



State of West Virginia
 Department of Administration
 Purchasing Division
 2019 Washington Street East
 Post Office Box 50130
 Charleston, WV 25305-0130

**Request for
 Quotation**

RFQ NUMBER
EDD327891

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF
**SHELLY MURRAY
 304-558-8801**

*C28112842 661-324-4291
**LIGHTSPEED SYSTEMS INC
 1800 19TH STREET
 BAKERSFIELD CA 93301**

**DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330**

DATE PRINTED 04/05/2010	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
BID OPENING DATE: 05/13/2010		BID OPENING TIME 01:30PM		

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
0001	1	LS	920-45			
<p>THE WEST VIRGINIA PURCHASING DIVISION, FOR THE AGENCY, THE WEST VIRGINIA DEPARTMENT OF EDUCATION, IS SOLICITING BIDS FOR AN INTERNET FILTERING AND REPORTIN SOLUTION PER THE ATTACHED SPECIFICATIONS.</p> <p>TECHNICAL QUESTIONS MUST BE SUBMITTED IN WRITING TO SHELLY MURRAY IN THE WEST VIRGINIA PURCHASING DIVISION VIA MAIL AT THE ADDRESS SHOWN AT THE TOP OF THIS RFQ, VIA FAX AT 304-558-4115, OR VIA E-MAIL AT SHELLY.L.MURRAY@WV.GOV. DEADLINE FOR ALL TECHNICAL QUESTIONS IS 04/27/2010 AT THE CLOSE OF BUSINESS. ALL TECHNICAL QUESTIONS RECEIVED, IF ANY, WILL BE ADDRESSED BY ADDENDUM AFTER THE DEADLINE.</p> <p>INTERNET FILTERING AND REPORTING SOLUTION</p> <p>EXHIBIT 3</p> <p>LIFE OF CONTRACT: THIS CONTRACT BECOMES EFFECTIVE UPON AWARD AND EXTENDS FOR A PERIOD OF ONE (1) YEAR OR UNTIL SUCH "REASONABLE TIME" THEREAFTER AS IS NECESSARY TO OBTAIN A NEW CONTRACT OR RENEW THE ORIGINAL CONTRACT. THE "REASONABLE TIME" PERIOD SHALL NOT EXCEED TWELVE (12) MONTHS. DURING THIS "REASONABLE TIME" THE VENDOR MAY TERMINATE THIS CONTRACT FOR ANY REASON UPON GIVING THE DIRECTOR OF PURCHASING 30 DAYS WRITTEN NOTICE.</p>						

Al Rossi

RECEIVED

2010 MAY 18 P 12:29

**PURCHASING DIVISION
 STATE OF WV**

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE: *Al Rossi* TEL: **606-431-1603** DATE: *5/13/10*

TITLE: *RSM* FEIN: **77-0516848** ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

GENERAL TERMS & CONDITIONS REQUEST FOR QUOTATION (RFQ) AND REQUEST FOR PROPOSAL (RFP)

1. Awards will be made in the best interest of the State of West Virginia.
2. The State may accept or reject in part, or in whole, any bid.
3. Prior to any award, the apparent successful vendor must be properly registered with the Purchasing Division and have paid the required \$125 fee.
4. All services performed or goods delivered under State Purchase Order/Contracts are to be continued for the term of the Purchase Order/Contracts, contingent upon funds being appropriated by the Legislature or otherwise being made available. In the event funds are not appropriated or otherwise available for these services or goods this Purchase Order/Contract becomes void and of no effect after June 30.
5. Payment may only be made after the delivery and acceptance of goods or services.
6. Interest may be paid for late payment in accordance with the *West Virginia Code*.
7. Vendor preference will be granted upon written request in accordance with the *West Virginia Code*.
8. The State of West Virginia is exempt from federal and state taxes and will not pay or reimburse such taxes.
9. The Director of Purchasing may cancel any Purchase Order/Contract upon 30 days written notice to the seller.
10. The laws of the State of West Virginia and the *Legislative Rules* of the Purchasing Division shall govern the purchasing process.
11. Any reference to automatic renewal is hereby deleted. The Contract may be renewed only upon mutual written agreement of the parties.
12. **BANKRUPTCY:** In the event the vendor/contractor files for bankruptcy protection, the State may deem this contract null and void, and terminate such contract without further order.
13. **HIPAA BUSINESS ASSOCIATE ADDENDUM:** The West Virginia State Government HIPAA Business Associate Addendum (BAA), approved by the Attorney General, is available online at www.state.wv.us/admin/purchase/vrc/hipaa.htm and is hereby made part of the agreement. Provided that the Agency meets the definition of a Cover Entity (45 CFR §160.103) and will be disclosing Protected Health Information (45 CFR §160.103) to the vendor.
14. **CONFIDENTIALITY:** The vendor agrees that he or she will not disclose to anyone, directly or indirectly, any such personally identifiable information or other confidential information gained from the agency, unless the individual who is the subject of the information consents to the disclosure in writing or the disclosure is made pursuant to the agency's policies, procedures, and rules. Vendor further agrees to comply with the Confidentiality Policies and Information Security Accountability Requirements, set forth in <http://www.state.wv.us/admin/purchase/privacy/noticeConfidentiality.pdf>.
15. **LICENSING:** Vendors must be licensed and in good standing in accordance with any and all state and local laws and requirements by any state or local agency of West Virginia, including, but not limited to, the West Virginia Secretary of State's Office, the West Virginia Tax Department, and the West Virginia Insurance Commission. The vendor must provide all necessary releases to obtain information to enable the director or spending unit to verify that the vendor is licensed and in good standing with the above entities.
16. **ANTITRUST:** In submitting a bid to any agency for the State of West Virginia, the bidder offers and agrees that if the bid is accepted the bidder will convey, sell, assign or transfer to the State of West Virginia all rights, title and interest in and to all causes of action it may now or hereafter acquire under the antitrust laws of the United States and the State of West Virginia for price fixing and/or unreasonable restraints of trade relating to the particular commodities or services purchased or acquired by the State of West Virginia. Such assignment shall be made and become effective at the time the purchasing agency tenders the initial payment to the bidder.

I certify that this bid is made without prior understanding, agreement, or connection with any corporation, firm, limited liability company, partnership, or person or entity submitting a bid for the same material, supplies, equipment or services and is in all respects fair and without collusion or fraud. I further certify that I am authorized to sign the certification on behalf of the bidder or this bid.

INSTRUCTIONS TO BIDDERS

1. Use the quotation forms provided by the Purchasing Division. Complete all sections of the quotation form.
2. Items offered must be in compliance with the specifications. Any deviation from the specifications must be clearly indicated by the bidder. Alternates offered by the bidder as **EQUAL** to the specifications must be clearly defined. A bidder offering an alternate should attach complete specifications and literature to the bid. The Purchasing Division may waive minor deviations to specifications.
3. Unit prices shall prevail in case of discrepancy. All quotations are considered F.O.B. destination unless alternate shipping terms are clearly identified in the quotation.
4. All quotations must be delivered by the bidder to the office listed below prior to the date and time of the bid opening. Failure of the bidder to deliver the quotations on time will result in bid disqualifications: Department of Administration, Purchasing Division, 2019 Washington Street East, P.O. Box 50130, Charleston, WV 25305-0130
5. Communication during the solicitation, bid, evaluation or award periods, except through the Purchasing Division, is strictly prohibited (W.Va. C.S.R. §148-1-6.6).



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ADDRESS CORRESPONDENCE TO ATTENTION OF
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 304-558-8801**

VENDOR

*C28112842 661-324-4291
**LIGHTSPEED SYSTEMS INC
 1800 19TH STREET
 BAKERSFIELD CA 93301**

SHIP TO

**DEPARTMENT OF EDUCATION
 BUILDING 6
 1900 KANAWHA BOULEVARD, EAST
 CHARLESTON, WV
 25305-0330**

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BID OPENING DATE: 05/13/2010 BID OPENING TIME 01:30PM				

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
<p>UNLESS SPECIFIC PROVISIONS ARE STIPULATED ELSEWHERE IN THIS CONTRACT DOCUMENT, THE TERMS, CONDITIONS AND PRICING SET HEREIN ARE FIRM FOR THE LIFE OF THE CONTRACT.</p> <p>RENEWAL: THIS CONTRACT MAY BE RENEWED UPON THE MUTUAL WRITTEN CONSENT OF THE SPENDING UNIT AND VENDOR, SUBMITTED TO THE DIRECTOR OF PURCHASING THIRTY (30) DAYS PRIOR TO THE EXPIRATION DATE. SUCH RENEWAL SHALL BE IN ACCORDANCE WITH THE TERMS AND CONDITIONS OF THE ORIGINAL CONTRACT AND SHALL BE LIMITED TO TWO (2) ONE (1) YEAR PERIODS.</p> <p>CANCELLATION: THE DIRECTOR OF PURCHASING RESERVES THE RIGHT TO CANCEL THIS CONTRACT IMMEDIATELY UPON WRITTEN NOTICE TO THE VENDOR IF THE COMMODITIES AND/OR SERVICES SUPPLIED ARE OF AN INFERIOR QUALITY OR DO NOT CONFORM TO THE SPECIFICATIONS OF THE BID AND CONTRACT HEREIN.</p> <p>OPEN MARKET CLAUSE: THE DIRECTOR OF PURCHASING MAY AUTHORIZE A SPENDING UNIT TO PURCHASE ON THE OPEN MARKET, WITHOUT THE FILING OF A REQUISITION OR COST ESTIMATE, ITEMS SPECIFIED ON THIS CONTRACT FOR IMMEDIATE DELIVERY IN EMERGENCIES DUE TO UNFORESEEN CAUSES (INCLUDING BUT NOT LIMITED TO DELAYS IN TRANSPORTATION OR AN UNANTICIPATED INCREASE IN THE VOLUME OF WORK.)</p> <p>BANKRUPTCY: IN THE EVENT THE VENDOR/CONTRACTOR FILES FOR BANKRUPTCY PROTECTION, THE STATE MAY DEEM THE CONTRACT NULL AND VOID, AND TERMINATE SUCH CONTRACT WITHOUT FURTHER ORDER.</p> <p>THE TERMS AND CONDITIONS CONTAINED IN THIS CONTRACT SHALL SUPERSEDE ANY AND ALL SUBSEQUENT TERMS AND CONDITIONS WHICH MAY APPEAR ON ANY ATTACHED PRINTED</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *[Signature]* TELEPHONE **601-431-1603** DATE **5/11/10**

TITLE **RSM** FEIN

ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'



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ADDRESS CORRESPONDENCE TO ATTENTION OF
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 304-558-8801

BIDDING

*C28112842 661-324-4291
 LIGHTSPEED SYSTEMS INC
 1800 19TH STREET
 BAKERSFIELD CA 93301

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<p>DOCUMENTS SUCH AS PRICE LISTS, ORDER FORMS, SALES AGREEMENTS OR MAINTENANCE AGREEMENTS, INCLUDING ANY ELECTRONIC MEDIUM SUCH AS CD-ROM.</p> <p>NOTICE</p> <p>A SIGNED BID MUST BE SUBMITTED TO:</p> <p>DEPARTMENT OF ADMINISTRATION PURCHASING DIVISION BUILDING 15 2019 WASHINGTON STREET, EAST CHARLESTON, WV 25305-0130</p> <p>THE BID SHOULD CONTAIN THIS INFORMATION ON THE FACE OF THE ENVELOPE OR THE BID MAY NOT BE CONSIDERED:</p> <p>SEALED BID</p> <p>BUYER: SHELLY MURRAY</p> <p>RFQ. NO.: EDD327891</p> <p>BID OPENING DATE: 05/13/2010</p> <p>BID OPENING TIME: 1:30 PM</p> <p>PLEASE PROVIDE A FAX NUMBER IN CASE IT IS NECESSARY TO CONTACT YOU REGARDING YOUR BID:</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *Al Hesson* TEL *661-431-1603* DATE *5/10/10*

TITLE *RSM*

ADDRESS CHANGES TO BE NOTED ABOVE

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VENDOR

*C28112842 661-324-4291
LIGHTSPEED SYSTEMS INC
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SUBMIT TO

DEPARTMENT OF EDUCATION
BUILDING 6
1900 KANAWHA BOULEVARD, EAST
CHARLESTON, WV
25305-0330

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LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
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CONTACT PERSON (PLEASE PRINT CLEARLY):

Al Rossi 5/10/10

***** THIS IS THE END OF RFQ EDD327891 ***** TOTAL:



Al Rossi
 Regional Sales Manager

al@lightspeedsystems.com
 DIRECT: 661.431.1603

fax: 661.716.8600 support: 800.444.9267 toll free: 877.447.6244
 1800 19th Street, Bakersfield, CA 93301
www.lightspeedsystems.com

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE <i>Al Rossi</i>	TEL # 661-431-1603	DATE 5/10/10
TITLE <i>RSM</i>	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'

West Virginia Department of Education

REQUEST FOR QUOTATION

EDD327891

Introduction

The West Virginia Department of Education (WVDE) is soliciting quotations for an Internet filtering and reporting solution that consists of software, licensing, software upgrades/updates, database updates and technical support. The vendor has the option to include servers or appliances and associated costs in the quotation if the vendor's software will not meet the requirements of this RFQ when installed on WVDE owned servers which are described in Section I-Current Environment.

Throughout this Request for Quotation (RFQ) the term "filtering solution" is used to refer to all vendor provided software and hardware used to perform Internet filtering and reporting functions, including but not limited to application software, operating system and database software.

The terms "server" and "servers" are used to refer to the hardware or appliances on which any component of the filtering solution is installed.

Every statement of this RFQ that includes the word "must" or "shall" is a mandatory requirement. A vendor should not submit a bid if the filtering solution cannot meet every mandatory requirement.

The products and services that are bid must be capable of providing a level of service appropriate for Internet Service Provider (ISP) facilities with 3 gigabits of Internet bandwidth. School based or district based filtering solutions are not an acceptable response to this RFQ.

The WVDE currently has two independent Internet connections for the K-12 public schools. Internet filtering solutions must be installed at both Points of Presence (POP). Because of the diverse needs of schools, the WVDE must have selective filtering levels and capabilities for delegated administration of tailored filtering policies or profiles for different subnets. Updates to the filtering solution must be provided at least once each day to ensure that the filtering database is up-to-date using multiple methods and resources for the review of content on Internet sites. The Internet filtering must meet the requirements of the E-rate program (refer to <http://www.sl.universalservice.org/>) and the West Virginia Board of Education Policy 2460 that is available online at <http://wvde.state.wv.us/policies/p2460.html>. Information relevant to the Children's Internet Protection Act (CIPA) and the Federal requirement to implement Internet filtering is detailed at the URL <http://www.fcc.gov/cgb/consumerfacts/cipa.html>.

The Children's Online Privacy Protection Act (COPPA) must not be violated by any requirements of the filtering solution to collect personal information about students. Refer to <http://www.ftc.gov/coppa/> for information about COPPA.

