



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Procurement

ACM: Christine Taylor

DATE: November 18, 2025

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, authorizing the City Manager to execute a contract with PiggyBack Cabling LLC dba PBC Technologies, for a Security Operations Center (SOC) and Managed Security Service (MSS) for the Technology Services Department; providing for the expenditure of funds therefor; and providing an effective date (RFP 8853 – awarded to PiggyBack Cabling LLC dba PBC Technologies, in the five (5) year not-to-exceed amount of \$1,000,000.00).

STRATEGIC ALIGNMENT

This action supports Key Focus Area: Pursue Organizational Excellence and Collaborative and Respectful Leadership.

INFORMATION/BACKGROUND

Currently, the monitoring of the City of Denton's cyber network is managed in-house with some vendor assistance for cybersecurity support. This initiative aims to enhance our cybersecurity posture, ensure compliance with industry standards, and mitigate potential security risks through a robust and scalable Security Operations Center (SOC) and Managed Security Services (MSS) solution. Adding a SOC and MSS solution to the City's existing infrastructure provides several key benefits:

1. **24/7 Monitoring:** Provides continuous monitoring of an organization's network, detecting and responding to threats around the clock to augment onsite Information Security (Infosec) staff.
2. **Expertise and Intelligence:** Brings together a team of cybersecurity specialists with diverse skills and advanced technologies like AI and machine learning to detect and neutralize threats efficiently and work hand in hand with City Infosec staff.
3. **Centralized Visibility:** Offers a centralized view of the entire network, making it easier to identify and address vulnerabilities.
4. **Incident Response:** Equipped to handle incidents swiftly and effectively, minimizing the impact of cyberattacks and augmenting the city's Tech Services teams.
5. **Compliance:** Helps organizations maintain compliance with industry regulations and standards, reducing the risk of penalties.

By combining a SOC with MSS, organizations can create a robust cybersecurity framework that not only protects against current threats but also adapts to future challenges.

Below is the estimated expenditure over the next five (5) years:

SOC & MSS	Estimated 5-Year Expenditure
Basic Annual Services Year 1	\$179,012.35
Basic Annual Services Year 2	179,012.35
Basic Annual Services Year 3	179,012.35
Basic Annual Services Year 4	179,012.35
Basic Annual Services Year 5	179,012.35
Contingency for additional support	104,938.25
Total	\$1,000,000.00

Request for Proposals was sent to 678 prospective suppliers, including 18 Denton firms. In addition, specifications were placed on the Procurement website for prospective suppliers to download and advertised in the local newspaper. Fifteen proposals were received, references were checked, and proposals were evaluated based upon published criteria, including organization and staffing, past experience and probable performance, and price. Best and Final Offer (BAFO) was requested from the top firm. Based upon this evaluation, PiggyBack Cabling LLC dba PBC Technologies was ranked the highest and determined to be the best value for the City.

NIGP Code Used for Solicitation:	257 - Defense System & Homeland Security Equipment, Weapons & Accessories & 920 - (Service Only) - Data Processing, Computer, Programming, & Software Services
Notifications sent for Solicitation sent in IonWave:	678
Number of Suppliers that viewed Solicitation in IonWave:	63
HUB-Historically Underutilized Business Invitations sent out:	102
SBE-Small Business Enterprise Invitations sent out:	264
Responses from Solicitation:	15

RECOMMENDATION

Award a contract with Piggyback Cabling LLC dba PBC Technologies, for the Security Operations Center (SOC) and Managed Security Service (MSS) for the Technology Services Department, in a five (5) year not-to-exceed amount of \$1,000,000.

PRINCIPAL PLACE OF BUSINESS

PiggyBack Cabling LLC dba PBC Technologies
Houston, TX

ESTIMATED SCHEDULE OF PROJECT

This is a five (5) year contract.

FISCAL INFORMATION

These services will be initially funded from Technology Services job cost account 840167744.1365.30100 for the first year, and annual maintenance renewal will be funded from Technology Services operating account number 830800.7803. Requisition #172668 has been entered into the Purchasing software system in the amount of \$179,012.35. The budgeted amount of this item is \$1,000,000.

EXHIBITS

Exhibit 1: Agenda Information Sheet
Exhibit 2: Pricing Evaluation
Exhibit 3: Ordinance and Contract

Respectfully submitted:
Lori Hewell, 940-349-7100
Purchasing Manager

For information concerning this acquisition, contact: Leisha Meine 940-349-7823.

Legal point of contact: Marcella Lunn at 940-349-8333.