AGENDA

WORK SESSION & COUNCIL MEETING

Tuesday, November 2, 2021

7:00PM at City Hall

1. Call to Order and Declaration of Quorum
   Time: _____

2. Invocation

3. Pledge of Allegiance to the United States of America

4. Greeting of Visitors

5. Public comment
   Citizens are invited to address the City Council with public comments. Comments regarding items for which notice has not been given will be limited to three minutes, prior to discussion of agenda items, and Council responses shall be in accordance with Sec. 551.042 of the Texas Government Code. Comments regarding an item on the agenda may be given before or during discussion of that item. Comments that incite a breach of the peace are prohibited.

6. Approval of previous meeting's minutes, or notes.
   a. October 19, 2021 Minutes

7. Reports:
   a. City Secretary Report: ARPA Fund Account
   b. City Clerk Report
   c. Council Representative to Community ISD
   d. Mayor Pro Tem report
   e. Mayor's Report/Status: Annexation of CISD

8. Work Session - No vote

Review and discuss agenda items.

Input from staff or counsel; only as requested by Mayor / Council or if asked to be recognized for points of order.

      a. Review: Roy Albrecht, and Jodi Davey, with Globalscope Communications Presentation on Avaya Cloud Office/Phone Services. This presentation will be conducted over video conference.

      b. Review: Andrew Paschal, with Granite Telecommunications, Voice Solutions Presentation. This presentation will be conducted over video conference.

9. Business Session

Agenda documents and supporting material from the preceding Work Session agenda

Input from staff or counsel; only as requested by Mayor / Council or if asked to be recognized for points of order.

      a. Discuss/Take Action: Globalscope Communications or Granite Telecommunications for the phone services provided to the City of Nevada.

10. Future Agenda Items

Future agenda items shall be designated by the Mayor. In addition, a motion and a second from any two Councilpersons shall be sufficient to add an agenda item for a future meeting. Staff and counsel shall have prior consent of the Mayor to add an agenda item for a future meeting.

_____

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11. Executive Session - Time: _____

Pursuant to the provisions of Chapter 551, Texas Government Code, Vernon's Texas Codes Annotated, the Town Council may hold a closed meeting. Government code 551.071-Confidential legal advice regarding any of the agenda items on the open session agenda, and as follows:

12. Regular Session: Reconvene from Executive Session - Time: _____

13. If required, act on items reviewed in Executive Session.

14. Adjournment / Closing
    Time: _____

I, *Judy Hill*, City Secretary, certify that the Agenda of the City of Nevada Council Regular Meeting to be held on <u>November 2, 2021,</u> was posted at City Hall on <u>October 29, 2021</u>.