Section I – Current Environment

Approximately 700 public schools in 57 school districts of West Virginia are connected with a privately addressed TCP/IP statewide network. The network uses the private Class A range of 10.0.0.0 IP addresses. The POPs are equipped with Cisco 6513 switches that contain Cisco router and Cisco PIX firewall modules that route and translate the private IP addresses to our Class B 168.216.0.0 public network IP addresses. A Packeteer appliance is used to manage bandwidth. The Internet filtering shall be done at the two POPs where the K-12 network is routed to the ISP. The POPs are located in the WVNET facilities in Morgantown, WV and in the IS&C facilities at Building 6 of the State Capitol Complex at Charleston, WV. Each one of the two POPs connects approximately 70,000 unique computers to the Internet with 3 gigabits/second of bandwidth.

POP Site #1 Charleston, WV, is equipped with the following WVDE owned servers on which the filtering solution may be installed.

8 (eight) Dell 2850 servers with following specifications:

3 GHz XEON Processor with 2 MB cache, 2 GB DDR2 dimm, dual 73GB scsi drives in mirrored RAID, dual onboard gigabit copper ethernet NICs.

1 (one) Dell 2850 servers with following specifications:

3 GHz XEON Processor with 2 MB cache, 2 GB DDR2 dimm, dual 73GB scsi drives in mirrored RAID, dual onboard gigabit copper ethernet NICs, and one 1 TB storage for reports and log files.

POP Site #2 Morgantown, WV, is equipped with the following WVDE owned servers on which the filtering solution may be installed:

8 (eight) Dell 2850 servers with following specifications:

3 GHz XEON Processor with 2 MB cache, 2 GB DDR2 dimm, dual 73GB scsi drives in mirrored RAID, dual onboard gigabit copper ethernet NICs.

1 (one) Dell 2850 servers with following specifications:

3 GHz XEON Processor with 2 MB cache, 2 GB DDR2 dimm, dual 73GB scsi drives in mirrored RAID, dual onboard gigabit copper ethernet NICs, and one 1 TB storage for reports and log files.

If the servers described above are not adequate to support the vendor's filtering solution, the vendor must include appropriate servers or appliances and associated costs in the response to this RFQ.

The total number of computers to be filtered is approximately 140,000 computers. The Internet filtering must occur at the point in the network after which the K-12 core routers consolidate Internet traffic but before the firewall dynamically changes the private IP addresses to public IP addresses as shown in the diagram on attachment A. The filtering servers and reporting servers must operate within the scope of the K-12 private network so that filtering control and reporting will reflect the private IP addresses of the client computers. In the event that portable computers are connected to residential, public, or other

networks, an option must be available to provide continued filtering of Internet web sites. No caching appliances are currently in use; however the Internet filtering solution must support the option for the WVDE to install caching appliances.

Section II - Technical Requirements

General

The vendor bid must provide an Internet filtering solution capable of filtering 140,000 total computers in a network consisting of two POPs. The solution must be configured to support 70,000 client computers using 3 gigabits/sec of bandwidth at each POP.

The vendor must provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 70,000 computers with 3 gigabits/second of Internet bandwidth.

The filtering solution must be a POP based installation; a filtering solution which involves the installation of filtering software or hardware school districts or individual schools is not acceptable.

The vendor must provide Internet filtering and reporting application software and all necessary supporting software including, but not limited to, operating system and database software.

The Internet filtering solution must meet the requirements of this RFQ using servers/appliances provided by the vendor or when installed on the WVDE owned equipment identified in Section I -- Current Environment.

The WVDE will provide server hardware, equipment racks, networking components and cabling as specified in Section I -- Current Environment.

The filtering solution must support gigabit speed, copper based, Ethernet network interfaces.

The filtering solution must not exceed a total of 12 servers or appliances at each POP.

The total of all hardware components of the filtering solution for each POP must be rack mountable and not occupy more than 24 units of rack space (about 48") at each POP site. The equipment must operate on 110-120 Volts AC power.

In the event the winning bid does not meet the requirements of this RFQ when installed on vendor provided server/appliances or on the existing equipment identified in Section I- Current Environment, the vendor must provide additional servers and any other associated installation, shipping, labor and configuration expenses at no cost to the WVDE or the contract will be immediately terminated.

There must be no requirement for any configuration changes of any networking equipment or computers that are connected to the private WV K-12 network at the school districts or individual schools.

The filtering solution must provide client software which can be installed on mobile computers that will enforce the same filtering parameters whether a mobile computer is connected to the WV K-12 network or connected by wired or wireless networking to the Internet via any other Internet service provider. The client software must not be a VPN (virtual private networking) or similar type of client and must not rely on a web browser setting such as a proxy server configuration.

The filtering solution must have the capability to filter based on the IP address of the client computer and not require user authentication.

The filtering solution must have the capability to be integrated with unified authentication systems such as LDAP and Active Directory service.

The Internet filtering solution must be engineered and operate with redundancy such that the failure of one server or appliance at a POP will not reduce the capability to provide filtering for 70,000 computers at 3 gigabits/sec of throughput.

The vendor must begin installation no later than 30 days after receipt of the purchase order and must be completed within 60 days of receipt of the purchase order.

Internet Filtering

The filtering solution must provide a web based interface for all management and configuration tasks which can be performed by WVDE.

The filtering solution must have the capability to be configured to block Internet access in the event of the failure of the filtering solution at a POP so that unfiltered Internet access is prevented.

The Internet filtering provided as a result of this RFQ must be verified by the vendor to meet the requirements of the Children's Internet Protection Act (CIPA) (refer to <http://www.fcc.gov/cgb/consumerfacts/cipa.html>) and the West Virginia Board of Education Policy 2460 that is available online at <http://wvde.state.wv.us/policies/p2460.html>.

The filtering solution must be verified by the vendor to comply with the Children's Online Privacy Protection Act (COPPA). The filtering process must not require the collection of any personal information from any users under the age of 13.

The filtering solution must provide the capability for the WVDE to selectively enable filtering of content based on categories of web sites or individual web sites using the http and https protocols.

The vendor must include all categories that the vendor offers on the product. The vendor must not offer a reduced number of categories in an attempt to reduce costs by providing only the categories that are identified in this RFQ.

The vendor must provide, but is not limited to, the pre-populated categories of the following classifications or equivalent classifications of content on web sites:

- Pornography
- Obscenity
- Dating (including sites for the purpose of establishing personal relationships)
- Gambling
- Criminal Activities (sites that condone or provide instructions for criminal activity)
- Illegal Drugs (sites that condone or provide instructions for illegal drug use, manufacturing and distribution)
- Anonymous Proxies (anonymizers to bypass filtering or hide the true source of Internet activity)
- Computer crimes, cracking and hacking (sites that condone or provide instructions for these activities)
- Malicious code (sites that contain, distribute, or execute malicious code such as malware, viruses, root kits, bots, etc or retrieve information from computers that are infected with malicious code)
- Instant messaging sites
- Peer to Peer (P2P sites)
- Phishing (fraudulent sites that imitate authentic sites, often to lure people into submitting personal or financial information.)
- Hate, racism, discrimination (sites that condone or encourage violence against or suppression of any minorities or grouping based on race, religion, sexual orientation, ethnicity or any other social grouping characteristic)

The filtering solution must have the capability to allow or deny access to any individual web site, URL, or IP address whether or not it is included in any vendor provided category.

The filtering solution must have the capability to permit the WVDE to create unlimited additional custom categories.

The filtering solution must have the capability to permit the use of "regular expressions" (includes wild-card characters and other variables to specify complex text strings) when creating custom allow or deny lists of URL web addresses or search terms.

The filtering solution must have the capability to block traffic related to peer-to-peer file sharing protocols.

The filtering solution **must** have the capability to enforce the "safe searching" mode of Google, Bing and Yahoo search engines, regardless of the settings chosen by an end user that is using those search engines.

The filtering solution **must** provide capabilities to create manageable client groups based on IP address ranges and assign names to those groups.

The capability **must** exist to delegate management of groups by creating additional administrators with restricted rights who can be assigned to manage filtering parameters for specific groups.

The filtering solution **must** provide for customizable, granular permissions so that additional administrator/user accounts can be tailored on a user by user basis to match the rights of a user to the tasks that a user needs to perform.

The filtering solution **must** have the capability to selectively display WVDE customized "site blocked" pages based on the client group and/or the categorization of the blocked web site.

The filtering solution **must** have the capability to selectively display WVDE customized "informational" pages based on the client group and/or the categorization of web sites to which access is allowed.

The filtering solution **must** have the capability to be configured to only perform filtering of outgoing requests and to perform no filtering of incoming traffic.

The product offered by the vendor **must** perform Internet filtering primarily by comparing outgoing requests to a database of categorized URLs and IP addresses to determine whether an attempt to access a site on the Internet is to be blocked or permitted.

Any other Internet filtering methods of the filtering solution, such as "on the fly" evaluation of incoming content, **must** be able to be selectively disabled at the option of the WVDE.

The filtering solution **must** provide a web based display of status and performance graphs for all components of the filtering solution.

The filtering solution **must** have the capability for the WVDE to set customized filtering policies based on the time of day and the day of the week for individual IP addresses and/or groups of client IP addresses.

The Internet filtering solution **must** not masquerade, spoof or change the source IP address of the computers on the K-12 network. The source IP address of the client computer **must** be passed to the PIX firewall.

The Internet filtering and reporting servers **must** operate on and report on the 10.0.0.0 private network IP addresses of the WVDE K-12 network.

The filtering solution must have a synchronization capability. Synchronization means that when the WVDE makes a filtering configuration change using the web management tool, that change will be distributed to all of the filtering servers at both POPs. That change distribution must take effect automatically within 5 minutes after the act of saving of the configuration change, or be accomplished manually with no more than 5 mouse clicks after the configuration change is saved.

Internet Use Reporting

The filtering solution must provide a web-based reporting application and a minimum of one terabyte of log file storage at each POP.

The filtering solution must provide a method for the WVDE to download log files in a generic text format for analysis and archival storage.

Complete details of web browsing activity must be stored in log files and must include, at a minimum, the complete URL, date and time and IP address of the client computer.

All end user functions of the reporting application must be accessible via a web interface.

The reporting solution must provide the capability to create reports based on specific IP address, web site address, date and time of day.

The reporting capabilities must include the ability to schedule aggregate reports of web site accesses by categories, ranges of IP addresses and time periods.

The reporting capabilities must include the ability to create "on demand" custom reports on selected client IP addresses, specific URLs and time periods.

Section III - Contract Terms

The contract that results from this RFQ will remain in effect for one (1) year from the date of award, with an option to renew for two (2) additional one (1) year periods.

The costs for software and the annual licensing for Internet filtering can be invoiced upon delivery and acceptance by the WVDE. The technical support costs are payable in arrears and shall be invoiced not more often than on a monthly basis.

Any terms and conditions must be submitted with the bid. After award, no changes will be allowed which modify and terms and conditions. Award will not be made until all terms and conditions are agreed to by the State.

The vendor is solely responsible for all work performed under the contract and for all services offered and products to be delivered under the terms of this contract.

If the successful vendor is not the direct source, the vendor must provide documentation of being an authorized reseller to provide the equipment, filtering updates, maintenance and technical support.

Section IV - Service Requirements

The vendor **must** provide modification or replacement of software that fails to perform according to the specifications. The vendor also **must** provide any software upgrades, at no cost to the State, that are necessary during the term of the contract in order to continue to meet the Internet filtering capabilities specified. This requirement includes replacement, at no cost to the State, which may be necessary due to possible end-of-life designation by the manufacturer.

The WVDE network staff will provide and maintain WVDE provided servers, associated networking hardware and wiring. The WVDE network engineers will be responsible for load balancing network traffic to the servers of the filtering solution. The WVDE will be responsible for purchasing additional servers and network hardware when necessary to accommodate increases in bandwidth the number of clients to be filtered.

The filtering solution installation, configuration and testing at both the Charleston and Morgantown sites **must** be completed by the vendor within 30 days after the award of the contract. The vendor is responsible for any transportation and lodging costs of the installer.

The Internet filtering **must** support the bandwidth requirements of 3 gigabits/sec and 70,000 client computers at each one of the two POPs as identified in the specifications in Section II-Technical Requirements.

The vendor understands that technical support includes verifying that all hardware and/or software remains operational in the event of WVDE modification, replacement or upgrade of any servers or network configurations that impact the functioning of the filtering solution. These costs are to be included in the line item for technical support on the cost page.

Toll-free telephone and e-mail technical support **must** be available 7:00 AM to 5:00 PM Monday through Friday, Eastern Time (GMT -0500) for designated WVDE networking staff. Any costs associated with this requirement are to be included in the line item for technical support on the cost page.

The vendor **must** provide a function that permits any user of the WV K-12 network to submit a web site to be reviewed and appropriately categorized by the vendor. This function allows the vendor to receive feedback with the intent of improving delivery of services or product functionality.

Section V - Vendor Response

The vendor is to complete the Cost Worksheet.

The vendor **must** provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 70,000 or more computers

with 3 gigabits/second or more of Internet bandwidth. Use the following table.

Project Name	# of computers filtered	Internet bandwidth
SAN DIEGO Unified SD	60,000	600M+
State of Delaware	55,000	300M+
Henrico County SD	40,000	300M+

If the vendor fails to identify any costs that are required to meet the terms, requirements and conditions of this Quotation, it shall be the responsibility of the successful vendor to pay those costs and such costs will not be passed on to the WVDE or the State of West Virginia.

Pricing must be stated on the basis of one-year contracts.

The actual number of licenses purchased may vary from year to year. The quantities of computers listed on the Cost Worksheets are estimates only. The actual quantity to be purchased will be specified in a purchase order.

Filtering licensing prices must be quoted based on the number of computers filtered annually so that the WVDE can determine the basis of the pricing submitted in the quote.

Software updates/upgrades and technical support must be priced on an annual basis and this item is reflected as such on the cost page.

