Depending on the technologies quoted, orders may be direct or through distribution. Lead times should be expected to be 8 weeks but can exceed 8 weeks. Should expedited equipment requirements arise, there could be an additional charge to source through a warehousing distribution partner.

## Travel Requirements and Cost

Unless specified within the proposal, all travel expenses and time are not included. Travel time shall be invoiced at pre-negotiated rates and expenses plus per diem at actual costs.

## 3rd Party Integration

Unless noted otherwise, Sentinel assumes no reliance on 3rd Party applications, connections or plug-ins to software deployments and updates as specified in this scope. If during Analysis and Planning any required 3rd Party integration is uncovered, additional hours may be incurred.

## Labor Union Requirements

Sentinel has NOT included any parameters for Union workers. Any requirement would require a subcontract arrangement to be determined up front and would increase the cost of deployment.

## Contract Expiration

The terms of this Work Order shall commence on the date of Customer signature and expire one (1) year from such date.

## Project Assumptions

## Cutover Windows



## Work Order

The project scope and pricing includes (1) cutover. If additional cutovers are required, a Change Order will be necessary, which may result in an increase in project cost.

## **Work Location**

The scope and pricing for this project are based on the assumption that all tasks will be completed remotely.



## Webex Contact Center Campaign Manager Licenses - 39 months

Product Description	Qty	Price	Ext. Price
<b>Initial Term: 39 Months   Requested Start Date: 12/20/2025   Billing Model: Monthly   Renewal Term: Requote</b>			
Webex Campaign Management Basic	5	\$756.69	\$3,783.45
<i>Estimated Monthly Price: \$90.18</i>			
<b>Subtotal:</b>			<b>\$3,783.45</b>

## Professional Services - T&M - \$229/Hour

Product Description	Ext Price
Professional Services - T&M - \$229/Hour	\$8,920.00
<b>Subtotal: \$8,920.00</b>	

## Appendix A

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This Appendix A is governed by the Master Services Agreement by and between Sentinel Technologies, Inc., (Contractor) with principal offices at 2550 Warrenville Road, Downers Grove, Illinois 60515, and Dakota County with principal offices at 1590 Highway 55 Hastings, MN 55033-2343.

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**Prepared by:**

**Sentinel Technologies, Inc**

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 nkowalczyk@sentinel.com

**Prepared for:**

**Dakota County**

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**Contract Information:**

**Budgetary Proposal # 029009**

Version: 3  
 Delivery Date: 01/29/2026  
 Expiration Date: 02/17/2026

## Quote Summary

Description	Amount
Webex Contact Center Campaign Manager Licenses - 39 months	\$3,783.45
Professional Services - T&M - \$229/Hour	\$8,920.00
<b>Total:</b>	<b>\$12,703.45</b>

## Terms and Conditions

By signing below, Customer agrees that the products and services being purchased through this contract are subject to the Sentinel Technologies Terms and Conditions, as applicable, located at <https://sentinel.com/Termsand-Conditions> unless expressly provided herein or otherwise addressed in a separate Agreement between the parties.

## Invoice Terms

Labor: Monthly Progress Billing

Subscription/License: At the beginning of the term – Monthly