From:
 Stephens, Jesse

 To:
 Perkins, Drew

 Cc:
 Stephens, Jesse

**Subject:** GFI Elevate Phone System - Additional Information - Item H)(1)(E)

**Date:** Monday, September 15, 2025 5:13:45 PM

Attachments: GFI ELEVATE PROPOSAL.pdf

image001.png

BCRSD PROCUREMENT POLICY.pdf

#### Dear Board of Trustees,

We would like to entertain a change order to our GFI Digital contract. We have continued to struggle with our phone system and it is time to transition to something that is more functional to the district. It would be beneficial to the District to be able to contract with our contracted IT provider for this service.

We currently pay Appletree Answers (3<sup>rd</sup> party answering service) approximately \$706 per month. We also pay Brightspeed approximately \$1,000 per month for all of our copper phone service lines. Approximately 1/3 of those lines could go away with this service, and the need for Appletree would go completely away. It is projected that GFI elevate would cost approximately \$595 per month.

I would project a net savings of \$400 per month by switching from our existing options to GFI Elevate.

The procurement policy is not completely clear on what to do in the case of recurring costs. The annual cost is well under \$10,000 per year, but this would be a month to month service.

This system also has the ability to archive information for up to 10 years, making it a good option for Sunshine law compliance. Additionally, this option will come with an application that will work on any device and keep our information from having to be device specific.

I would like to complete the process of negotiating a contract amendment with GFI to provide this service. Please find the attached proposal and a copy of the procurement policy for discussion.



Jesse Stephens, Facilities Engineering Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
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1

# UNIFIED COMMUNICATIONS (UC) FOR MS TEAMS EMBEDDED SOLUTION

Advanced calling features, SMS/MMS, call queue management, and more, fully embedded within Teams – no Teams phone license needed.

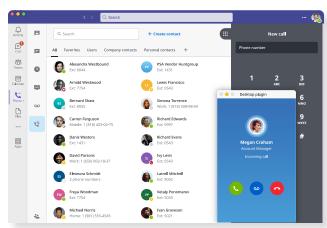
**UC for Teams** combines UC platform's feature-rich business phone system, SMS/MMS, contact center, and archiving with Microsoft Teams' chat, video meetings, and file sharing—all within a single, integrated Teams interface. This seamless experience enhances productivity while ensuring communication continuity, with UC's mobile and web apps keeping you connected even if Teams becomes unavailable.



Businesses that use MS Teams can enhance their communication capabilities with our UC for Teams integration which seamlessly combines Microsoft Teams' collaboration features with our advanced telephony capabilities and SMS, all with easy setup and best-in-class technical support. Contact Center is also available as an add-on within the UC for Teams embedded experience.

### **Best-In-Class Business Features:**

 PHONE SYSTEM: Crystal-clear, reliable phone service within the Teams app. Stay connected with 100+ enterprise-grade calling features and excellent network call quality and uptime. Enhance communication in shared spaces with lobby and conference room phone support.



- BUSINESS TEXTING: Connect with customers on their preferred channel using SMS and MMS for fast, convenient, and effective communication.
- MANAGE CUSTOMER COMMUNICATIONS: Improve customer interactions with supervisor monitoring, scheduled reports, real-time dashboard, smart greetings, advanced call queuing, customizable call distribution, and agent wrap time. For advanced customer engagement needs, add Contact Center to the embedded UC Teams experience.

# ALL UC & CC LICENSES INCLUDE 30-DAYS ROLLING ARCHIVING RETENTION

Have continual historical access to your company's last 30 days of UC calls, texts, SMS, and Contact Center communications as well as MS Teams chat and video meetings free as part of your UC and CC solution https://go.intermedia.com/30-days-free-archiving/

2

## ADVANCED CUSTOMER COMMUNICATIONS

Resolving customer needs at scale takes a solution that can help you work intelligently to effectively meet customer expectations.

Our Al-powered customer experience solution helps businesses of all sizes drive more responsive, informed, and engaging customer interactions. Connect with customers across the communication channels they prefer, using our easy-to-use solution for customer care professionals, supervisors, and administrators – anywhere, any time.

