

From: [Stephens, Jesse](#)
To: [Perkins, Drew](#)
Cc: [Stephens, Jesse](#)
Subject: GFI Elevate Phone System - Amendment to GFI Digital Contract - Item I)(4)
Date: Friday, October 17, 2025 12:27:46 PM
Attachments: [DRAFT - Third Addendum to MSA \(Elevate - Phones\).pdf](#)
[image002.png](#)

Dear Board of Trustees,

I'm seeking a motion to allow the interim executive director to sign an amendment to the contract with GFI Digital to procure the Elevate Phone system in the attached document.



Jesse Stephens, Facilities Engineering Manager
Boone County Regional Sewer District (BCRSD)
1314 N. 7th St., Columbia, MO 65201
C: 573.239.4025 | O: 573.443.2774
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THIRD ADDENDUM TO MASTER SERVICES AGREEMENT

THIS THIRD ADDENDUM TO MASTER SERVICES AGREEMENT (the “Addendum”) is made as of October 22nd, 2025 (the “Effective Date”) by and between Boone County Regional Sewer District, a common sewer district organized and operated under the provisions of Chapter 204 RSMo., (herein “District” or in certain documents referred to herein “BCRSD” or “Customer”), and GFI Digital, Inc. (“GFI Digital”). The District and GFI Digital may be referred to herein individually as a “Party”, and collectively as the “Parties.”

Recitals:

A. District and GFI Digital entered into that certain Master Services Agreement dated August 20th, 2025 (the “Master Services Agreement”), as supplemented and amended by that certain Addendum to Master Service Agreement dated August 20th, 2025 (the “First Addendum”), that certain Second Addendum to Master Service Agreement dated August 20th, 2025 (the “Second Addendum” and, collectively with the Master Services Agreement and the First Addendum, the “Agreement” or in certain documents referred to herein the “Contract”).

B. On or about October 1st, 2025, GFI Digital provided to District that certain Elevate by GFI Digital – UcaaS Phone System quote attached hereto as Exhibit A (the “Telecommunications Proposal”), describing certain additional telecommunications services (the “Telecommunications Services”) and the terms of providing the Telecommunications Services to District.

C. District desires to obtain the Telecommunications Services from GFI Digital pursuant to the Telecommunications Proposal, and GFI Digital desires to provide such Telecommunications Services to District as stated in the Telecommunications Proposal.

D. The Master Services Agreement contemplates that additional services may be provided pursuant to the Master Services Agreement through execution by the Parties of an addendum describing the services.

E. GFI Digital and the District desire to supplement and amend the Agreement as stated herein.

Agreement:

NOW THEREFORE, for and in consideration of the foregoing premises and the mutual covenants and agreements herein set forth, the parties hereto hereby stipulate, covenant, and agree as follows:

1. (a) The Agreement shall be supplemented and amended by incorporating the terms of the Telecommunications Proposal, which is attached hereto as Exhibit A.

(b) The Telecommunications Proposal is hereby incorporated and made a part of the Agreement by reference as though fully set forth in the Agreement. The terms and conditions of the Telecommunications Proposal shall govern the performance of the work performed under this Addendum to the extent they do not conflict with the terms of the Master Services Agreement or any addendum thereto. In the event of any conflict between the Master Services Agreement, any

addendum thereto, and the Proposal, the terms of the Master Services Agreement shall govern first, followed by the Telecommunications Proposal and this Addendum, and lastly any other relevant addendum to the Master Services Agreement. Each document shall govern only to the extent it does not conflict with the terms of the document listed above it in order of precedence.

2. GFI Digital shall begin providing the Telecommunications Services to District in accordance with the Telecommunications Proposal on October 22nd, 2025 (the “Start Date”).

3. Notwithstanding any provision of the Telecommunications Proposal to the contrary, this Addendum and all of the Parties’ rights and obligations hereunder shall terminate contemporaneously with the Master Services Agreement as provided by the Master Services Agreement, unless otherwise agreed to in writing by the Parties.

4. Except as expressly supplemented and amended hereby, the Agreement shall remain in full force and effect and is hereby ratified and confirmed in all respects.

[Remainder of Page Intentionally Blank; Signature Page(s) Follows]

IN WITNESS WHEREOF, the undersigned have executed this Third Addendum to Master Services Agreement as of the day and year first set forth above.

GFI DIGITAL, INC.:

BOONE COUNTY REGIONAL SEWER DISTRICT

By: _____

By: _____

Jesse Stephens, Interim Executive Director

Name: _____

Title: _____

Date: _____

Date: _____

EXHIBIT A

THE TELECOMMUNICATIONS PROPOSAL



Prepared for:
Boone County Regional Sewer District

Prepared by:
Technology Services

We have prepared a quote for you.

Elevate by GFI Digital – UCaaS Phone System

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.

