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1. What is the basic speed and configuration of the County's internet egress for each location?

Answer – All county buildings are connected to the internet via a pair of interconnected firewalls configured as a high-availability (HA) pair, with each firewall located at a separate physical site. Each firewall has a dedicated 1 Gbps internet connection provided by the County's primary ISP. One of them is also connected to a 600 Mbps backup internet connection through an alternate ISP.

2. How many users are at each of the three main locations?

Answer –

- Main buildings in Baraboo = approximately 200
- Law Enforcement = approximately 150
- Highway Dept = approximately 75

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3. The RFP specifies 600 users; the above only identifies 425. What is the function of the balance of 175 Users?

Answer – The remaining approximately 175 users are distributed across several [locations](#), including the Health Care Center (nursing home), Reedsburg Human Services, and other county facilities. All sites are provisioned through the same centralized private network, which provides access to IT resources throughout the organization.

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4. Are there any specific integrations required with existing tools beyond Microsoft 365?

Answer – Yes, the ability to integrate with existing tools is desired.

5. Can you confirm that the requirement is for 24x7x365 monitoring with no service gap?

Answer – Yes, the requirement is 24x7x365.

6. Are there any specific SLAs for response times that we should align with?

Answer – There are not

7. For major incidents, do you expect on-site support, or will remote assistance suffice?

Answer – On-site support is preferred.

8. Is vulnerability scanning and penetration testing to be part of the core MDR service or treated as an optional add-on?

Answer – This is dependent on the service providers' offering and may be either included or treated as an optional add-on.

9. What is the current tier of M365 licensing?

Answer – G3

10. Are there any plans to upgrade or change Microsoft licensing tiers in the foreseeable future?

Answer – Not currently.