### **Customer Communications Included with UC for Teams:**

- **SMART CALL QUEUES:** Send inbound calls to a queue rather than a busy signal. Communicate current wait times and their position in the queue to reduce dropped calls.
- ADVANCED HUNT GROUPS: Assign groups of employees to manage inbound calls and set up automated call distribution to quickly connect customers with employees.
- **REAL-TIME DASHBOARDS:** Track live performance data against your service level agreement (SLA) including total active calls, calls in queue, average hold and handle time.
- CALL MONITORING & REPORTS: Let managers monitor customer calls, whisper to the
  employee, and take over a call. Use historical reporting to track employee and call performance.









3

# ADD AI-POWERED CUSTOMER INTERACTIONS WITH CONTACT CENTER INSIDE MS TEAMS

We enhance the customer experience at every stage—before, during, and after the interaction—with AI-powered tools that boost responsiveness, personalization, and efficiency, all from within the familiar MS Teams app.

#### Before the Interaction

Prepare for success with smart tools that proactively manage engagement and reduce friction.

- **OMNICHANNEL COMMUNICATIONS:** Support voice, webchat, SMS, email, and WhatsApp from one interface.
- AUTOMATED CUSTOMER OUTREACH: Deliver proactive notifications and follow-ups via text, email, or voice.
- **SELF-SERVICE VOICE & AI CHAT:** Allow customers to resolve requests like hours, balances, and payments without agent involvement.
- CRM INTEGRATIONS: Connect to your system of record to inform call routing and personalize interactions.
- INTELLIGENT CONTACT ROUTING: Route customers to the right person based on their input and business rules.

# **During the Interaction**

Empower agents and supervisors with Al-driven tools that enhance live interactions and optimize outcomes.

- **SINGLE APP FOR ALL COMMUNICATIONS:** Let frontline employees manage customer conversations and team collaboration in one interface all from within the Microsoft Teams app.
- Al AGENT ASSIST: Real-time transcription, live sentiment analysis, and instant access to business-specific knowledge via a chat-based assistant.

### After the Interaction

Unlock valuable insights and maintain compliance with automated analysis and archival tools.

AI TRANSCRIPTION

 REDACTION: Post-call
 automation of transcripts and
 redaction of sensitive data (PII,
 PHI, PCI) for compliance.





# ADD ARCHIVING FOR UC FOR TEAMS, CONTACT CENTER & MS TEAMS INTERACTIONS

Protect your organization's interactions and leverage intelligence.

Archiving in UC for Teams captures and retains unified communications—such as phone calls, SMS/MMS, voicemails, and call recordings—alongside Microsoft Teams collaboration data, including chats and video meetings. Powerful search capabilities makes it easy to find the information you need, when you need it.

#### Best-in-Class Business Features:

- AUTOMATED DATA CAPTURE: Captures and retains UC and Contact Center call records, voicemails, SMS and MS Teams chats, video meetings, emails and more without administrative or user action.
- FAST, POWERFUL CONTEXTUAL SEARCH:
   Indexes both content and metadata using dozens of properties for fast and easy searching.
- SEAMLESS INTEGRATION WITH
   UC FOR TEAMS: Designed to be deployed
   in minutes to enable compliant retention of
   employee and consumer UC, Teams and Contact
   Center communications.



- **RETENTION:** Stores data for as long as the business case requires with retention options ranging up to 10 years.
- **REGULATIONS AND COMPLIANCE:** Supports HIPAA, FINRA, and MiFID II compliance programs with optional WORM tamper-proof media storage to comply with SEC Rule 17a-4.
- **SECURITY:** Securely stores and encrypts data in transit and at rest with multi-factor authentication and role-based access control (manager/personal access) to protect access and limit export to authorized users.
- **EDISCOVERY AND LITIGATION SUPPORT:** Apply legal hold to override retention periods and utilise workflow and export features for all case documents.
- DATA RESIDENCY: Complies with US, Canadian, and European geographic datacenter location requirements.

