

Questions and Answers

HIPAA COMPLIANT 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. We meet most of the HIPAA requirements but because compliance depends on the customer's use of the product we can't state that we are. We do have a robust security protocol and have many health care companies that use us. Compliance is dependent on their use. To be fully HIPAA compliant there are also requirements on things like end user device access and security (like that each employee have a password protect their phone and they change that password every 90-days) which we can't control. Do you feel that this could be a good fit for you?
 - a. **The purpose of this solicitation is to implement a HIPAA Compliant Employee Monitoring Software. If the vendor desires to negotiate exceptions to this requirement, please indicate specifically what those exceptions are in your response, and these may be considered on a case-by-case basis.**
 - b. **The solution needs to be able to record and report access to all Internet Sites, email, network shares, access to external storage and physical devices such as flash drives or phones. The solution must also have web content filtering and automated reporting (daily as well as alert driven).**