NOTE: The City of Nevada, Texas, City Council meets regularly on the first and third Tuesday of each month at 7:00 P.M. The Council adheres to the printed Agenda for official action. Any individuals desiring official action on a matter should submit a request for the item to be considered for inclusion on a future Agenda to the office of the City Secretary not later than fourteen (14) days prior to the Council Meeting.
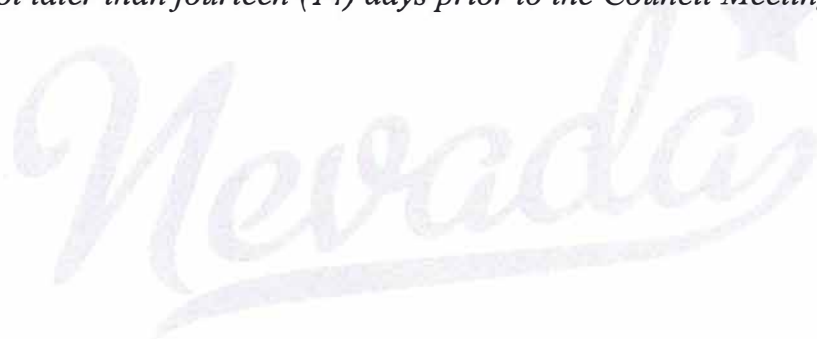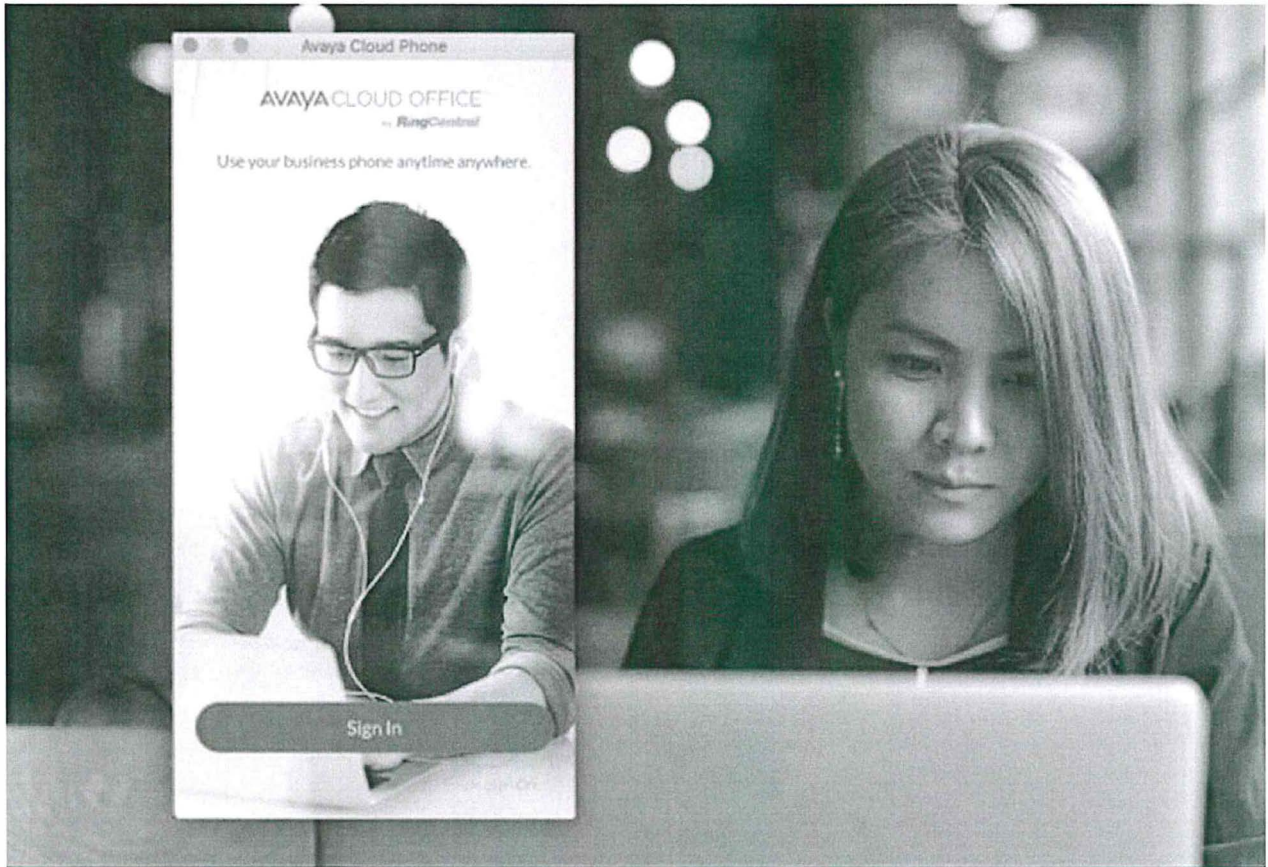
ITEM 8. & 9.
a. Globalscope Communications Presentation

AVAYA
CLOUD OFFICE™
by RingCentral®

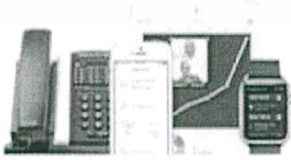### Your complete business communications solution.

Initial Proposal For
City of Nevada

9/2/2021

Your solutions

All-inclusive solution with robust features for one low monthly cost

Cloud business phone system

* Enterprise-class voice, fax, conferencing, and web meetings.
* Easy management across locations and devices anywhere, anytime.
* Advanced call control features to manage your day-to-day business communications and collaboration.

Collaboration and conferencing

* Host interactive web meetings with anyone, from anywhere, using any device-computers, tablets, and smartphones.
* Increase office collaboration with easy screen and file sharing from Box and Dropbox™.
* Empower your teams to work, communicate, and collaborate faster and more effectively with a unified team workspace.
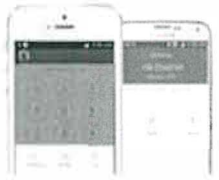
BYOD-ready mobile apps

* Take voice, fax, text, conferencing, and collaboration with you anywhere your smartphone goes.
* Manage your business phone system directly from your mobile app.
* One-click conferencing and online meetings.

Integration with cloud services and business apps

* Integrates out of the box with cloud services: Google Drive, Box, Dropbox.
* Seamless integration with CRM sales and support applications enables improved productivity and call efficiency.
* Create custom integrations that allow you to automate workflow and gain valuable insight from communications data.