#### **Prepared for**

Boone County Regional Sewer District 1314 N 7th St Columbia, MO 65201-3902, United States

#### Provided by

GFI Digital jkanewske@gfidigital.com 16365572757



#### **Summary of services**

#### Customer total

	Customer t	otal
Description	One-time	Monthly
Services		
Unified Communications Services	\$3.00	\$510.59
Equipment	\$280.00	
Shipping	\$28.96	
Professional services & other items		
Pre-Onboarding Includes configuration, and provisioning for services such as: Auto Attendant, Ring Groups, Hunt Groups, Time Frames, Voicemail, Conference Bridge, Call forwarding, Line Appearances, Multi-line, Extension, Simultaneous Ring and Voicemail to email per user		
Onboarding Details  Remote Setup, programming, and testing of Elevate UC system. Remote phone activation and programming. One live remote end user training session (may be recorded) and one admin training (if requested). No onsite services are included.	\$500.00	
60 Month Contract Recurring services included within this quote will be invoiced monthly, reflective of the actual service commencement date. After the initial Five (5) years commitment is fulfilled, service will go month-to-month.		
Ongoing Service Support  Remote service and support of the Elevate UC system. Incident response moves adds & changes, access to online ongoing training videos and general system and/or user questions.		
\$150 Per Hour Cost for On-site On-Site Engineering Support to help during onboarding deployment and installation of phones.		
Subtotal	\$811.96	\$510.59
Surcharges & Other fees		\$84.49
Estimated taxes	Exempt	Exempt
TOTAL	<b>\$</b> 811.96 One-time	<b>\$</b> 595.08 Monthly

#### Notes

- Your first bill may look different than other bills. It may include: (1) one-time fees and prorated charges for new services added during the prior month, (2) full charges for the next month, (3) applicable usage charges, as well as (4) associated taxes and fees.
- Hardware provided on promotion is amortized over a 12-month period. Penalties on hardware for early cancellation of an account are calculated based on the percentage of the term remaining at the time of cancellation.
- Shipping charges may be estimates only and are subject to change. Actual shipping charges will be calculated at the time the order is placed.
- Taxes and fees are based on service address and can differ by address.

#### **Details**

#### **Main location** 1314 N 7th St, Columbia, Missouri 65201-3902

#### **Customer total**

Description	Quantity	Unit price	One-time	Monthly
Unified Communications Services				
Elevate for Teams Pro Integrated into Microsoft Teams, includes advanced Cloud PBX with unlimited local and long-distance calling, calls to 33 countries, connection of up to 5 phone devices, including mobile and desktop apps, Chat, SMS/MMS (500 included, overage rates apply), CRM integrations, Al capabilities, Advanced Hunt Groups and Queuing and 30-days Archiving, all accessible via the Elevate icon within the Teams desktop app. MS Teams is used for collaboration features such as chat and meetings. No additional Microsoft phone license is required.	16	\$25.00		\$400.00
Archiving: 10 Year Retention For rolling retention period of either 8, 9, or 10 years, with optional tamper-proof storage.	16	\$6.10		\$97.60
Local Number Porting Fee	1	\$3.00	\$3.00	
Resource Line (500 min) Used to enable common area phones such as conference or lobby phones, 500 minutes of outbound local calls included per month.	1	\$12.99		\$12.99
Equipment				
Yealink CP925 Conference Phone  An IP conference phone with a 4-inch colour touch screen and 20 foot microphone pickup range for medium sized conference rooms.	1	\$280.00	\$280.00	
Yealink T44W  An IP desk phone with a 2.8-inch color LCD, dual Gigabit Ethernet ports, built-in Wi-Fi and Bluetooth and two USB ports. Includes 8 physical line keys with up to 21 DSS keys.	8	Free	Free	Free
Shipping				
1314 N 7th St, Columbia, Missouri 65201-3902	_	_	\$28.96	
Taxes & Fees				
Surcharges & Other fees	_	_		\$84.49

#### Notes

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#### **Customer total**

Total - Main location			<b>\$</b> 311.96	<b>\$</b> 595.08
Estimated taxes	_	_	Exempt	Exempt
Description	Quantity	Unit price	One-time	Monthly

#### Notes

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Prepared by:

http://www.gfidigital.com

Prepared for:

