

2026 Chronology- Convergent Physical Security Repair, Maintenance, and Emergency Services

The DeKalb County School District (DCSD) maintains a districtwide physical security environment that includes electronic access control systems, video surveillance cameras, intrusion detection systems, door hardware integrations, security monitoring equipment, and related infrastructure located throughout schools, administrative facilities, support centers, and operational sites.

For several years, Convergent Technologies, LLC has provided installation, maintenance, repair, and support services for these systems. During this time, Convergent has developed extensive knowledge of the District's physical security infrastructure, including both legacy security systems and newer security technologies that have been implemented as part of ongoing modernization efforts. Convergent works closely with the Division of Information and Instructional Technology (DIIT) Physical Security team to support the District's physical security program. While the DIIT Physical Security team manages the day-to-day operation and maintenance of these systems, Convergent provides specialized technical expertise and support for complex installations, repairs, troubleshooting, and other services that require outsourced resources.

The District's physical security environment consists of multiple generations of equipment and technologies that must operate together to provide a secure and reliable security platform. Maintaining these systems requires specialized technical expertise, familiarity with existing configurations, and the ability to quickly diagnose and resolve issues that could affect the safety and security of students, staff, and visitors.

The services provided under this agreement will support the ongoing operation and reliability of the District's physical security systems through routine maintenance, repair, troubleshooting, and emergency response services.

Key Services Provided:

Services provided under this agreement may include, but are not limited to:

- Repair and replacement of access control equipment, including card readers, door controllers, electronic locks, request-to-exit devices, and related components.
- Repair and maintenance of video surveillance systems, including security cameras, recording devices, video management systems, storage equipment, and associated infrastructure.
- Repair and maintenance of intrusion detection and alarm systems, including sensors, control panels, communication devices, and related equipment.
- Troubleshooting and diagnostics for physical security systems to identify and resolve operational issues affecting system performance or reliability.
- Emergency response services for critical security incidents, equipment failures, system outages, damaged devices, or other events requiring immediate attention.
- Replacement of failed or damaged security components necessary to restore system functionality and maintain secure operations.
- Configuration, testing, and validation of security equipment following repairs or component replacements.

- Support for integrations between legacy and modern physical security systems to maintain interoperability and continuity of operations.
- Technical support and consultation related to the operation, maintenance, and optimization of District physical security systems.
- Preventative maintenance activities designed to improve system reliability, reduce downtime, and extend the useful life of security equipment.

Convergint has supported the District's physical security environment through numerous repair and maintenance activities and has established familiarity with the District's facilities, security standards, equipment configurations, and operational requirements. This knowledge enables the vendor to efficiently respond to service requests, reduce system downtime, and maintain continuity of operations across the District's security infrastructure.

The continued maintenance and support of these systems is essential to ensuring that security technologies remain operational, reliable, and effective in supporting safe learning and working environments throughout the District.

Procurement:

Pursuant to Board of Education Policy DJE III.D.3.d, Intergovernmental Agreements and Cooperative Purchasing, the requested services will be procured through Georgia State Contract #99999-SPD0000172-006. Convergint Technologies is an awarded supplier under this competitively solicited statewide contract. The District will utilize this cooperative purchasing vehicle for the procurement of the requested services in accordance with the terms and conditions of the Georgia State Contract.

Financial Impact:

Year	Cost
2025	\$500,000
2026	\$500,000
2027	\$375,000 Requested