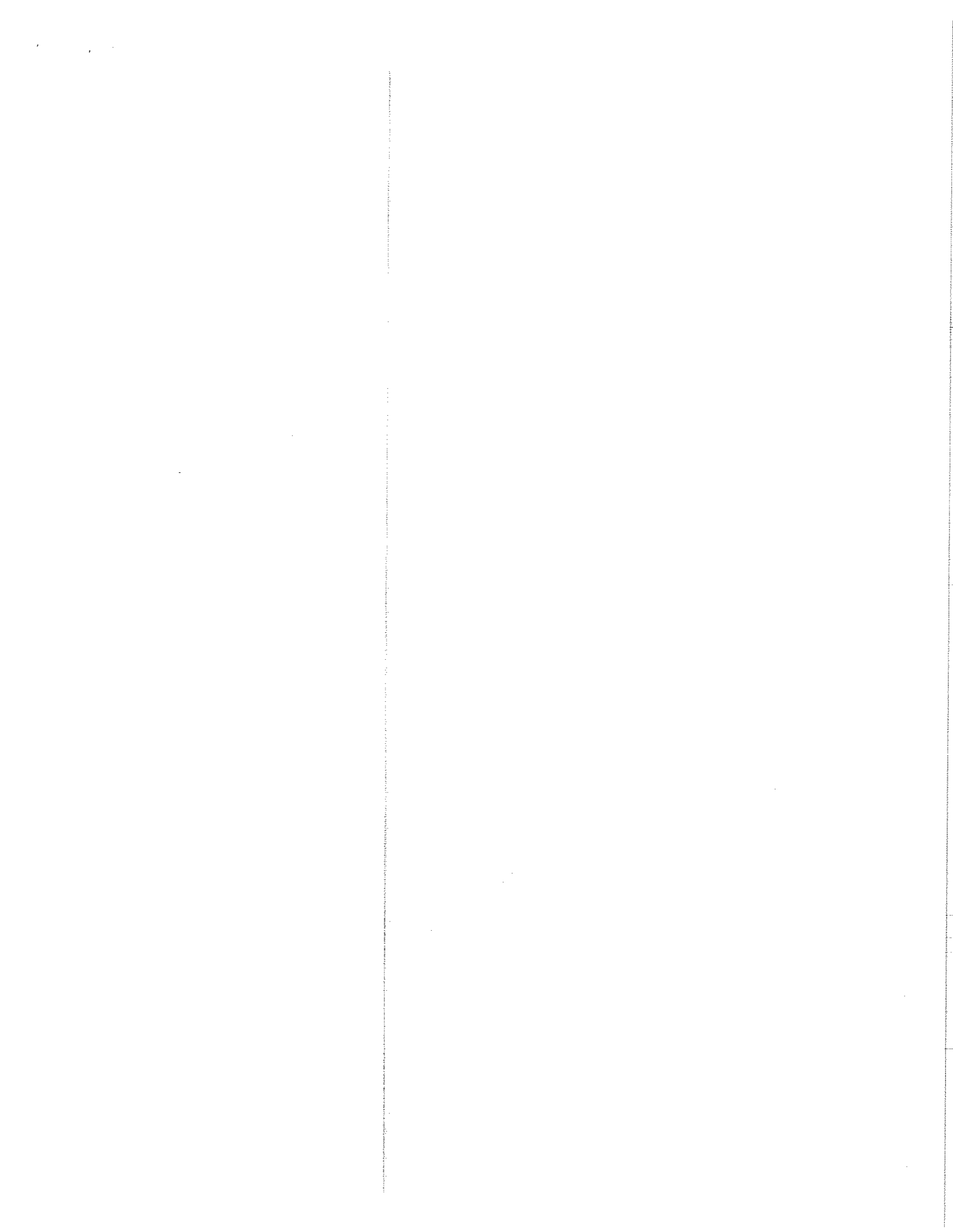
The vendor is responsible for any costs due to product end of life that will require replacement or upgrading of the vendor provided software or hardware during the term of the contract.

Section VI – Cost Evaluation

All quotes shall be all inclusive. No separate reimbursements will be made for travel or any other expense.

The State intends to award the bid to the vendor with the lowest grand total costs to provide a complete Internet filtering solution, including software, filtering updates, licensing, technical support and maintenance according to the specifications. As previously explained, the vendor may also include servers in the bid if the filtering solution cannot meet the requirements of this RFQ when installed on the WVDE equipment identified in Section I – Current Environment.

The WVDE reserves the right to purchase in part or in whole any products and services offered by the vendor in the response to this RFQ. The actual number of licenses purchased each year will be based on a count of computers, provided by the WVDE, on the date of the annual contract renewals.



Cost Worksheet

Item	Vendor Description	Quantity	Unit Cost	Total Cost
Annual software cost for Filtering Servers.*	included with WAM APPLIANCE	6	INCLUDED	
Annual software cost for Reporting Servers.*	included with WAM APPLIANCE	4	INCLUDED	
Annual License for filtering of client computers on K-12 network.	LIGHTSPEED- WEB ACCESS MANAGER (WAM)	130,000	\$ 1.50	\$ 195,000
Annual License for mobile computers. (see note 1 below.)	LIGHTSPEED- WEB ACCESS MANAGER (WAM)	10,000	\$ 1.50	\$ 15,000
Technical support and upgrades/updates for filtering solution	LIGHTSPEED- ALL SOFTWARE UPGRADES & UPDATES	1 year	FREE	FREE
One Day onsite training, 6 hours. Charleston WV (see note 2 below)	LIGHTSPEED- SALES ENGINEER (\$1500 Per Day)	1 day	FREE	FREE
Onsite installation, Charleston and Morgantown, WV (see note 2 below)	LIGHTSPEED- SALES ENGINEER (\$1500 Per Day)	4 days	\$ 1500	\$ 3000
Filtering Servers (if required)*	WAM APPLIANCE SYS-G-LSS-WAM	6	\$ 5000	\$ 30,000
Reporting Servers (if required)*	DELL SERVER	4	\$ 7500	\$ 30,000
Other Hardware (if required)*	NONE	0	0	0
Hourly rate for custom system modifications	LIGHTSPEED- PHONE SUPPORT	20 hours	FREE	FREE
Total Costs				

Note 1: A mobile computer requires special client software that will force the computer to be filtered even when it is disconnected from the K-12 network and connected to any other network which provides Internet access. If there is no price difference for mobile computers, enter the same unit cost as for computers on the K-12 network.

Note 2: Costs for training and installation, configuration and testing must inclusive of all incidental costs. Travel expenses, training materials and other reimbursable expenses will not be paid separately. The distance between Charleston and Morgantown WV is approximately 180 miles.

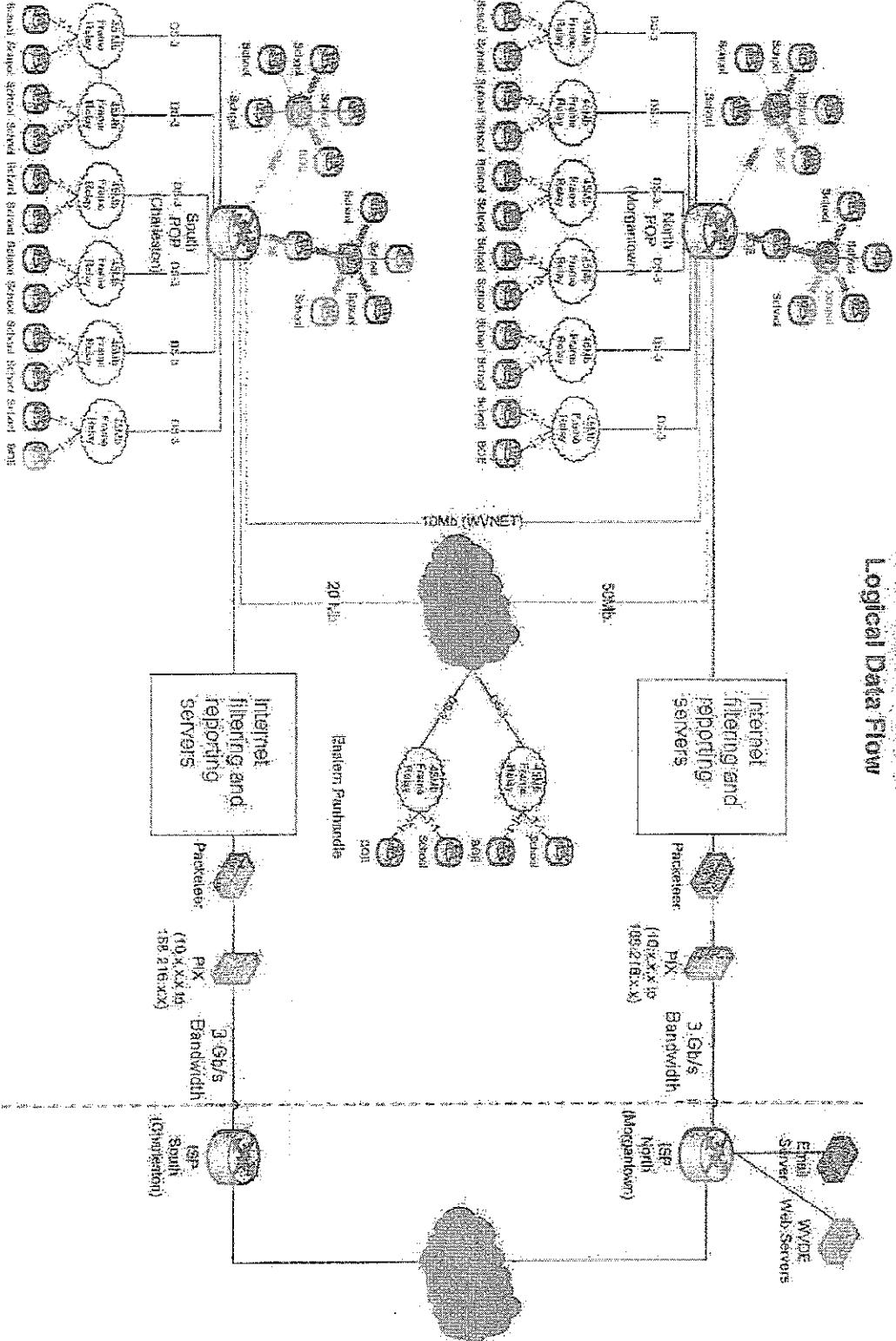
Item Pricing:

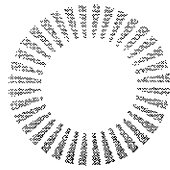
This worksheet is for vendors to identify items, quantities and provide prices. The vendor should indicate "No Cost" or "N/A" in the appropriate cells or blanks of the cost worksheet for which there are no separate or applicable costs. Any cost area that is left blank will be assumed to be "No Cost." The vendor may add notes to explain or clarify the bid.

* Vendor is encouraged to provide unit pricing for each of these items. However, it shall be the responsibility of the vendor to determine sufficient quantities needed for the scope of work outlined in the RFQ. For example, the quantity of servers needed to provide coverage for the WVDE's network may be set at one for vendor A, but be determined to be 5 by vendor B, due to design efficiencies.

Attachment A

West Virginia Department of Education K-12 State Network Logical Data Flow





Lightspeed
Systems

ALROSSI

ADENDUM OF FUNCTIONS INCLUDED AT "NO ADDITIONAL CHARGE"

To Whom It May Concern:

Below is a list of functions that will be included with our reply to Request For Quote RFQ number EDD327891.

Also, for additional information please see the included datasheets in the blue Lightspeed folder included with the RFQ.

Al Rossi
Regional Manager
Lightspeed Systems
Direct: 661-431-1603 / Free: 877-447-6244 x603
al@lightspeedsystems.com



Lightspeed
Systems

NETWORK & BANDWIDTH MANAGEMENT

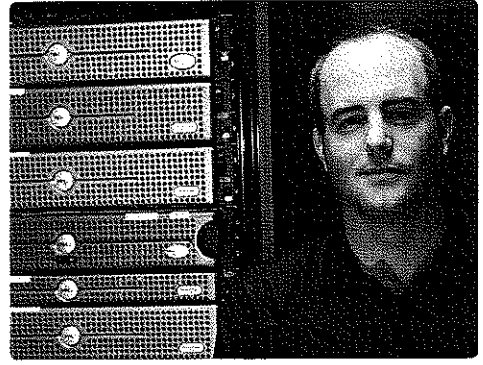
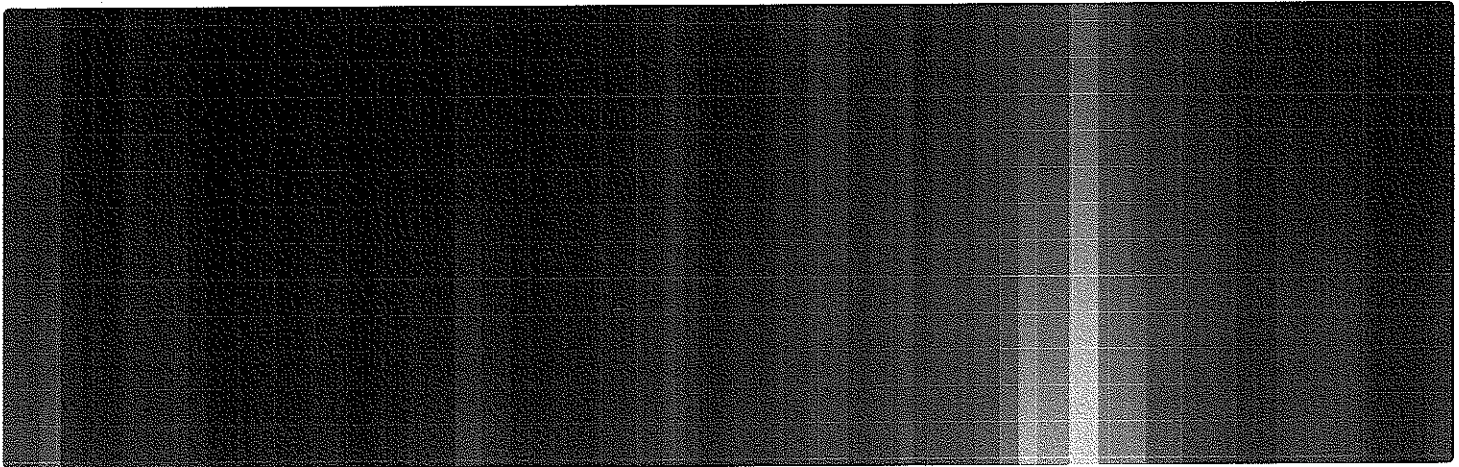
- Granular traffic and bandwidth management
 - By source or destination IP, source or destination port number, application, username or group, time of day
 - Tiered Management / Administration
 - Extensive report with the ability to automatically generate and distribute key reports
 - Network reports shall include but is not limited to
 - HR Report
 - Logged in Users - Current
 - Logged in Users - History
 - Users by Internal IP Address
 - Real-time and Historic traffic & HTTP requests
 - Top Network Users
 - Busiest Protocols
 - Total Incoming/Outgoing Traffic
 - Logged in Users
 - Busiest Protocols
 - Email Senders and Receivers
 - External URLs
 - External URLs Summary
 - File Downloads
 - File Uploads
 - Incoming Traffic by MAC
 - Internal URLs
 - Internal URL Summary
 - Logged in Users by IP
 - Outgoing Traffic by MAC
 - Search Engine Queries
 - Top Email Receivers
 - Top Email Senders
 - Top Search Engine Queries
 - Suspicious Search Engine Queries
 - Total Incoming
 - Total Outgoing
 - Traffic by External IP
 - Traffic by Internal IP
 - Traffic by Protocol and External IP
 - Traffic by Protocol and Int. IP
 - Customized Reports
 - Provide tools to manage traffic issues.
 - Ensure availability of critical services with network monitoring
 - Integrates with Student Information Systems (SIS).

