HAYS CONSOLIDATED INDEPENDENT SCHOOL DISTRICT
BOARD OF TRUSTEES

Date: July 21, 2025

Agenda Item: I.2a

Board Goal: Community Relations

Subject: Consideration and possible approval of the renewal of the Extreme Networks Maintenance Contract for District Network Equipment and Software - ConvergeOne

Administrator Responsible/Position: Alan Duerr, Chief Technology Officer

A. Purpose of Agenda Item:
   ☒ **Action needed**   ☐ **Information only**   ☐ **Receive input**

B. Authority for This Action:
   ☒ **Local Policy:**   ☐ **Law or Rule**   ☐ **N/A**

C. Goal or Need Addressed: The goal is to keep our critical network infrastructure at every campus functioning reliably and securely. Our students, teachers, and administrators rely on the Hays CISD network to support every aspect of daily operations.

D. Summary:
   ☒ **Previous board action relating to this item:** The school board approved the renewal of the Extreme Network maintenance agreement in 2024.
   ☒ **Future action anticipated:** We will keep our network infrastructure functioning reliably and securely to benefit the students and staff of Hays CISD
   ☒ **Background information:** The funding for this agenda item will be provided by the 2023 Technology Bond and the Technology Department's general funds.

E. Comments Received:
   ☒ **Cabinet**   ☐ **DLT**   ☐ **FBOC**   ☐ **Teacher Org. Reps.**   ☐ **Other:**

F. Administrative Recommendation: The Administration recommends approval to renew our network maintenance agreement.
   Advantages and benefits of this proposal: This agreement provides the following essential services:
   1. 24/7 Technical Support: Immediate access to expert support minimizes downtime during network outages or equipment failures, which is crucial for uninterrupted instruction and district operations.
   2. Security Updates and Firmware Patches: Our routers and switches require regular security patches to protect against evolving cybersecurity threats. Without an active license, we cannot legally or safely update this equipment.
   3. Hardware Replacement (RMA) Coverage: If a device fails, Extreme will overnight replacement hardware. This is critical to maintaining uptime for instruction and district-wide systems.
   4. Software Feature Licensing: Some key network functions (like device visibility, analytics, or enhanced routing features) require ongoing licensing. These features support efficient network management and student-focused initiatives like 1:1 device deployments and digital learning platforms.
   5. Investment Protection: Maintaining support agreements ensures the longevity of our existing infrastructure. It reduces the need for premature hardware replacement and protects prior investments made through bond and general fund dollars.

   Expected results in terms of student benefit/achievement: The students and staff can access the essential technology resources needed for student learning, classroom technology, staff communication, testing platforms, security systems, and other daily operations.

Effect of this action on other parts of the system: The Hays CISD will continue to provide the stability, security, and sustainability of our district's entire network ecosystem.

Consequences of not approving this recommendation: Consequences of not approving this recommendation:

1. No Access to Technical Assistance Center (TAC): You lose 24/7 vendor support for troubleshooting, configuration assistance, or critical incident resolution.; In-house staff must handle all issues, which can lead to more extended downtimes or unresolved problems.
2. No Software/Firmware Updates or Security Patches: You won't receive new firmware versions, security updates, or bug fixes.; Increases vulnerability to cyberattacks, exploits, and compatibility issues (especially for compliance-driven industries like healthcare, finance, and education).
3. No Hardware Replacement (RMA) Services: If a switch, router, or access point fails, there's no entitlement to advanced hardware replacement.; You'll need to purchase replacements at full cost and manage spare inventory yourself.
4. Limited Access to New Features: Many modern networking features (automation, cloud management, enhanced security) are tied to current software versions.; Without updates, your network could miss out on performance improvements, new capabilities, and integration with newer systems.
5. Increased Operational Risk: Without vendor support, troubleshooting complex issues (especially fabric networks, SPB, etc.) becomes difficult.; The impact of outages, especially in high-availability environments, can be severe and prolonged

G. Fiscal Impact and Cost: $128,990

☒ **Budget = 50%** ☒ **2023 Bond = 50%** ☐ **Other**

☐ **Budget Amendment Needed**

Prior Year Spending for this item/service: $34,668

There is a cost variation associated with the network maintenance over the last two years due to our district's rapid growth. As we continue to add school campuses, the due date associated with network maintenance for new campuses is not the same as that for our existing campuses. Over the last two years, the Technology Department has worked to combine multiple maintenance requisitions into one requisition. The 2024-2025 year's low cost of $34,668 was the result of only having to cover a portion of the year. The 2025-2026 network maintenance cost reflects the cost of a full year of support.

Bid/Contract Information: TIPS 230105

Reasons for rejecting alternatives: The vendor selected for the network maintenance renewal, Converge One, provides the best value and performance.

Future/Ongoing: Maintaining the Hays CISD network is an essential investment in the future achievements of our students and staff.

H. Monitoring and Reporting Time Line:

Person responsible for evaluating this decision or action: Alan Duerr

Evaluation method and timeline: N/A

Next report to the Board: July 2026

I. Suggested Motion:

I move that the Hays CISD Board of Trustees approval of the renewal of the Extreme Networks Maintenance Contract for district network equipment and software with Converge One for an amount not to exceed $128,990, as presented.