P: (636) 577-2757 E: <u>jkanewske@gfidigital.com</u>

**Quote Information:** 

# Elevate by GFi DIGITAL – UCaaS Phone System

GFI Digital Inc. Technology Services (636) 557-2757 Fax (314) 997-6064 jkanewske@gfidigital.com	Boone County Regional Sewer District 1314 N 7th St, Columbia, Missouri 65201 Jesse Stephens JStephens@bcrsd.com	Delivery Date: 7/16/2025 Expiration Date: 8/16/2025
of quote by electronic signature or I Unless otherwise noted, prices quo The Total does not include any app processing fee in addition to the pu Subject to continuing credit approvainc. will invoice upon shipment of it GFI offers a 30-day return policy or return policy. Customer may obtain Upon acceptance the undersigned specified. GFI reserves the right to	al, terms of payment are net 30 days from the invo	GFI Digital, Inc. estimates only and subject to change. by credit card, GFI Digital will charge a 3% bice date unless otherwise noted. GFI Digital, bply to certain Products and override GFI m the dedicated GFI account manager.
GFI Digital Inc.	Boone Cou	inty Regional Sewer District
Signature: Joseph Kansu Name: GFI Digital	Signature:	
Title: Technology Services	Date:	
Date: 7/16/2025		

#### Notes:

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- Taxes and fees are based on service address and can differ by address.



All procurements made by Boone County Regional Sewer District (BCRSD) involving the expenditure of District Funds will be made in accordance with the following procurement standards.

Procurement transactions, regardless of method or dollar value, will maximize open and free competition consistent with Section 204.350, Missouri Revised Statutes. BCRSD shall not engage in procurement practices which may be considered arbitrary or restrictive.

Purchases will be reviewed by appropriate administrative personnel such as the General Manager, the Manager of Finance & Administration or the Operations Manager to prevent duplication and to ensure that costs are reasonable.

#### I. METHODS FOR PROCUREMENT

Procurements shall be made using one of the following methods: (a) small purchase procedures, (b) competitive sealed bids, (c) competitive negotiations, (d) non-competitive negotiation and shall be made pursuant to Section 204.350, Missouri Revised Statutes.

#### A. Small Purchases

Purchases over \$1,000 must be approved by the Board before payment is made. A purchase that is approved as part of the annual budget review need not be brought back to the board unless the cost is more than what was budgeted.

- Purchases under \$1,000.00. Whenever any purchase or contract for goods or services 1. is for the sum of less than one thousand dollars (\$1,000.00) inclusive, BCRSD personnel may order the items as needed.
- 2. Goods or Services Costing \$1.000.00 to \$2,500.00 Inclusive. Whenever any purchase or contract is for goods or services costing from one thousand dollars (\$1,000.00) to two thousand five hundred dollars (\$2,500.00) inclusive, BCRSD personnel shall obtain at least three (3) quotations from qualified vendors for the goods or services to be purchased. The quotations may be obtained orally or in writing and the award for purchase or contract given to the lowest responsible bidder.
- Purchases Costing From \$2,500.00 to \$10.000.00 Inclusive. Whenever any purchase or contract is for goods or services costing from two thousand five hundred dollars (\$2,500.00) to ten thousand dollars (\$10,000.00) inclusive, the BCRSD personnel shall solicit at least three (3) written quotations for the item or items to be purchased. The quotations shall be submitted in written form to the administrative personnel who shall award the purchase or contract to the lowest responsible bidder.

- 4. <u>Items Costing Over \$10.000.00</u>. Whenever any purchase or contract for goods or services is estimated to be more than ten thousand dollars (\$10,000.00), BCRSD personnel shall cause to be published in one (I) issue of a newspaper of general circulation in Boone County a notice inviting bids. Said notice shall be published at least fifteen (I5) business days prior to the date set for the receipt of bids. The notice herein required shall include a general description of the articles to be purchased or services to be performed and the time and place for opening bids. BCRSD personnel may also mail to potential suppliers of the items to be purchased or services to be performed an invitation to bid. Upon public opening of the sealed bids, BCRSD personnel shall review all bids received and shall make a recommendation to the Board as to which bidder has submitted the lowest responsible bid meeting specifications.
- 5. Contracts over \$500.00 for Construction of Trunk sewers and Sewage Treatment Plants. Notwithstanding any other provision of this Policy, whenever any contract for the construction of trunk sewers or sewage treatment plants is for more than five hundred dollars (\$500.00), then pursuant to Section 204.350, Missouri Revised Statutes, BCRSD personnel shall cause to be published in one issue of a newspaper of general circulation in Boone County a notice inviting bids. Said notice shall be published at least thirty (30) days prior to the date set for the receipt of bids. The notice shall include a general description of the work to be done and the time and place for opening bids. BCRSD personnel may also mail to potential contractors performing the type of work covered by the contract an invitation to bid, and BCRSD personnel further may publish the notice in one or more newspapers of general circulation. Upon public opening of the sealed bids, BCRSD personnel shall review all bids received and shall make a recommendation to the Board as to which bidder has submitted the lowest responsible bid meeting specifications. Pursuant to Section 204.350, such bidding procedure shall not be necessary in case of repairs or emergencies requiring prompt attention.