CONTENT FILTERING

- Enforce CIPA compliance on laptop computers outside of the network
- Access and ability to share approved YouTube videos with students, providing access to valuable Web 2.0 learning resources without content risks. Video approval can be delegated to teachers or curricular leaders, and teachers can tag, search, and review approved videos.
- Safely provide access to Web 2.0 features and online content within a controlled, monitored, secure environment
- Ability to filter and report based on session not IP. This allows for multiple machines behind a single firewall to be filtered separately.
- netTrekker d.i. integration
- Filtering for thin-clients (including nComputing, Citrix, and Windows Terminal Server.)
- Filter all web traffic accurately and reliably
- Trust an education-specific database
- Filter all web traffic on workstations inside the network
- Filter web traffic on remote laptops outside the network
- Block Peer-to-Peer applications and file-type blocking
- Ensure safe collaborative learning in a Web 2.0 environment
- Detect and block proxies
 - Blocking Proxies at gateway
 - Search engine: Block by keyword
 - Non-http
 - Proxy category
 - Unknown URLs, domains
 - Automatic signature detection
 - URL Wild-Card
 - SSL
 - UltraSurf connections



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Guide To Intelligent Filtering

How you can filter more effectively and efficiently



Network solutions for safe online learning

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Introduction

Filtering is a necessity in schools, for student safety, CIPA compliance, AUP adherence, and network security. But in order to filter effectively and efficiently, schools must do more than just install an Internet filter.

They have to stay ahead of the kids, ensuring that proxy tunnels don't allow users to bypass the filter and access inappropriate sites. They have to monitor and report on the effectiveness of the filtering, including reviewing blocked and visited sites. They have to ensure that over-blocking doesn't limit the educational potential of the Internet, and that under-blocking doesn't compromise student safety. And they have to do all these things in an under-staffed, budget-constrained environment.

In today's schools, a web filtering solution has to do more than block inappropriate sites. It needs to balance educational Web 2.0 use with student safety and network security.

Your school's Internet filter serves many important purposes that help make your school network a powerful resource for safe and secure learning. Effective, intelligent filtering requires that you meet the goals of filtering while addressing its inherent challenges.

Goals of Web filtering:

- Safety of students
- Security of network
- Identify cyberbullying
- CIPA compliance
- Enforcement of Acceptable Use Policies

Challenges to overcome:

- Balance between learning and education
- Meet needs of various groups and individuals
- Ensure over-blocking doesn't hinder learning
- Ensure under-blocking doesn't impede safety and security
- Enforce policies despite sophisticated new proxy technologies
- Provide safe access to Web 2.0 tools to encourage participatory learning

It is possible to filter effectively and efficiently, meeting these goals while overcoming the challenges. This Guide to Intelligent Filtering will provide information to help you most effectively utilize filtering technology on your school network.

This Guide includes:

- An overview of considerations when choosing an Internet filter
- Information about how you can seal up proxy tunnels
- Information on how mobile filtering can help make your 1:1 initiatives a success
- Information on incorporating safe Web 2.0 use in schools
- Information on using filtering to ensure CIPA compliance
- Information on using filtering to prevent Cyberbullying
- Real-world stories of schools that effectively utilize filtering
- Documentation on Lightspeed solutions that can help you filter more effectively

Considerations for Choosing a Filtering Solution

When choosing a filtering solution, you need to look at several factors that will ensure security, compliance, balance, flexibility, and innovation.

Database

Filtering databases should be public, allowing users to easily see what sites are blocked and why. Schools have different filtering needs than businesses. Filters designed for use by any organization often don't fit the specific needs of an educational institution. A comprehensive database that organizes sites into education-specific and grade-specific categories gives schools the ability to filter for their specific needs and adjust policies for different groups of students.

CIPA Compliance

The Children's Internet Protection Act (CIPA) is a federal law passed by Congress in 2000 to help ensure the safety of children accessing the Internet over school and library computers. The act requires schools and libraries to use filtering to block dangerous or offensive material from minor users. To meet the mandates of this law, you should choose a filtering solution designed for schools, with the specific requirements of CIPA in mind.

Proxy blocking

Proxies bypassing the Internet filter are a critical issue school IT administrators face. As proxies gain both new levels of sophistication and accessibility, filters must deliver equally sophisticated methods for blocking anonymous, unsecure, and secure proxies.

Cyberbullying

Cyberbullying is a problem that can't be ignored. Research indicates that almost half of all teens have experienced cyberbullying. To prevent, identify, and address cyberbullying issues in your school, you need a filter that can limit access to sites known for cyberbullying; block keywords related to cyberbullying; report on suspicious behavior; and deliver a detailed record of online activities.

Flexibility

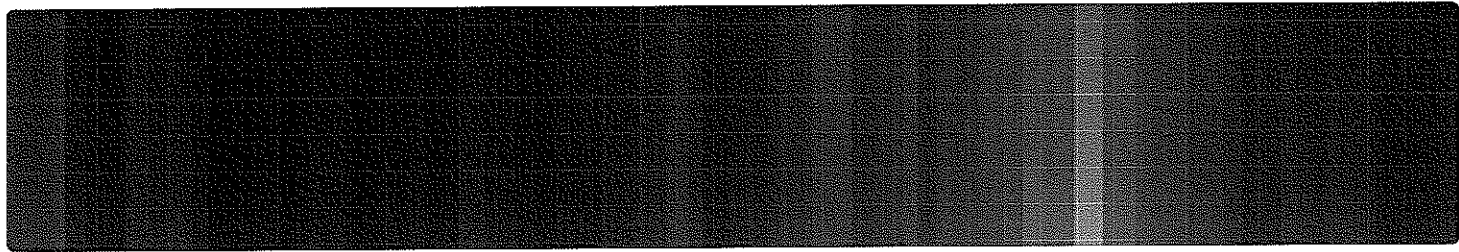
Every school is different, and within each school are different users with different web browsing needs. A one-size-fits-all filter cannot deliver the flexibility to allow for these differences. Beyond a comprehensive database, an effective filtering solution should allow for customized allow and block lists, as well as the ability to set different filtering profiles for different users or groups.

Searching

Web content filtering prevents access to inappropriate sites, but cannot prevent inappropriate search results from populating in a search request. An effective filtering solution needs to incorporate "Safe Search" mechanisms to ensure that search results don't contain dangerous or offensive content and images.

Balance

While under-blocking can limit the safety and security a filter provides, over-blocking can keep users from accessing valuable educational content on the Web. Technology learning and the integration of technology into the curriculum are vital to developing students' 21-st century skills. Innovative features with the educational market in mind, and customizability to individual needs, can help create a balance between learning and safety.



Web 2.0

Web 2.0 makes technology an active and collaborative rather than a passive medium. However, to ensure security and safety of the ever-changing content on Web 2.0 sites, filtering solutions often block all Web 2.0 content. An effective filtering solution should deliver innovative solutions to make Web 2.0 content safe for student use, promoting participatory learning and collaboration within safe environments.

Mobile Users

Internet filters often block access to inappropriate sites when the computers on which they are installed are on the network. But when mobile users use school computers off the network, they can be exposed to inappropriate content, and the computers to damaging viruses and spyware. An effective filtering solution needs to work for both desktop and mobile users.

Reporting

To understand the effectiveness of your filter, you need information about how well it is working. Comprehensive reporting about blocked sites, accessed sites, search phrases, and more can give you the information you need to adjust policies, confront breaches in acceptable use policies, and fine-tune your filtering criteria.

CIPA Compliance

The Children's Internet Protection Act (CIPA) is a federal law passed by Congress in 2000, and updated and clarified since, to help ensure the safety of children accessing the Internet over school and library computers. The act requires schools and libraries to use filtering to block dangerous or offensive material from minor users.

Any organizations that receive funding through E-Rate or the Universal Service Fund must certify that they are meeting the requirements of CIPA.

What CIPA Requires

Any organization included under the CIPA guidelines must meet the following four criteria: A Technology Protection Measure, An Internet Safety Policy, an education program, and a policy to monitor the online activities of minors.¹

1. Utilize a Technology Protection Measure.

A Technology Protection Measure is defined as: "a specific technology that blocks or filters Internet access to visual depictions that are – (A) obscene (B) child pornography; or (C) harmful to minors."²

The term "harmful to minors" is further defined as:

*"Any picture, image, graphic image file, or other visual depiction that-- (A) taken as a whole and with respect to minors, appeals to a prurient interest in nudity, sex, or excretion; (B) depicts, describes, or represents, in a patently offensive way with respect to what is suitable for minors, an actual or simulated sexual act or sexual contact, actual or simulated normal or perverted sexual acts, or a lewd exhibition of the genitals; and (C) taken as a whole, lacks serious literary, artistic, political, or scientific value as to minors."*³

Filtering is required on all computers, whether used by adults or minors. However, the filtering may be disabled for adult users when requested.

2. Create and enforce an Internet Safety Policy.

This required policy must address:

- a) Access by minors to inappropriate matter on the Internet
- b) The safety and security of minors when using electronic mail, chat rooms, and other forms of direct electronic communications
- c) Unauthorized access, including so-called "hacking," and other unlawful activities by minors online
- d) Unauthorized disclosure, use, and dissemination of personal information regarding minors
- e) Restricting minors' access to materials harmful to them⁴

3. Monitor online activities of minors

Schools must also adopt and enforce a policy to monitor the online activities of minors.

4. Education program

Schools and libraries must also certify that minors are being educated about appropriate online behavior. This should include information about cyberbullying, the sharing of personal information, and online communication.

CIPA Compliance with Lightspeed

Content filtering is a primary feature of CIPA, as well as most school Acceptable Use Policies outlining web browsing behavior. Content filtering allows schools to block content that is dangerous or inappropriate for minors.

Lightspeed Web Access Manager ensures that users' web browsing is in line with CIPA mandates as well as Acceptable Use Policies – while they are on the network or when utilizing school computers off the network. Our education-specific database is comprehensive and accurate, ensuring that inappropriate sites are no longer a click away, but that valuable content remains available to users.

Web Access Manager detects and/or blocks access to inappropriate material on the Internet based on our extensive, education-specific URL database with more than one billion entries, as well as your own custom allow and block lists. Our content filter groups sites into about 120 school-specific categories based on subject matter and age-appropriateness, providing easy review and administration.

Sealing Up Pesky Proxy Problems

Students bypassing a school's Internet filter is a great concern, for maintaining student safety as well as CIPA compliance. As proxy technology becomes more complex in attempts to anonymously tunnel users through content filters, Lightspeed Systems continues to develop new proxy-blocking methods. By blocking secure, unsecure, and anonymous proxies, you can ensure that Acceptable Use Policies are enforced and CIPA compliance is maintained.

Two thirds of respondents to Lightspeed Systems' survey, 2007's Top IT Headaches for K-12 Schools, indicated that proxies bypassing the Internet filter was a somewhat critical or critical issue. Clearly, over the past two years proxies have gained both new levels of sophistication and accessibility.

Consider the very popular proxy UltraSurf. Its website, UltraReach.com, boasts, "[T]he most prominent features of UltraSurf 8 are that it has implemented a complex proxy with complete transparency and a high level of encryption on the Microsoft Internet Explorer (IE) platform. ... UltraSurf 8 implements almost all browser functions based on HTTP and user needs, such as browsing websites, login and posting on web forums, using Web mail, uploading and downloading data files, real time audio, video and other multimedia programs, etc."

Since you can only enforce acceptable use policies on traffic you can see, recognizing and blocking such "anonymizers" is essential – and requires some very sophisticated software.

Proxy Blocking with Lightspeed

As proxy technology becomes more complex in attempts to anonymously tunnel users through content filters, Lightspeed Systems continues to develop new proxy-blocking methods. These methods fall into five categories.

Block unknown URLs

When a newly created site hits the Internet, no content filter has it categorized. It is "unknown." Not knowing if it's "safe to allow" is why many choose to block all unknown URLs, that is, block access to all URLs that are not in the database. Further, Lightspeed can be automatically notified of the new URL, which triggers an immediate review to categorize and add it to the content database. In turn, database updates are pushed out daily. This option to block unknown URLs can be enforced for all users, students only, or any group you define with separate policies.

Block categorized domains and IP addresses of known proxies

Proxy sites cannot hide from Lightspeed for long. Through Lightspeed's constant downloading of the entire Internet, proxy sites are easily detected and categorized accordingly. Further, Lightspeed customers submit new proxies every day. A scheduled task automatically forwards previously unknown websites that users attempted accessing, and these are analyzed and categorized accordingly. The content database now includes more than 25 million categorized addresses and is open for review.⁵

Block unknown URLs matching proxy patterns

A more direct, real-time approach to block proxies is to block all unknown URLs with matching proxy patterns. When a user attempts to access a site that is not in Lightspeed's content database, Total Traffic Control will search for signs of proxy activity using on-the-fly, deep-packet inspection. When a request matches one of the hard-coded patterns, Lightspeed blocks the request and logs the attempt. As proxy methods evolve, Lightspeed will continue to add patterns.

Block all proxied requests

By choosing to block all proxied requests, you can prevent access to the Internet if a web request is using any proxy server. For instance, if a user configures his browser to use either a local or external proxy server, all web requests will be immediately blocked, regardless of destination. Any third-party browser plug-ins designed to utilize the browser's proxy settings will also be blocked.

Block proxies at the desktop

Finally, desktops with Security Agent installed can stop proxies in two additional ways – through Lightspeed-distributed signatures that identify the proxy service application as a virus and by disabling read/write access to removable media.

With these defenses in place, you can win the proxy battle. And rest assured, Lightspeed will continue to add lines of defense as necessary.

Mobile Learning

Handhelds, laptops, netbooks and tablet PCs are being handed out to students in districts across the country. Students can take the computers home to continue their learning and their technology interaction even after school hours.

- 1:1 initiatives offer many benefits to students and teachers:
- Provide regular, consistent interaction with technology
- Encourage learning after school hours
- Provide consistent, fair access to technology for all students
- Allow students to utilize technology in a location/time of their choice
- Give students greater access to learning resources
- Increase teacher-student communication

In fact, research has shown that learning is enhanced when students use computers at home to continue work initiated at school. The results of a three-year study showed that:

"Extensive use of laptop computers, in conjunction with teacher development in technology integration, results in increased time working away from the school, enhanced competency and confidence in computer use, and improved performance on measures of writing ability."⁶

Project RED: Revolutionizing Education, which is an Apple-sponsored research project aimed at measuring how technology can help schools save money and improve instruction, revealed through recent research that the national average of schools with 1:1 (or ubiquitous) technology programs is about 5.4 percent.

The Need for Mobile Filtering

A successful 1:1 initiative must also recognize the inherent risks that come with allowing students to utilize school resources away from the school network. When school computers leave the network, both the computers and the users can be exposed to harmful content and safety and security risks.

Blocking access to the Internet when the mobile device is off the school network may seem like a viable option, but it stifles the learning process and severely limits the purpose of the initiative: to encourage learning any place, any time.

Instead, schools need a solution that extends their on-network policies and protection to users who take their mobile devices off the network.

