

Questions and Answers
EMPLOYEE MONITORING SOFTWARE

1. How many users are you looking to cover?
 - a. **300**
2. How many VDI users?
 - a. **300**
3. Who is your Anti-Malware/Anti-virus provider?
 - a. **TrendMicro**
4. Do you control the Desktops or apps delivered to the users?
 - a. **Yes**
5. Are all users provided the same desktop?
 - a. **Yes, depending on job function. We have more than one V-Disk delivery group.**
6. Do you have a standard browser? DO you allow users to freely update browsers and windows products?
 - a. **Internet Explorer is set as the default browser in most cases.**
 - b. **We have Chrome and Firefox installed as backup browsers.**
 - c. **All browsers are updated by IT staff. Users cannot install software.**
7. What video quality is required?
 - a. **Minimum 800x600**
8. What version of Zen Desktop are you using?
 - a. **Citrix Virtual Apps and Desktops 1909**
9. Does the system need to be HIPAA compliant?
 - a. **No, the program will be used by Agency staff to audit HIPAA compliance in our agency. The data will be secured within the internal network.**
10. Does the application have to be a vendor-hosted interface and provide storage for data recorded?
 - a. **No**
11. How much data consumption for video recording is required?
 - a. **The maximum data consumption should be no more than 1GB per hour**

12. What is the maximum video recording allowed or required?
- a. **See answer to #11.**
13. What email platform is used for example G-suite, Office 365 or Exchange on premise?
- a. **Exchange on premise, soon Office 365**
14. I noticed one of the requirements is "Video recording of employee computer usage". Could you please elaborate what exactly this requirement is?"
- a. **By video recording, we mean active screen recording in real-time. The recording should play back just like a movie.**
15. Is the expectation to edit the attached PDF, or is there an excel spreadsheet/web portal we can leverage to complete the requisite answers?
- a. **There is no spreadsheet/web portal to complete the answers. The expectation is that the questions in the RFP are addressed; there is no specific formatting or structure that needs to be followed.**
16. Should we still submit a response if we do not meet all the requirements?
- a. **Yes, since it may be that no vendor that responds can meet all of the requirements. In this case, we would select a vendor that meets the requirements to the highest degree. Please address which required areas you may not meet.**