

Chronology Convergent maintenance renewal

The DeKalb County School District (DCSD) is committed to providing a safe and secure learning environment for all students and staff. On December 13, 2021, the Division of Information and Instructional Technology (DIIT) presented RFP #22-475 for Physical Security Services to the DCSD Board of Education. This project was initiated to address the technical challenges associated with the aging and obsolete security infrastructure.

During the 2022 school year, the DeKalb County Schools physical security team lost several talented members. However, Convergent was able to carry out the necessary work during the 2023-2024 school year.

Convergent has been assisting staff with the following issues:

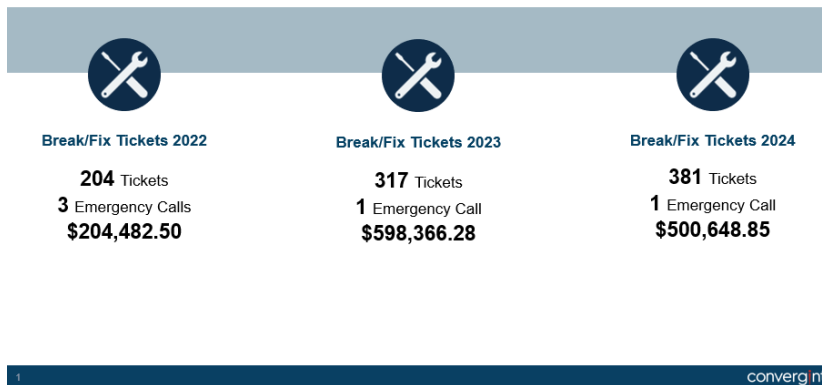
- Video surveillance camera issues (building, front door)
- Alarm panel issues (connectivity, cabling, replacement)
- Card access issues (door swipes, Aiphone, software)
- Video server implementation and troubleshooting

In 2024, additional full-time employees (FTEs) were hired to fill vacant positions that had been lost. The new team members continue to receive training on various security hardware and troubleshooting physical security issues to resolve repair tickets. Additionally, they maintain the existing Continental Access 4K software and the new Lenel software currently being implemented. Physical security repair requests are escalated to Convergent based on volume and the expertise required based on the particular issue.

For the 2024-2025 school year, DCSD will need to continue utilizing Convergent's services as the team manages the aging security infrastructure and supports the migration to the new security system. Below is a summary of the break-fix assistance the vendor has provided over the past three years to maintain the existing physical security infrastructure. Continued support is being

requested as the district upgrades its overall security footprint

Service Break/Fixes 2022, 2023, 2024



Year	BOE Approval	Amount Spent
2021 – 2022	\$400,000	\$204,482.50
2022 - 2023	\$400,000	\$598,366.28
2023 - 2024	\$750,000	\$500,648.85
2024 - 2025	\$500,000(requested)	

The past three-year average spend with each vendor is as follows:

Vendor	Spend Amount
Convergint	\$434,499.21