Mobile filtering offers many benefits:

- Ensures students are protected from harmful content when they use school resources off the network
- Maintains CIPA compliance for users off the network
- Protects mobile computers from damaging viruses and spyware
- Protects districts from liability for issues on school-owned resources

Mobile Filtering with Lightspeed

To provide districts with the protection they, and their students need, as they launch 1:1 initiatives, Lightspeed offers The Guide Mobile Filter.⁷ The Guide Mobile Filter extends your policies and protection with flexible filtering when computers are off the network. Whether your mobile users are part of a 1:1 initiative or just staff bringing laptops on and off the network, the Guide Mobile Filter will protect them and enforce your Acceptable Use Policies.

Benefits of the Guide Mobile Filter

Extends policies and protection to off-network computers. Your Acceptable Use Policies protect both your users and your equipment. Laptops taken off the network are often free from the content filtering used within the network, opening users up to inappropriate content and equipment to dangerous web sites. The Guide Mobile Filter delivers flexible filtering for off-network computers, ensuring that blocked sites remain blocked – no matter where the computer is being used.

Keeps users safe with comprehensive filtering. The Guide Mobile Filter detects and/or blocks access to inappropriate material on the Internet based on our extensive, education-specific content database, as well as your own custom allow and block lists, helping to ensure user safety and CIPA compliance.

Reduces the cost, time, and frustration of compromised computers. By blocking sites known as threats for spyware, malware, and viruses, the Guide Mobile Filter helps keep your school computers secure and safe when they are off the network, helping to keep computers clean and functioning properly.

Key Features of the Guide Mobile Filter:

- CIPA-compliant Internet filtering for mobile computers
- Comprehensive and accurate education-friendly content database with more than one billion entries

- Reporting of off-network activity, including Blocked URLs, Blocked URLs by Category, Unknown URLs, URLs Visited
- Ability to block all forms of proxy servers (anonymous and secure)
- Forced SafeSearch for Google and Yahoo search engines
- Local policy control (Active Directory and LDAP)
- Password-protected uninstall
- Full support for PCs and Macs
- Works from any location, with any type of Internet connection – without the need for a VPN

Cyberbullying

The National Crime Prevention Council defines cyberbullying as: “When the Internet, cell phones or other devices are used to send or post text or images intended to hurt or embarrass another person.”⁸ The increasing use of these technologies by children has led to an increase in the occurrence of cyberbullying, with often devastating and violent consequences.

Cyberbullying is a problem that can't be ignored. Research indicates that almost half of all teens have experienced cyberbullying. One in four have had it happen more than once. And 35% of kids have been threatened online.⁹

In many cases, cyberbullying can be more extreme and damaging than other types of bullying because of the anonymity on online personas and the prevalence of the Internet in children's lives. Bullies can feel protected by the Internet, and may therefore be more vicious. The bullied students may not know the attacker, and may feel powerless to fight it. In addition, cyberbullying can occur 24 hours a day, anywhere, without the protection of home or school walls.

Types of cyberbullying

Cyberbullying can take many forms. Properly identifying and preventing cyberbullying requires an understanding of the different ways technology can be used to hurt others.

In “An Educator's Guide to Cyberbullying and Cyberthreats,”¹⁰ Nancy Willard breaks down cyberbullying into these categories:

- **Flaming.** Online fights using electronic messages with angry or vulgar language.
- **Harassment.** Repeatedly sending nasty, mean, and insulting messages.
- **Denigration.** “Dissing” someone online. Sending or posting gossip or rumors about a person to damage his or her reputation or friendships.
- **Impersonation.** Pretending to be someone else and sending or posting material to get that person in trouble or damage their reputation.
- **Outing.** Sharing someone's secrets or embarrassing information or images online.
- **Trickery.** Tricking someone into revealing secrets or embarrassing information and then sharing it online.
- **Exclusion.** Intentionally and cruelly excluding someone.
- **Cyberstalking.** Repeated, intense harassment and denigration that includes threats or creates significant fear.

Best Practices for Preventing Cyberbullying

1. Create policies and educate users. As part of their policies for acceptable use of the Internet and other technologies, schools should address cyberbullying. In addition to educating students and faculty on what cyberbullying is and why it will not be tolerated, specific guidelines for acceptable communication and clear consequences for cyberbullying behavior should be laid out.

2. Prevent the use of inappropriate sites or the sending of inappropriate messages. Some sites, such as unmoderated chat rooms, have been shown to be particularly prone to cyberbullying. By blocking, or limiting access to such sites, cyberbullying from the school network can be prevented. Also, blocking access to sites with inappropriate content and blocking messages that contain inappropriate words can help prevent cyberbullying. Because students are often adept users of technology, it is also important that Internet filters employ sophisticated means to prevent users from bypassing Internet filters with proxy tunnels.

3. Monitor adherence to policies and adjust as necessary. To ensure that policies are being adhered to, it is important that suspicious browsing, emailing, attachments, and instant messaging be regularly reviewed. When inappropriate behavior is identified, policies and filters should be adjusted to stop that behavior.

4. Preserve the evidence. In order to investigate instances of cyberbullying, schools should keep records of inappropriate behavior and archive email messages. This information can help school officials talk with students, as well as inform legal authorities, should they need to be involved in serious cases.¹¹

Preventing Cyberbullying with Lightspeed

Lightspeed Systems is committed to helping schools maintain the safety and security of their networks, in order to create an effective 21st-century learning environment. Our solutions help schools address the issues that impact the use of the network and the Internet while ensuring a balance between safety and learning.

To prevent, identify, and address cyberbullying issues in your school, Lightspeed offers best-of-breed solutions with essential features for filtering, monitoring, and reporting on user behavior.

Prevent

Preventing certain communications and browsing behaviors can reduce the possibility of cyberbullying on your school network.

With Lightspeed you can prevent behavior that could lead to cyberbullying:

- Keep users from bypassing your filter and accessing blocked sites with multiple layers of secure, unsecure, and anonymous proxy detection and blocking
- Block web sites categorized as containing adult and pornographic subject matter, and web sites categorized as promoting violence, hate, and weapons
- Block web sites categorized as containing unmoderated forums, instant messaging services, web mail services, chat and dating services, as well as personal and social networking services.
- Block web sites promoting and/or supporting illicit and illegal network intrusion and infiltration
- Filter mobile users of school computers with the Guide Mobile Filter, which provides filtering protection – without a VPN, from any location with any type of Internet connection
- Filter email content to ensure that communications do not contain offensive material or keywords

Identify

Early identification of cyberbullying can minimize the impact and consequences of the behavior.

With Lightspeed, you can monitor user behavior and identify possible cyberbullying with:

- Comprehensive and customizable reporting and alerts for suspicious activity on the network
- The ability to drill-down to investigate the browsing and messaging behavior of individual users
- Searching on specific keywords related to hate, violence, or other inappropriate content

Address

Should cases of cyberbullying be identified, documentation and adjustment of policies can allow school officials to effectively address the situation.

With Lightspeed, you can be equipped to address cases of cyberbullying with:

- Archival of inbound and/or outbound SMTP traffic, AOL Instant Messaging (AIM) and MSN Messenger, and attachments (including documents, programs, and multimedia files)
- Message file storage with indexing parameters for: From, To, Subject, Date, Keywords, and Body Text
- The ability to modify policies for specific users
- The ability to integrate your Lightspeed solution with your Student Information System (SIS) for a complete view of individual student activity and progress

Web 2.0 in Schools

From social networking to video sharing and blogging, Web 2.0 has transformed the Internet, and has the power to transform education.

On his web site Tim O'Reilly defines Web 2.0 as:

*Web 2.0 is the business revolution in the computer industry caused by the move to the internet as platform, and an attempt to understand the rules for success on that new platform. Chief among those rules is this: Build applications that harness network effects to get better the more people use them.*¹²

By definition, Web 2.0 technologies are collaborative and social. They encourage discussion and sharing. All of these things make them well-suited to an active, rather than passive, learning environment. But while the use of Web 2.0 technologies in schools can enhance learning and help students develop essential 21st-century skills, concerns about safety, security, bandwidth, and more prevent many schools from utilizing these resources.

Web 2.0 offers many advantages for collaborative, engaging, active learning. But it also opens up some risks to safety and security. Lightspeed Systems and netTrekker recently sponsored a survey to determine which Ed 2.0 tools schools are using and why.¹³

The most often cited reasons for adopting Web 2.0 technologies were:

- 1. Learning needs**
- 2. Engaging student interest**
- 3. Increasing students' options for access to teaching and learning**

Districts are at different stages of use and adoption of different Web 2.0 technologies. Several examples follow.

Online communication with parents and students and multimedia resources are used by many teachers, and most districts have plans/policies that promote their use.

Teacher-generated online content is used by a significant number of teachers. District technology leaders value sharing of teacher-generated online content as a way of sharing expertise and not having to constantly “reinvent the wheel.”

Student use of virtual learning environments (including online courses) was uncommon on the part of teachers in most districts. However, more than one-third of the districts have plans/policies that promote the use of this technology, and more districts are considering their plans/policies related to it.

Online social networking as part of instruction, on the other hand, is used by very few teachers, and many districts' policies don't allow use of this technology. Key barriers to adoption appear to be:

- Lack of teacher knowledge/professional development
- Concerns about student safety and security
- Lack of time
- Insufficient access to technology

YouTube is the third most popular site on the Web, with more than 100 million US viewers (more than 20% under age 18) watching nearly 15 billion videos a month. Though many districts block access to YouTube because of risks to network security and student safety, access to YouTube videos is one of the primary requests school network administrators receive. After all, YouTube is rife with educationally-rich videos; and research shows that kids learn well through engaging multimedia presentations, including videos.

Research continues to show that students learn better when they are active participants in their education, rather than just passive recipients of information. We also know that students feel disengaged from technology and communication when they “power down” in schools and leave their usual methods of communication and information-access behind.

Participatory learning allows students to use the technology that is an integral part of their lives to collaborate and communicate – making education an active, enriching, long-lasting process.

From Wikipedia to individual blogs, it is clear that we can learn better together than we can alone. Unfortunately, because of the safety risks of Web 2.0 sites and the challenges of filtering their ever-changing content, students often don't get to engage in the participatory learning that the Internet offers.

In today's schools, with today's digital learners, web filtering needs to be about more than blocking inappropriate content. It must be about creating a safe online experience that gives students the educational benefits of the Web – without the content and security risks.

Integrating Web 2.0 safely with Lightspeed

Lightspeed Web Access Manager has an innovative new feature, My Big Campus, to give you the intelligent filtering solution you need – safely providing access to Web 2.0 features and online content within a controlled, monitored, secure environment.

My Big Campus includes a Resource Library, where you can share and access videos, web sites, documents, PDFs, and more. It also includes a Collaboration Site, where teachers and students can communicate and collaborate within a safe environment.

What could your district do with My Big Campus?

- Access thousands of educational videos, web sites, and other resources
- Implement collaborative student projects
- Report on activity and comply with policies
- Teach students about online communication
- Get feedback on teaching ideas and lesson plans
- Manage class assignments and assist with homework
- Connect with students and classes for long-distance collaborative lessons
- Extend Professional Learning Community efforts
- Allow students to write and publish within a closed community
- Start an online pen pal project
- Create online study groups

The possibilities are endless.

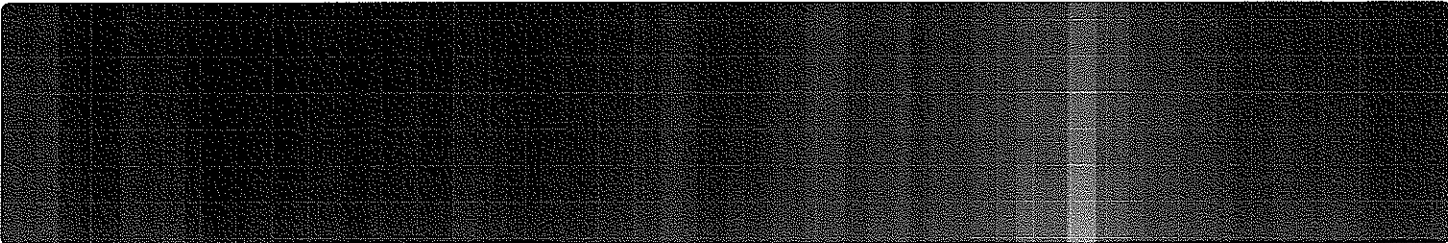
About Lightspeed Web Access Manager

Lightspeed Web Access Manager provides flexible filtering for school networks, ensuring that users' web browsing is in line with Acceptable Use Policies – while they are on the network or when utilizing school computers off the network. Our education-specific database is comprehensive and accurate, ensuring that inappropriate sites are no longer a click away, but that valuable content remains available to users.

Lightspeed Web Access Manager provides powerful, easy-to-use features for filtering and monitoring web browsing.

- Comprehensive and accurate education-friendly URL database with more than one billion entries grouped into more than 130 school-specific categories based on subject matter and age-appropriateness, providing easy review and administration.
- Multiple layers of anonymous proxy detection and blocking to keep users from bypassing your filter and accessing blocked sites.
- **Educational Video Library** allows teachers to share approved YouTube videos with students. Video approval can be delegated to teachers or curricular leaders.
- **NEW! My Big Campus** offers safe access to Web 2.0 tools, including a Resource Library to post, view, and share online resources as well as a Collaboration site.
- netTrekker d.i. integration to ensure seamless access to approved netTrekker sites.
- Integration with Google and Yahoo! "SafeSearch" to screen for sites that contain explicit sexual content and delete them from search results.
- Cross-platform protection for school computers outside the network – without a VPN, from any location, with any type of Internet connection – via the **Guide Mobile Filter**.
- Flexible filtering for thin clients, including nComputing, Citrix, and Windows Terminal Server.
- Ability to create different policies based on user, IP, group, organizational unit, domain.
- Peer-to-peer application and file-type blocking.
- Integrates with Student Information Systems for comprehensive, individualized user information and custom reporting.
- Daily signature updates, and immediate emergency updates, directly from Lightspeed Systems.
- Ability to accommodate even the heaviest traffic loads, up to 1 GB of Internet Bandwidth, without hindering performance.

For large, distributed, or high-bandwidth networks, Lightspeed Web Access Manager is also offered as the Lightspeed Rocket, Web Access Manager – a high-performance appliance-based solution for high-capacity networks.



Lightspeed Systems Solutions

Lightspeed Systems is committed to helping schools of all sizes operate their networks effectively and efficiently, so educators can provide a safe online teaching and learning environment. Our solutions allow you to more effectively and efficiently filter, secure, monitor, manage, and optimize your school network.

SOFTWARE SOLUTIONS

Manage your school network with our all-in-one solution or its components:

 **Total Traffic Control**

Total Traffic Control – Total Traffic Control is the complete solution for managing your school network’s usage, health, and security. With this comprehensive solution you can monitor user activity, ensure Acceptable Use Policies are being followed (on email, the Web, or the desktop – both on the network and off), reduce dangerous and costly security threats, ensure school resources are utilized safely and effectively, and easily view and share critical information with custom reports.

 **Email Manager**

Lightspeed Email Manager – Email abuse can degrade network performance, leave your system vulnerable to threats, and expose users to time-wasting and offensive content. Lightspeed Email Manager lets you monitor, regulate, report on, and archive all messaging communications, ensuring that your Acceptable Use Policies on email usage are being enforced.

