



City of Denton

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

AGENDA INFORMATION SHEET

DEPARTMENT: Procurement
ACM: Christine Taylor
DATE: April 15, 2025

SUBJECT

Consider adoption of an ordinance of the City of Denton, a Texas home-rule municipal corporation, rejecting any and all competitive proposals under RFP 8673 for Security Operations Center (SOC) and Managed Security Service (MSS) for the Technology Services Department; and providing an effective date (RFP 8673).

INFORMATION/BACKGROUND

Currently, the monitoring of the City of Denton's cyber network is managed in-house with some vendor assistance for cyber security support. This initiative aims to enhance our cyber security 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 city 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.

A formal Request For Proposals (RFP) process was initiated in January 2025 to solicit proposals for a SOC/MSS solution. Fifteen (15) proposals were received in response to the RFP. The department has decided to reject all proposals to add additional requirements and specifications to the RFP. During the evaluation of the fifteen proposals, the department learned from utility department customers that there was interest in security monitoring for Supervisory Control and Data Acquisition (SCADA) environments. This was not included in the current proposal specifications. In order to continue building security monitoring with an enterprise perspective, and reduce risk and potential conflicts, it was determined that the RFP should be reissued with specifications and requirements to cover SCADA environments in the proposal and scope

of work. This additional requirement would allow a single entity to handle all security monitoring needs to offer holistic transparency and response.

Staff recommends resoliciting the RFP with the additional SCADA requirements and revised SOW to select a single entity to provide all enterprise security monitoring services for holistic transparency and response.

In accordance with the Local Government Code 252.043, the City Council may reject any and all proposals.

RECOMMENDATION

Staff recommends the rejection of all proposals for the Security Operations Center (SOC) and Managed Security Service (MSS) (RFP 8673).

EXHIBITS

Exhibit 1: Agenda Information Sheet

Exhibit 2: Ordinance

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.