#### **B.** Competitive Sealed Bids

Bidding will be employed when detailed specifications for the goods or services to be procured can be prepared and the primary basis for award is cost. When the cost of a contract, lease or other agreement for materials, supplies, equipment or contractual services, other than those personal or professional, exceeds \$10,000, an Invitation for Bids (IFB) notice will generally be prepared. This notice will be published at least once in Columbia Daily Tribune the official newspaper of general circulation in central Missouri. This newspaper notice will appear not less than thirty (30) days before the due date for bid proposals. BCRSD may also solicit sealed bids from responsible prospective suppliers by sending them a copy of such notice.

The IFB will include a summary description of the goods or services to be procured, the bid bond, payment bond and bond performance required (if applicable), the location where bid forms and specifications may be secured, the time and place for opening bids, and whether the bid award will be made on the basis of the lowest price or the lowest evaluated price. If the lowest evaluated price is used, the measurable criteria to be used must be stated in the IFB. The newspaper notice must also contain language which calls to the attention of bidders all applicable requirements which must be complied with such as prevailing wage and the Davis-Bacon Act.

Sealed bids will be opened in public at the time and place stated in the IFBs. The bids will be tabulated after the bid opening. The results of the tabulation and the bid procurements will be examined for accuracy and completeness by BCRSD staff who will make recommendations to the BCRSD Board of Trustees. A tabulation of all bids received shall be available in the District office for public inspection in no later than thirty (30) days. In addition, the BCRSD staff shall determine that all firms are responsive and responsible. The BCRSD Board of Trustees will make the decision as to whom the contract shall be awarded. After the bid award is made, a contract will be prepared for execution by the successful bidder.

BCRSD may cancel an IFB or reject all bids if it is determined that such is in the best interests of BCRSD. Bidders will be notified in writing of such cancellation or rejection. BCRSD may allow a vendor to withdraw a bid if requested at any time prior to the bid opening. Bids received after the time set for bid opening shall be returned to the vendor unopened.

#### C. Competitive Negotiations

BCRSD will use competitive negotiations, regardless of contract amount, upon a written determination that:

- 1. Specifications cannot be made specific enough to permit the award of a bid on the basis of either the lowest bid or the lowest evaluated bid price (in other words, bidding is not feasible).
- 2. The services to be procured are professional in nature. With the exception of certain professional services (see the BCRSD Policy for Contracting for Architectural, Engineering and Land Surveying Services), competitive negotiations will proceed as follows:
  - a. Proposals may be solicited through newspaper advertisement; additionally, a Request for Proposal (RFP) may be prepared and mailed to qualified vendors. The RFP will describe services needed. The RFP will also state where further details regarding the RFP may be obtained. The RFP will call attention to the same regulations discussed in the bidding process. Requests for proposals will always include cost as a selection factor.
  - b. Award must be made to the offeror whose proposal is determined in writing by the BCRSD to be the most advantageous to BCRSD. Evaluations must be based on the factors set forth in the Request for Proposal. The review committee may contact the firms regarding their proposals for the purpose of clarification and record in writing the nature of the clarification. If it is determined that no acceptable proposal has been submitted, all proposals may be rejected. New proposals may be solicited on the same or revised terms or the procurement may be abandoned.

For the procurement of certain professional services, an alternative to RFPs may be used. BCRSD may publish a Request for Qualifications. RFQ's are handled in a similar method to RFP's with the exception that cost is not a factor in the initial evaluation. The General Manager will evaluate the responses and rank them by comparative qualifications. The highest scoring person or firm will be contacted and the General Manager will negotiate cost. If the General Manager is unable to

negotiate a satisfactory cost arrangement, the second highest scoring person or firm will be invited to negotiate. The General Manager will maintain a written record of all such negotiations.