 **Web Access Manager**

Lightspeed Web Access Manager – Regulations, policies, safety, and security all make an Internet filter essential in schools. But over-blocking limits the potential of the Web to promote participatory learning and acquisition of 21st-century skills. Web access management needs to do more than filter inappropriate content—it needs to balance educational Web 2.0 use with network security and student safety. Lightspeed Web Access Manager provides an intelligent solution for web filtering—offering features for customization, granular policy control, safe Web 2.0 access, and mobile filtering—to ensure that inappropriate sites are no longer a click away, but that valuable content remains available to users.

 **Educational Video Library**

Educational Video Library –teachers to give their students access to valuable Web 2.0 learning resources, without the content risks. With this feature, you can easily allow teachers and students to play approved YouTube videos. Teachers can tag, search, and review approved videos.

 **Guide Mobile Filter**

Guide Mobile Filter – When school computers leave the network, both the computers and the users can be exposed to harmful content and safety and security risks. Mobile Internet filtering reduces the cost, downtime, and frustration associated with computers that have a tendency to be compromised while off the network. Whether your mobile users are part of a 1:1 initiative or just staff bringing laptops on and off the network, the Guide Mobile Filter will protect them and enforce your Acceptable Use Policies.

Big Campus

NEW! My Big Campus – Teachers want access to educational content on the Web; students clamor for more technology and collaboration; IT staff needs to maintain network security, CIPA compliance, user safety, and Acceptable Use Policy enforcement. Web access management needs to do more than block inappropriate content – it needs to balance educational Web 2.0 use with network security and student safety. Lightspeed Web Access Manager has an innovative new feature, My Big Campus, to give you the intelligent filtering solution you need – safely providing access to Web 2.0 features and online content within a controlled, monitored, secure environment.

 **Network Traffic Manager**

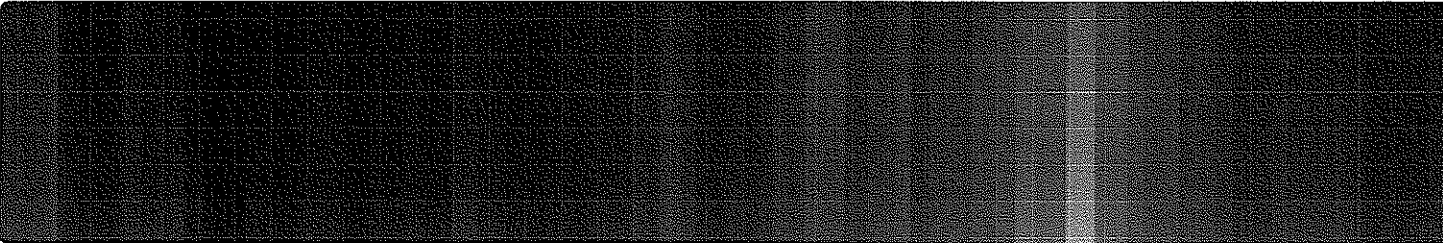
Lightspeed Network Traffic Manager – Network misuse, tight resources, and lack of information can make managing your network time-consuming and frustrating. Lightspeed Network Traffic Manager lets you keep an eye on your overall network health with advanced reporting, and keep critical applications running on your busy network with bandwidth management capabilities.

 **Security Manager**

Lightspeed Security Manager - Potential threats lurking inside and outside your network can compromise safety, expose systems to harm, and lead to costly and time-consuming problems. Lightspeed Security Manager allows you to easily maintain the health of computers across your network by stopping known and unknown threats to your servers and desktops with a comprehensive database and with an advanced, stateful inspection of network traffic.

 **Power Manager**

Lightspeed Power Manager – Energy consumed by unattended, unused computers across your network can drain your budget, as well as natural resources. An add-on to your Lightspeed implementation, Lightspeed Power Manager provides sustainable energy savings across your network by monitoring energy usage and directing low-power states and shutdown times, saving up to \$75 per PC annually. The quick return on investment and ongoing cost savings are documented with detailed reports.



HIGH-CAPACITY NETWORK SOLUTIONS

High-performance, scalable appliance-based school network solutions



Lightspeed Rocket, Web Access Manager – Ensure safe web browsing on your high-capacity network with comprehensive, customizable filtering and features for safe Web 2.0 access.



Lightspeed Rocket, Email Manager – Efficiently block spam on your high-capacity network, while archiving and reporting on communications.

Learn more about these solutions at www.lightspeedsystems.com/products

Conclusion

The Internet offers valuable benefits – but is also full of content that can be harmful to minors. To comply with CIPA regulations and Acceptable Use Policies, you have to ensure that students are protected from potentially dangerous and inappropriate content.

But effective and efficient filtering requires that schools balance learning and security; stay ahead of filter-bypassing technologies; utilize features for customization and flexibility; and monitor the effectiveness of the filtering solution with actionable reports.

Lightspeed is committed to helping schools create safe online learning environments, with a viable balance between learning and safety. That's why our Internet filter has a comprehensive, education-specific database; flexibility and customizability for your needs; innovative features to make collaborative Web 2.0 learning safe in schools; and a team of friendly, responsive live people to support you.

For More Information

Lightspeed Systems Inc., founded in 2000, develops comprehensive network security and management solutions for the education market. We are committed to helping schools operate their networks effectively and efficiently, so educators can provide safe online teaching and learning environments.

Our software is used in more than 1,000 school districts in the United States, the United Kingdom, and Australia to protect more than 5 million students. For the past two years, Lightspeed Systems has been recognized on the Inc. 5,000 list as one of the fastest-growing private companies.

www.lightspeedsystems.com

- Watch a 5-minute overview of our solutions:
http://www.lightspeedsystems.com/resources/Lightspeed_TTC_Demo.html
- Register for a live web demo: <http://www.lightspeedsystems.com/demo/>
- Get our Information Papers and valuable information in your Resource Center:
<http://www.lightspeedsystems.com/resources/Default.aspx>

¹ http://www.e-ratecentral.com/CIPA/Childrens_Internet_Protection_Act.pdf

² http://www.e-ratecentral.com/CIPA/Childrens_Internet_Protection_Act.pdf

³ http://www.e-ratecentral.com/CIPA/Childrens_Internet_Protection_Act.pdf

⁴ <http://www.fcc.gov/cgb/consumerfacts/cipa.html>

⁵ Review the database at <http://www.lightspeedsystems.com/Search>

⁶ <http://caret.iste.org/index.cfm?fuseaction=evidence&answerID=27>

⁷ The Guide Mobile Filter is a built-in feature of Lightspeed Web Access Manager. For more information on Web Access Manager, visit www.lightspeedsystems.com/products/WebAccessManager.aspx

⁸ <http://www.ncpc.org/cyberbullying>

⁹ http://www.isafe.org/channels/sub.php?ch=op&sub_id=media_cyber_bullying

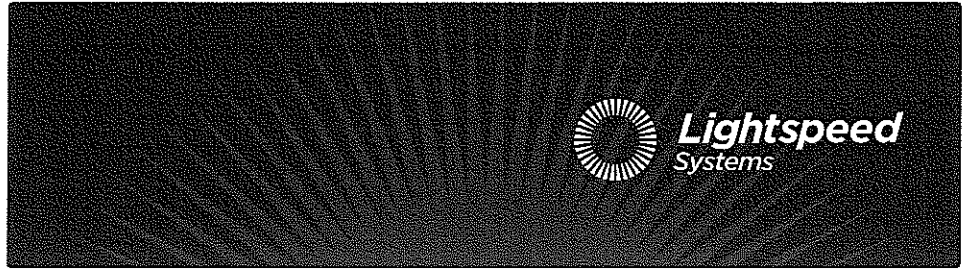
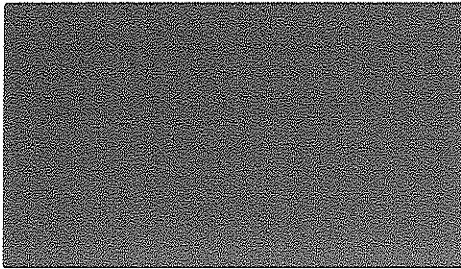
¹⁰ <http://www.cyberbully.org/cyberbully/docs/cbcteducator.pdf>

¹¹ <http://www.teachernet.gov.uk/wholeschool/behaviour/tacklingbullying/cyberbullying/respondingtocyberbullying/investigation/>

"Schools should advise pupils and staff to try to keep a record of the abuse, particularly the date and time, the content of the message(s), and where possible a sender's ID (e.g. username, email, mobile phone number) or the web address of the profile/content. For example, taking an accurate copy or recording of the whole web-page address will help the service provider to locate the relevant content. ... Keeping the evidence will help in any investigation into the cyberbullying by the service provider, but it can also be useful in showing what has happened to those who may need to know, including parents, teachers, pastoral-care staff and the police."

¹² <http://radar.oreilly.com/archives/2006/12/web-20-compact-definition-tryi.html>

¹³ Get the complete report, Safe Schools in a Web 2.0 World: <http://www.lightspeedsystems.com/resources/Information-Paper-Request-Form.aspx?Requested=SafeSchools>



CASE STUDY

School: Willows Unified School District

District Size: 1,700 Students

Solution: Total Traffic Control

Focus: Filtering



“With the dismal budget for education in California, consolidating with a single solution gives me more features, like antivirus protection and bandwidth management, without additional costs.”

Bob Lillie

Director of Technology Services
Willows Unified School District

Lightspeed Customer Success

Willows Tackles Tight School Budgets with a Single Solution

Overview

In the small town of Willows, north of Sacramento, the challenges of managing a school network are multiplied by the limited resources: only two people manage the network that serves the approximately 1,700 students spread across four physical campuses and seven school sites. From supporting teachers to troubleshooting printer problems, day-to-day activities can consume a lot of time. But larger issues of security, filtering, and network management are critical—to student and teacher safety and productivity, as well as network security and availability.

Challenge

As Bob Lillie, Director of Technology Services, explains: “Within a school, teachers and administrators are responsible for ensuring student safety. Technology is always changing—and we need to constantly stay on top of it.”

When Lillie joined the Willows district in December 2006, he realized quickly that the solution in place, Lightspeed Total Traffic Control, hadn't been implemented correctly. “I had to be able to stay ahead of the students, and quickly react to issues,” shares Lillie. “We had a solution in place to do that, but it wasn't being used effectively.”

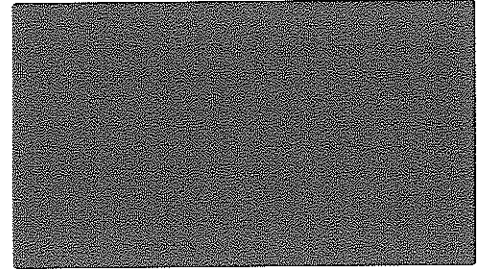
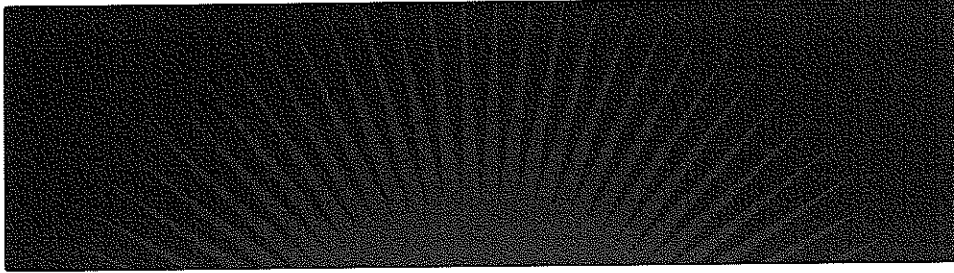
Lillie's first business trip: to Lightspeed Systems for user training. “The class helped me learn what the product was capable of doing, what its role was, and how to configure it correctly. Once you know that, it is an effective solution for many of the issues we face.”

Solution

With his training completed, Lillie was able to use Total Traffic Control to monitor Internet usage, stay on top of issues, and respond quickly to policy changes. “Soon after I returned from the training, administrators decided to ban instant messaging within the network. Because of the knowledge and experience I gained during my training, I was able to make the changes to my Total Traffic Control policy settings and instant messaging was gone with just a couple of mouse-clicks,” recalls Lillie.

The Internet filter provided by the Web Access Manager component of Total Traffic Control is one of the tools Lillie relies on most, reviewing reports such as Suspicious Searches several times a day. The information in these reports serves as a critical measure of individual student activity, and helps ensure student safety. “I pass along information from this report to a vice principal,” Lillie says, “who then meets with students who are searching for inappropriate things.”

While Web Access Manager relies on a comprehensive database of categorized web sites, Lillie appreciates the collaboration and flexibility it offers as well. “When I visited the Lightspeed offices during my training, I saw the army of computers scouring the Web for sites, and I was impressed,” he remembers. But Lillie is even more impressed with the human element: “When I think a site should be either blocked or unblocked, I submit a request through the program. Lightspeed clearly values its customers: I usually get a response within a day.” If Lightspeed doesn't agree with Lillie's assessment of the site, he can override it with a local decision to block or unblock on his network. “The system works, and provides good protection along with the flexibility for our specific needs,” states Lillie.



With many different types of users using the network for many different reasons, Lillie relies on the ability to set policies by group or individual to ensure appropriate access based on needs. For example, teachers are given greater freedom of access than students. But if a particular student has a special need, Lillie can customize their individual access privileges. Likewise, a student who has repeatedly broken (or attempted to break) policies can be locked down even more tightly.

Conclusion

Total Traffic Control gives Willows a comprehensive solution for its network. Despite solicitation from many vendors with different point solutions, Lillie has renewed with Total Traffic Control twice. "The other solutions aren't offering me anything I don't already have. And with the dismal budget for education in California, consolidating with a single solution gives me more features, like content filtering and antivirus protection and bandwidth management, without additional costs".

Exceptional Service and Support

Our feature-rich solutions designed specifically for schools are the answer to your network management and security needs. But our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any *Lightspeed Systems* solution, you can depend on:

- 24/7 live-person phone technical support.
- Comprehensive online knowledge bases.
- The Lightspeed Wiki, rife with user collaboration and product expertise.