Cloud-based contact center

* Enhance customer call experience with the interactive voice response (IVR) system.
* Reduce call handling times with screen pops that pull in information from CRM data.

Industry-leading customer care

* 24/7 technical and customer support.
* Robust self-service support portal.

ITEM 8. & 9.
b. Granite Telecommunications
Voice Solutions Presentation

EMULATED POTS AND HPBX

Granite MERGED VOICE

EMULATED POTS

Granite's Merged Voice solution can offset the rising cost of copper phone lines. Customers can realize the benefits of a VoIP solution without having to upgrade their premise equipment. Granite's Merged Voice provides an analog handoff compatible with any analog phone and many key systems and PBX's.
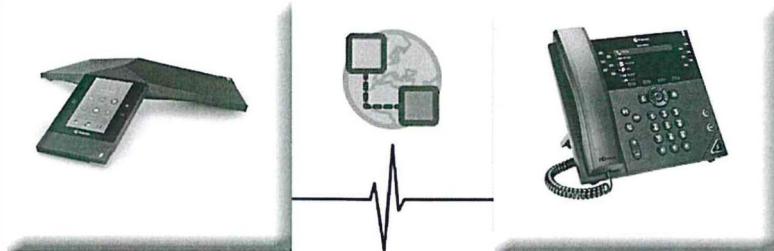
Poly Trio 8800
Premium Conference Room Phone—The most advanced conference phone ever developed

Poly VVX450
Premium business media phone designed to enhance collaboration and personal productivity

FEATURES

- Local and Long Distance
- Caller ID
- Call Waiting and Forwarding
- Directory Listing
- Operator Assistance
- Facsimile (Fax)

BENEFITS

- Bundled pricing can include everything you need
- Popular features- simultaneous ring, auto attendant, hunt groups and more
- Enable high quality voice with QoS over Granite's state-of-the-art MPLS core network
- Executive Voice MaX UC for desktop and mobile enables you to integrate your iPhone or Andriod device
- Scalable to meet changing business needs
- Commportal - Web Portal interface enables you to change features

v02232021

EMULATED POTS AND HPBX
FEATURES

EMULATED POTS

Includes:
- Number / Dial tone
- Call Path
- Call Forward Busy/No answer
- Pay per use usage

Add on Options:
- Unlimited Usage packages
- Voicemail
- Auto Attendant
- Cloud Contact Center
- Proactive Monitoring
- Granite NI as way to deliver service
- Access
- Wireless backup

BASE

Includes:
- Number / Dial Tone
- Call Path
- Unlimited domestic usage
- Call Forwarding: Busy/ No Answer, Selective
- Call Handling – Call waiting, call transfer
- Call Pickup Groups
- Call Park
- Call Screening features: DND, Call Rejection, Priority Calls
- Commportal
- Speed dials & Short codes
- Intercom dialing
- Paging via an IP Phone
- Line State Monitoring
- Directed Call Pickup
- Simultaneous Ring
- Music on hold
- 3 –Way calling, call hold & multiple line appearances

Add on Options:
- Auto Attendant
- Granite Connector CRM Integration
- Voice Operator Panel
- Call Recording
- Cloud Contact Center
- Proactive Monitoring
- Additional call path
- Can be provisioned on Phone or ATA (see approved equipment list)
- Granite NI as way to deliver service
- Access
- Wireless backup

BUSINESS

Includes basic features plus:
- Voicemail
- Voicemail Transcription
- Business Call Manager
- Unlimited domestic usage

Add on Options:
- Auto Attendant
- Granite Connector CRM Integration
- Voice Operator Panel
- Call Recording
- Cloud Contact Center
- Proactive Monitoring
- Additional call path
- Can be provisioned on Phone or ATA (see approved equipment list)
- Granite NI

EXECUTIVE

Includes basic features plus*:
- Voicemail
- Voicemail Transcription
- Incoming call Manager
- Time of Day Scheduling
- Find me Follow Me
- Hot Desking*
- MaX UC Desktop and Mobile Communicator w/SMS**
- Unlimited domestic usage
- 10-person video conference bridge

Available Upgrades:
- Available Upgrades
- Increase your meeting size!
  - 25 participants
  - 100 participants

Add on Options:
- Auto Attendant
- Granite Connector CRM Integration
- Voice Operator Panel
- Call Recording
- Cloud Contact Center
- Proactive Monitoring
- Additional call path
- Can be provisioned on Phone (see approved equipment list)
- Granite NI as way to deliver service
- Access
- Wireless backup