#### D. Noncompetitive Negotiations

Noncompetitive negotiations may be used for procurements in excess of \$10,000 when bidding or competitive negotiations are not feasible. BCRSD may purchase goods and services through noncompetitive negotiations when it is determined in writing by the General Manager that competitive negotiation or bidding is not feasible and that:

- 1. An emergency exists which will cause public harm as a result of the delay caused by following competitive purchasing procedures (see Section II for Emergency purchasing procedures), or
- 2. The product or service can be obtained only from one source, or
- 3. The contract is for the purchase of perishable items purchased on a weekly or more frequent basis, or
- 4. Only one satisfactory proposal is received through the IFB, RFP or RFQ, or
- 5. The state has authorized the particular type of noncompetitive negotiation (e.g., the procurement of services by an Area Development District), or
- 6. The equipment or service must be purchased from the original equipment manufacturer (OEM) or original source of service.

Procurement by noncompetitive negotiation requires the strictest attention to the observation of impartiality toward all suppliers. The BCRSD must approve all procurements by non-competitive negotiation when only one supplier is involved or only one bid or response to an RFP/RFQ is received.

Bids will be accepted only from those contractors who have a proven record of ability to successfully complete the scope of work being bid. References will be requested along with the contractor's bid proposal. Any contractors submitting a bid must produce (along with his/her bid documents) written proof of liability insurance and worker's compensation coverage. Consideration will be given to such matters as contractor integrity, compliance with public policy, record of past performance and financial and technical resources in awarding contracts.

#### E. Cooperative Purchasing

The BCRSD will use Public Cooperative Purchasing Contracts such as purchases made through or with the State or any other governmental jurisdiction which operates a cooperative procurement program and will allow the District to purchase goods or services that the jurisdiction has made available following the completion of its own internal purchasing

procedures, and professional services.

#### II. EMERGENCY PURCHASES

In the event of an emergency, when the operation of the District's facilities is endangered or interrupted and a threat to public health and the environment is apparent, normal purchasing procedures may be altered or omitted in order to resolve the emergency as soon as possible. A report must be filed with the Administrative Managers and Board of Trustees detailing the circumstances of the emergency.

In every case, the Chairman, if available, should be notified of the situation and his directions sought. At the next Board meeting, the staff will submit its report of the factual situation, whether informal bids were sought and the basis on which services and/or materials were contracted for without Board prior approval. Upon consideration of staff reports and its approval of the staff's actions, the Board will record in the minutes sufficient factual information justifying its action of approving the staff's action. The approval will state that an emergency did, in fact, exist and emergency action taken by the staff was approved.

#### III. DOCUMENTATION

All source documents supporting any given transaction (receipts, purchase orders, invoices, RFP/RFQ data and bid materials) will be retained and filed in an appropriate manner. Where feasible, source documents pertinent to each individual procurement shall be separately filed and maintained. Where it is not feasible to maintain individual procurement files, source documents will be filed and maintained in a reasonable manner (examples include chronologically, by vendor, by type of procurement, etc.). Whatever form of documentation and filing is employed, the purpose of this section is to ensure that a clear and consistent audit trail is established. At a minimum, source document data must be sufficient to establish the basis for selection, basis for cost, (including the issue of reasonableness of cost), rationale for method of procurement and selection of contract type, and basis for payment.

# IV. LOCALLY OWNED, MINORITY-OWNED, FEMALE-OWNED AND SMALL BUSINESSES

Affirmative steps will be taken and documented to solicit participation of locally owned, minority-owned, female-owned and small businesses. BCRSD will solicit proposals from minority- or womenowned businesses that provide the goods or services that are being sought. Where possible and feasible, delivery schedules will be established and work will be subdivided to maximize participation by small businesses or minority- or women-owned businesses. The BCRSD will use the City of Columbia Minority & Women Owned Business Directory when issuing RFPs and RFQs. This list shall also be consulted when making small purchases.

#### VI. CONFLICT OF INTEREST

No BCRSD member, employee, consultant, elected official, appointed official or designated agent of BCRSD will take part in the award of any procurement transaction if a conflict of interest, real or apparent, exists. A conflict of interest occurs when the official, employee or designated agent of BCRSD, partners of such individuals, immediate family members, or an organization which employs or intends to employ any of the above has a financial or other interest in any of the competing firms.

Adopted by the BCRSD this day of _	MARCH , 2016. ZOIT.
Carll Ch	Debbie Schnedler
Randy Chann, Chair	Debbie Schnedler, Secretary