Professional Development and Training

Professional Services:

We provide customized, collaborative professional development services to address your specific needs. For more information, please contact: ps@lightspeedsystems.com

Training:

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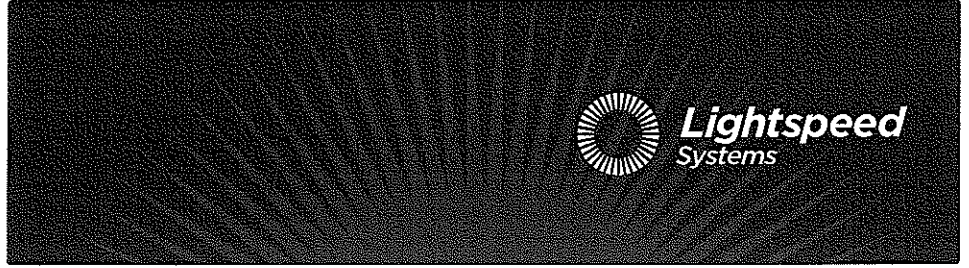
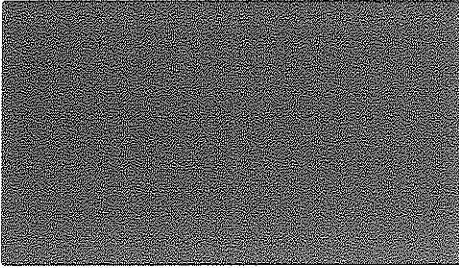
Support: 800.444.9267

Sales: sales@lightspeedsystems.com

Support: support@lightspeedsystems.com



See the powerful reporting, policy creation, and customization features of Total Traffic Control, and our component solutions, for yourself. Schedule an online demonstration: www.lightspeedsystems.com/demo



CASE STUDY

School: Sierra Sands School District

State: California

District Size: 5,400 Students

Solution: Web Access Manager

Focus: Filtering, Reports,

Educational Video Library (EVL)



“The Educational Video Library allows us to easily review and approve a video and put it out there for access, and everyone benefits from that.”

Donnie Morrison

Director of Technology

Sierra Sands School District

Lightspeed Customer Success

Sierra Sands Keeps Students Safe—on the Web and on YouTube—with Lightspeed

Overview

As technology becomes an increasingly important part of students' lives, the role of technology in schools will continue to grow as well. The Sierra Sands School District in southern California recognizes this, and its forward-thinking technology department knows that its job is about more than keeping the computers working—it's about making the network a valuable tool for education.

“The students are used to technology; it's what they relate to. If we want to keep them engaged, we have to match the things they do at home, and the things they enjoy. That is technology,” shares Donnie Morrison, Director of Technology for the Sierra Sands School District.

Smartboards, web access, online videos and 1:1 initiatives all play into the district's vision for technology—but it is critical that it is done with safety in mind. And Donnie and his technology team are working with administrators and teachers to find the right balance: “We have to make sure we're protecting the kids, but also giving them access to valuable resources,” Donnie recognizes.

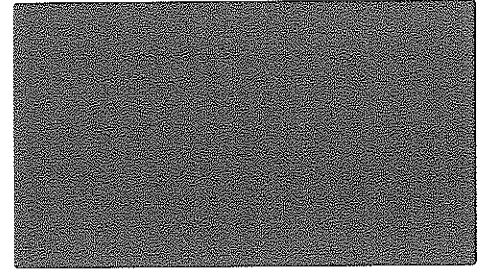
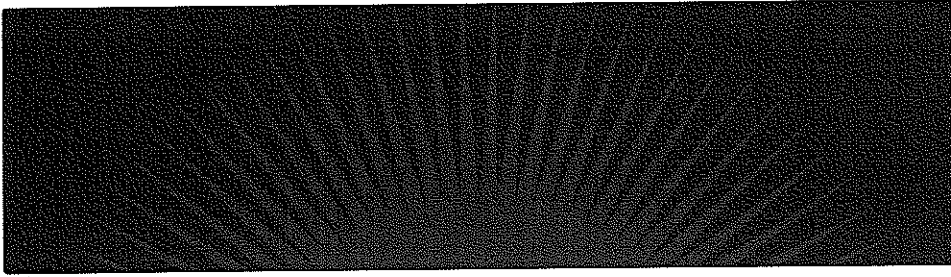
Challenge

Realizing that information is key to ensuring student safety, enforcing Acceptable Use Policies, and adhering to regulations, Donnie began searching for a replacement to his previous content filter, which offered very little reporting. With eleven schools in the district, one of the main goals Donnie had as he began his search was the ability to send administrators reports about what was happening at their individual schools.

Like every other California school, the other challenge Donnie faces is budget. With Lightspeed, Donnie has the powerful web filter and reporting engine he needs—and a lower price tag. “Lightspeed gives us comprehensive reports, and lets us create custom reports. In my opinion, it has more features, and is still more cost-effective, than other options.”

Solution

The Sierra Sands Acceptable Use Policy prohibits users from activities like harassing other students and accessing inappropriate sites. Lightspeed Web Access Manager provides the filtering, monitoring, and reporting to ensure that those policies are enforced. “I review reports like blocked content, search engine queries, and suspicious search engine queries every morning,” Donnie says. “I'm able to look at everything and see if there are any issues I need to look into further. And I pass along reports to the principals so they can see what's happening at their individual sites as well as the entire district.” Among the things Donnie is on the look-out for are students searching for words like 'suicide' or 'bomb' or a user searching for proxies that might allow him to bypass the content filter. “I feel like with this information, I might be able to mitigate something that may otherwise have turned into something disastrous,” Donnie shares.



"The reports are just awesome," Donnie compliments. "We can see everything that's going on on the network and determine if there are any areas of concern, with what the kids are doing or just with network traffic in general."

A new feature Donnie is excited about is the Educational Video Library, which allows teachers to share approved YouTube videos with students—without the concerns of inappropriate content, peripheral links, or comments. "We get a lot of requests for teachers to be able to share good educational videos from YouTube, but allowing that in the past has really been quite a hassle," Donnie recalls. "The Educational Video Library allows us to easily review and approve a video and put it out there for access, and everyone benefits from that."

Conclusion

As Sierra Sands prepares its students for success in the 21st century by increasing the role technology plays in education, it relies on Lightspeed Web Access Manager to help ensure that those endeavors don't compromise student safety, regulatory compliance, or Acceptable Use Policy adherence. "If I have a question about anything, I can go in and run a report and see what's going on. Having access to that information ties to acceptable use as well as student safety and legal issues," Donnie concludes.

Exceptional Service and Support

Our feature-rich solutions designed specifically for schools are the answer to your network management and security needs. But our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any *Lightspeed Systems* solution, you can depend on:

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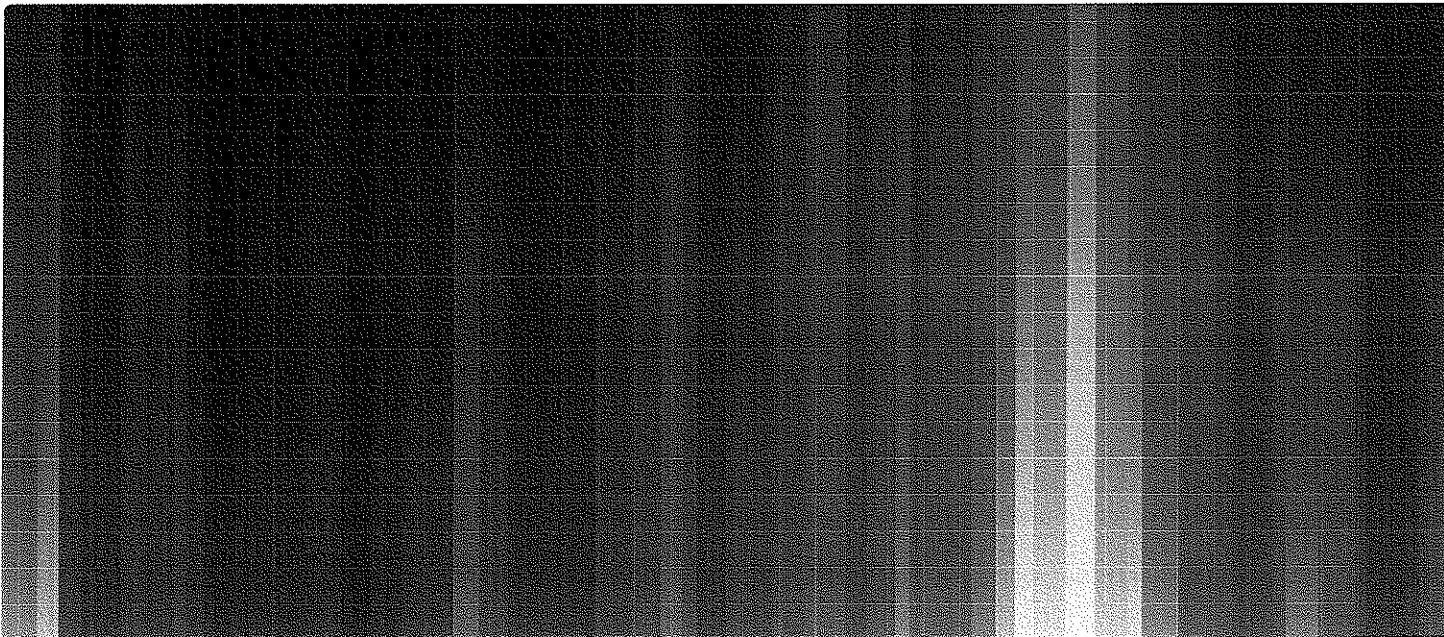
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ISO 9001:2000
FD 531474

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FEATURES

- **Granular traffic and bandwidth management**, by source or destination IP, source or destination port number, application, username or group, organizational unit, or time of day.
- **Extensive reporting**, with the ability to automatically generate and distribute key reports.
- **Customizable rules** to block or limit traffic by percentage or to a specified number of kilobytes (or megabytes) per second.
- **Provides detailed reporting on users' Internet usage**, including Internet search queries, instant messaging messages, web sites visited, web sites denied, and more.

Control traffic with bandwidth management

Your network gives staff and students access to the content, systems, and services that create a rich and powerful learning environment. But network misuse, tight resources, and lack of information can make managing your network time-consuming and frustrating.

Lightspeed Network Traffic Manager lets you keep an eye on your overall network health, and keep critical applications running on your busy network with advanced bandwidth limiting and prioritizing capabilities. Advanced reporting makes it easy to spot and resolve problems with hardware, software, overall system performance, and bandwidth utilization.

BENEFITS

Keeps your network running smoothly. The performance of your network relies on access to network health and usage information. Network Traffic Manager allows you to ensure the availability of critical services by giving you an easy-to-understand overview of network usage and by providing you with the tools to manage traffic issues.

Allows you to quickly pinpoint and resolve problems. Problems with your network can be tracked down to a user, application, computer, or time of day. And flexible rules make it easy for you to adjust your traffic management to resolve problems—before they impact users and systems.

Manages network bandwidth. Guarantee bandwidth for your critical applications while blocking or limiting the bandwidth used by non-priority applications. Class-Based Queuing allows you to classify, allocate, and share network bandwidth among classes of traffic, while individual session management lets you supplement general queuing rules as required.

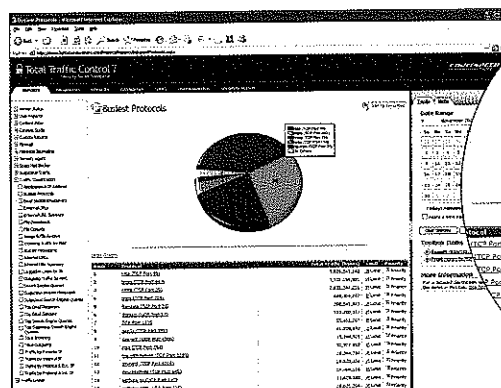
Gives you granular control over your network.

With Network Traffic Manager's flexible rules, you can block or limit web content categories, peer-to-peer traffic, instant messaging, web applications, and questionable file extensions.

Comprehensive, Customizable Reporting

Network Traffic Manager gives you access to comprehensive information about network usage and health, so you can adjust Acceptable Use Policies, review problems and troubleshoot issues, and plan for ongoing needs. You can see a high-level overview of network traffic, and then drill down for detailed information, with reports like:

- Top Network Users
- Busiest Protocols
- Total Incoming/Outgoing Traffic
- Logged In Users
- Search Engine Queries/
Suspicious Search Engine Queries
- Instant Messages/Suspicious Instant Messages
- File Image Archive





Network Solutions for Safe Online Learning

Software solutions

Manage your school network with our all-in-one solution or its components:



Lightspeed Total Traffic Control

Filter, secure, manage, and monitor with a single solution.



Lightspeed Web Access Manager

Ensure safe web browsing with customizable filtering and features for safe Web 2.0 access.



Lightspeed Email Manager

Archive and report on communications, while blocking spam.



Lightspeed Security Manager

Block viruses, spyware, and malware with desktop and gateway security.



Lightspeed Network Traffic Manager

Control traffic with bandwidth management.

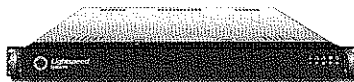


Lightspeed Power Manager

Manage energy use with automated power management.

High-capacity network solutions

High-performance, scalable appliance-based school network solutions:



Lightspeed Rocket



Web Access Manager

Ensure safe web browsing on your high-capacity network with comprehensive, customizable filtering and features for safe Web 2.0 access.

Lightspeed Rocket



Email Manager

Efficiently block spam on your high-capacity network, while archiving and reporting on communications.

Customize your high-capacity network solution with the addition of our other software products.

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About Lightspeed Systems

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- 24/7 live-person phone technical support.
- Comprehensive online knowledge bases.
- The Lightspeed Wiki, rife with user collaboration and product expertise.

Professional Development & Training

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FEATURES

- **Comprehensive and accurate URL database** with more than one billion entries grouped into education-specific categories.
- **Multiple layers of anonymous proxy detection** and blocking to keep users from bypassing your filter and accessing blocked sites.
- **netTrekker d.i. integration** to ensure seamless access to approved netTrekker sites.
- **Protection for school computers outside the network**—without a VPN, from any location, with any type of Internet connection—via the Guide Mobile Filter.
- **Flexible filtering for thin clients**, including NComputing, Citrix, and Windows Terminal Server.
- **Ability to create different policies** based on user, IP, group, organizational unit, domain.
- **Peer-to-peer application** and file-type blocking.
- **Integration with Student Information Systems** for comprehensive, individualized user information and custom reporting.
- **Daily signature updates**, and immediate emergency updates, directly from Lightspeed Systems.
- **Ability to accommodate even the heaviest traffic loads**, up to 1 GB of Internet bandwidth, without hindering performance.
- **Educational Video Library** allows teachers to share approved YouTube videos with students.
- **NEW! My Big Campus** offers safe access to Web 2.0 tools, including a Resource Library to post, view, and share online resources as well as a Collaboration site.

Ensure safe web browsing with customizable filtering and features for safe Web 2.0 access

Regulations, policies, safety, and security all make an Internet filter essential in schools. But over-blocking limits the potential of the Web to promote participatory learning and acquisition of 21st-century skills. Web access management needs to do more than filter inappropriate content—it needs to balance educational Web 2.0 use with network security and student safety.

Lightspeed Web Access Manager provides an intelligent solution for web filtering—offering features for customization, granular policy control, safe Web 2.0 access, and mobile filtering—to ensure that inappropriate sites are no longer a click away, but that valuable content remains available to users.

BENEFITS

Protects users from inappropriate material on the Internet. Web Access Manager detects and/or blocks access to inappropriate material on the Internet based on our extensive, education-specific URL database, as well as your own custom allow and block lists.