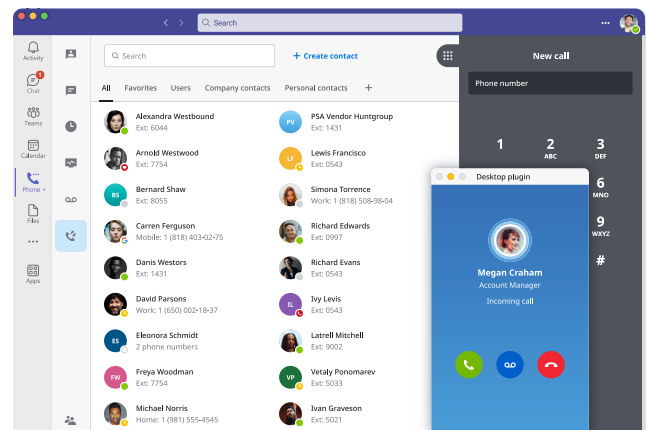
UC for Teams combines UC platform's feature-rich business phone system, SMS/MMS, contact center, and archiving with Microsoft Teams' chat, video meetings, and file sharing—all within a single, integrated Teams interface. This seamless experience enhances productivity while ensuring communication continuity, 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 AI-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.



CALL QUEUING



HUNT GROUPS



REAL-TIME DASHBOARDS



CALL MONITORING

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 AI-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.
- **AI 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.



4

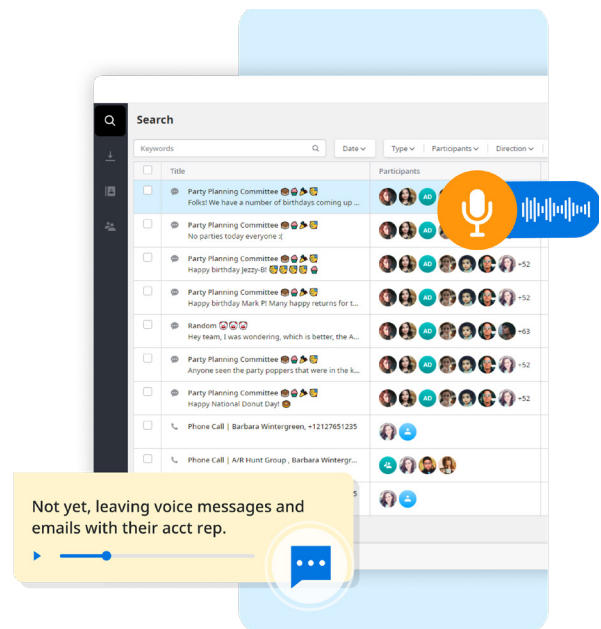
ADD ARCHIVING FOR UC FOR TEAMS, CONTACT CENTER & MS TEAMS INTERACTIONS

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

Description	Customer total	
	One-time	Monthly
Services		
Unified Communications Services	\$3.00	\$510.59
Equipment	\$495.00	
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	\$1,026.96	\$510.59
Surcharges & Other fees		\$84.49
TOTAL	\$1,026.96	\$595.08
	One-time	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, AI 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 CP965 Conference Phone An IP conference phone with a 5-inch color touch screen and 20 foot microphone pickup range for large sized conference rooms.	1	\$495.00	\$495.00	
 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	

Notes:

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Customer total				
Description	Quantity	Unit price	One-time	Monthly
Taxes & Fees				
Surcharges & Other fees	—	—		\$84.49
Total - Main location			\$526.96	\$595.08

Notes:

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<http://www.gfidigital.com>

P: (636) 577-2757
E: jkanewske@gfidigital.com

Elevate by GFI DIGITAL – UCaaS Phone System

Prepared by:

GFI Digital Inc.

Technology Services
(636) 557-2757
Fax (314) 997-6064
jkanewske@gfidigital.com

Prepared for:

Boone County Regional Sewer District

1314 N 7th St, Columbia, Missouri 65201
Jesse Stephens
JStephens@bcrsd.com

Quote Information:

Delivery Date: 10/1/2025

Expiration Date: 11/1/2025

THIS PRICE LIST IS A QUOTATION ONLY AND IS NOT AN ORDER. No contract for sale will exist until customer's acceptance of quote by electronic signature or Purchase order has been sent and accepted by GFI Digital, Inc. Unless otherwise noted, prices quoted do not include freight. All freight amounts are estimates only and subject to change. The Total does not include any applicable taxes, unless specified. If customer pays by credit card, GFI Digital will charge a 3% processing fee in addition to the purchase amount and freight charges. Subject to continuing credit approval, terms of payment are net 30 days from the invoice date unless otherwise noted. GFI Digital, Inc. will invoice upon shipment of items from point of origin. GFI offers a 30-day return policy on most Products sold. Manufacturer restrictions apply to certain Products and override GFI return policy. Customer may obtain additional details and any applicable updates from the dedicated GFI account manager. Upon acceptance the undersigned agrees to pay the total amount due, as specified, to GFI Digital, in accordance with the terms specified. GFI reserves the right to delay service if your account is delinquent. The undersigned represent that they have authority to enter into this Agreement.

GFI Digital Inc.

Boone County Regional Sewer District

Signature: Joseph Kanewske
Name: GFI Digital
Title: Technology Services
Date: 10/1/2025

Signature: _____
Name: _____
Date: _____

Notes:

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