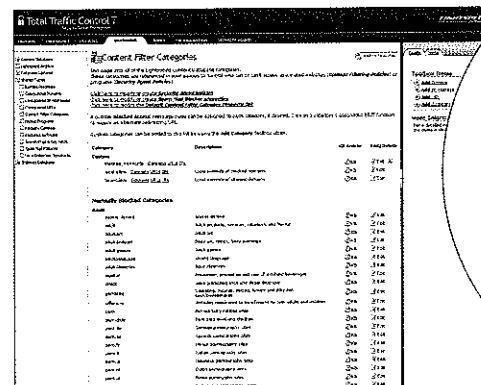
Keeps searches safe. Web Access Manager ensures that search results on Google and other popular search engines do not include inappropriate sites or images, such as pornography and sexual content.

Provides safe Web 2.0 access. Web Access Manager promotes a balance between learning and security by offering safe, easily-managed ways to access Web 2.0 tools and resources, share online resources, and engage in participatory learning.

Comprehensive, Customizable Reporting

Web Access Manager gives you access to comprehensive information about who is viewing what over the Internet, so you can adjust Acceptable Use Policies, change allowed usages, review problems and troubleshoot issues, and plan for ongoing needs. You can see a high-level overview of content viewed and blocked, and then drill down for detailed information, with reports like:

- Blocked Content
- Search Engine Queries
- Blocked URLs
- URLs visited
- Traffic by Category
- Overrides (active and history)



Category	Description	IP Number	Usage
Normal, normally blocked adult's	Normal content of school network	216	216
Normal, normally blocked adult's	Normal content of school network	216	216
Normal, normally blocked adult's	Normal content of school network	216	216

Normally Blocked Categories

- Adult
- access-denied
- adult
- adult.art
- adult.bodyart
- adult.games
- adult.language
- adult.lifestyles
- alcohol
- drugs
- gambling
- offensive
- porn
- porn.child
- porn.de
- porn.es



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Ensure safe web browsing with customizable filtering and features for safe Web 2.0 access.



LightSpeed Email Manager

Archive and report on communications, while blocking spam.



LightSpeed Security Manager

Block viruses, spyware, and malware with desktop and gateway security.



LightSpeed Network Traffic Manager

Control traffic with bandwidth management.



LightSpeed Power Manager

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LightSpeed
Systems



Lightspeed
Guide Mobile Filter



An innovative new feature in **Lightspeed Web Access Manager** and **Total Traffic Control**

Extends policies and protection with flexible filtering when computers are off the network

When school computers leave the network, both the computers and the users can be exposed to harmful content and safety and security risks. Mobile Internet filtering ensures the safety of your users—and reduces the cost, downtime, and frustration associated with computers that have a tendency to be compromised while off the network. Whether your mobile users are part of a 1:1 initiative or just staff bringing laptops on and off the network, the Guide Mobile Filter will protect them and enforce your Acceptable Use Policies.

BENEFITS

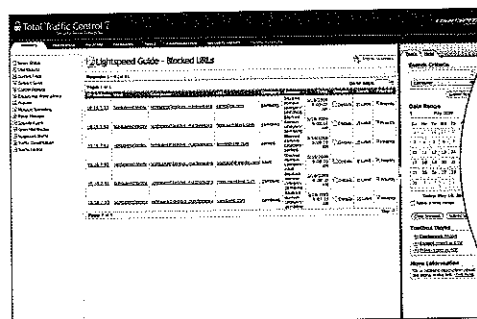
Extends policies and protection to off-network computers. Your Acceptable Use Policies protect both your users and your equipment. Laptops taken off the network are often free from the content filtering used within the network, opening users up to inappropriate content and equipment to dangerous web sites. The Guide Mobile Filter delivers flexible cross-platform support for off-network computers, ensuring that blocked sites remain blocked—no matter from where the computer is being used.

Keeps users safe with comprehensive filtering. The Guide Mobile Filter detects and/or blocks access to inappropriate material on the Internet based on our extensive, education-specific URL database, as well as your own custom allow and block lists, helping to ensure user safety and CIPA compliance.

Reduces the cost, time, and frustration of compromised computers. By blocking sites known as threats for spyware, malware, and viruses, the Guide Mobile Filter helps keep your school computers secure and safe when they are off the network, helping to keep computers clean and functioning properly.

FEATURES

- CIPA-compliant Internet filtering for mobile computers.
- Reporting of off-network activity, including Blocked URLs, Blocked URLs by Category, Unknown URLs, URLs Visited.
- Ability to block all forms of proxy servers (anonymous and secure).
- Forced SafeSearch for Google and Yahoo search engines.
- Local policy control (Active Directory and LDAP).
- Password-protected uninstall.
- Cross-platform support for Windows and Macintosh.
- Works from any location, with any type of Internet connection—without the need for a VPN.

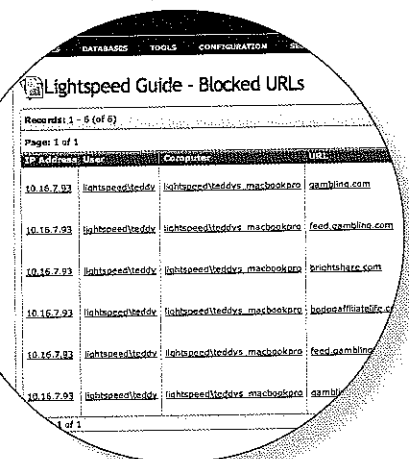


The Guide Mobile Filter provides flexible filtering for mobile users, and offers reporting

How the Guide Mobile Filter Works

The Guide Mobile Filter communicates Internet-browser requests from the mobile computer to a Lightspeed server at the district. In turn, the Lightspeed server references the URL requests with its content database and either allows the request to be processed or sends a blocking and redirect message to the user.

In this way Acceptable Use Policies are consistently enforced for users alternately attached to the local network and working remotely. The Guide Mobile Filter protects off-network computers from any location, with any type of Internet connection—without the need for a VPN connection.



Network Solutions for Safe Online Learning

Software solutions

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LightSpeed Network Traffic Manager

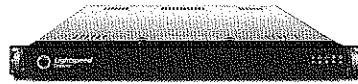
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Manage energy use with automated power management.

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my Big Campus



An innovative new feature in **Lightspeed Web Access Manager** and **Total Traffic Control**

Provides a safe environment for accessing and sharing online resources and collaborating

Teachers want access to educational content on the Web; students clamor for more technology and collaboration; IT staff needs to maintain network security, CIPA compliance, user safety, and Acceptable Use Policy enforcement. Web access management needs to do more than block inappropriate content—it needs to balance educational Web 2.0 use with network security and student safety. Lightspeed Web Access Manager has an innovative new feature, My Big Campus, to give you the intelligent filtering solution you need—safely providing access to Web 2.0 features and online content within a controlled, monitored, secure environment.

BENEFITS

For curriculum directors and teachers:

Provides easy access to valuable resources.

Users can post, share, and access videos, web sites, documents, and other content. Content can be shared within a class, a school, a group, or with all Lightspeed Systems customers. Unlike content accessed through a typical filter, the resources shared on My Big Campus are considered safe unless they are flagged as inappropriate by users, minimizing access issues and management hassles.

Gives educators access to peer feedback.

My Big Campus can put teachers in easy contact with thousands of other Lightspeed Systems users in the "Teachers' Lounge," allowing them to share lesson plans and resources, collaborate on projects, and provide feedback on ideas.

Opens up collaborative learning. My Big Campus provides a safe environment to encourage online participatory learning and safe online communication within allowed groups.

For IT directors:

Provides an authenticated, monitored environment.

There is no anonymity on My Big Campus; users are required to login with their network credentials, ensuring that standards are upheld and policies are enforced. Monitoring occurs on several levels, including "flagged" inappropriate content and full user activity reports, which may be accessed by anyone IT

Simplifies management, administration, and policy enforcement.

Because My Big Campus is integrated with our content filtering solution (Total Traffic Control and Web Access Manager), district IT directors can use all of their existing computer user groups, policies, and reports to safely allow access to the resources and tools on My Big Campus. For CIPA compliance and network security, pornography and security-risk sites are always blocked.

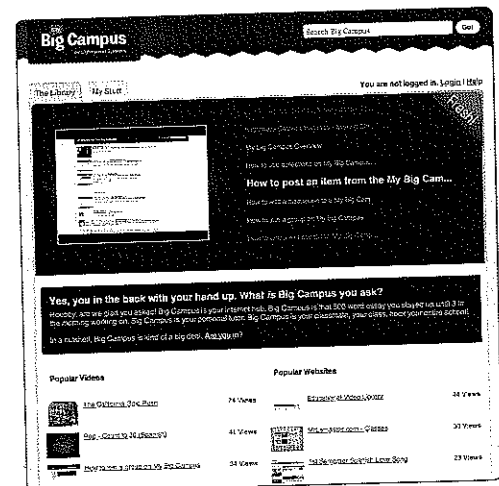
FEATURES

- Big Campus Resource Library with thousands of videos, sites, etc.
- Authenticated user access
- Reporting on individual user activity, inappropriate content or suspicious words
- Interception of English and Spanish profanity
- CIPA-compliant filtering of pornography
- Video help tutorials on basic tasks and key tools
- Advanced search by grade levels, type of content, etc.
- Multiple user type profiles (Student, Teacher, Administrator)
- Digital classroom tools for assignments, custom "collections" of resources, and private student submissions
- Familiar interfaces and vocabulary for easier use
- School, Group, and User profiles with walls, events lists, blogs, and more
- Anytime, anywhere access

What could your district do with My Big Campus?

- Access thousands of educational videos, web sites, and other resources
- Implement collaborative student projects
- Report on activity and comply with policies
- Teach students about online communication
- Get feedback on teaching ideas and lesson plans
- Manage class assignments and assist with homework
- Connect with students and classes for long-distance collaborative lessons
- Extend Professional Learning Community efforts
- Allow students to write and publish within a closed community
- Start an online pen pal project
- Create online study groups

The possibilities are endless.
What will your district do?



My Big Campus includes a Resource Library as well as a collaboration site.

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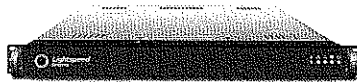


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State of West Virginia
VENDOR PREFERENCE CERTIFICATE

Certification and application* is hereby made for Preference in accordance with *West Virginia Code*, §5A-3-37. (Does not apply to construction contracts). *West Virginia Code*, §5A-3-37, provides an opportunity for qualifying vendors to request (at the time of bid) preference for their residency status. Such preference is an evaluation method only and will be applied only to the cost bid in accordance with the *West Virginia Code*. This certificate for application is to be used to request such preference. The Purchasing Division will make the determination of the Resident Vendor Preference, if applicable.

1. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is an individual resident vendor and has resided continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a partnership, association or corporation resident vendor and has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or 80% of the ownership interest of Bidder is held by another individual, partnership, association or corporation resident vendor who has maintained its headquarters or principal place of business continuously in West Virginia for four (4) years immediately preceding the date of this certification; or,
 Bidder is a nonresident vendor which has an affiliate or subsidiary which employs a minimum of one hundred state residents and which has maintained its headquarters or principal place of business within West Virginia continuously for the four (4) years immediately preceding the date of this certification; or,
2. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a resident vendor who certifies that, during the life of the contract, on average at least 75% of the employees working on the project being bid are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
3. Application is made for 2.5% resident vendor preference for the reason checked:
 Bidder is a nonresident vendor employing a minimum of one hundred state residents or is a nonresident vendor with an affiliate or subsidiary which maintains its headquarters or principal place of business within West Virginia employing a minimum of one hundred state residents who certifies that, during the life of the contract, on average at least 75% of the employees or Bidder's affiliate's or subsidiary's employees are residents of West Virginia who have resided in the state continuously for the two years immediately preceding submission of this bid; or,
4. Application is made for 5% resident vendor preference for the reason checked:
 Bidder meets either the requirement of both subdivisions (1) and (2) or subdivision (1) and (3) as stated above; or,
5. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is an individual resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard and has resided in West Virginia continuously for the four years immediately preceding the date on which the bid is submitted; or,
6. Application is made for 3.5% resident vendor preference who is a veteran for the reason checked:
 Bidder is a resident vendor who is a veteran of the United States armed forces, the reserves or the National Guard, if, for purposes of producing or distributing the commodities or completing the project which is the subject of the vendor's bid and continuously over the entire term of the project, on average at least seventy-five percent of the vendor's employees are residents of West Virginia who have resided in the state continuously for the two immediately preceding years.

Bidder understands if the Secretary of Revenue determines that a Bidder receiving preference has failed to continue to meet the requirements for such preference, the Secretary may order the Director of Purchasing to: (a) reject the bid; or (b) assess a penalty against such Bidder in an amount not to exceed 5% of the bid amount and that such penalty will be paid to the contracting agency or deducted from any unpaid balance on the contract or purchase order.

By submission of this certificate, Bidder agrees to disclose any reasonably requested information to the Purchasing Division and authorizes the Department of Revenue to disclose to the Director of Purchasing appropriate information verifying that Bidder has paid the required business taxes, provided that such information does not contain the amounts of taxes paid nor any other information deemed by the Tax Commissioner to be confidential.

Under penalty of law for false swearing (*West Virginia Code*, §61-5-3), Bidder hereby certifies that this certificate is true and accurate in all respects; and that if a contract is issued to Bidder and if anything contained within this certificate changes during the term of the contract, Bidder will notify the Purchasing Division in writing immediately.

Bidder: LIGHTSPEED SYSTEMS

Signed: Al Punsari

Date: MAY 11, 2010

Title: REGIONAL SALES MANAGER

*Check any combination of preference consideration(s) indicated above, which you are entitled to receive.

RFQ No. _____

STATE OF WEST VIRGINIA
Purchasing Division

PURCHASING AFFIDAVIT

West Virginia Code §5A-3-10a states: No contract or renewal of any contract may be awarded by the state or any of its political subdivisions to any vendor or prospective vendor when the vendor or prospective vendor or a related party to the vendor or prospective vendor is a debtor and the debt owed is an amount greater than one thousand dollars in the aggregate.

DEFINITIONS:

"Debt" means any assessment, premium, penalty, fine, tax or other amount of money owed to the state or any of its political subdivisions because of a judgment, fine, permit violation, license assessment, defaulted workers' compensation premium, penalty or other assessment presently delinquent or due and required to be paid to the state or any of its political subdivisions, including any interest or additional penalties accrued thereon.

"Debtor" means any individual, corporation, partnership, association, limited liability company or any other form or business association owing a debt to the state or any of its political subdivisions. "Political subdivision" means any county commission; municipality; county board of education; any instrumentality established by a county or municipality; any separate corporation or instrumentality established by one or more counties or municipalities, as permitted by law; or any public body charged by law with the performance of a government function or whose jurisdiction is coextensive with one or more counties or municipalities. "Related party" means a party, whether an individual, corporation, partnership, association, limited liability company or any other form or business association or other entity whatsoever, related to any vendor by blood, marriage, ownership or contract through which the party has a relationship of ownership or other interest with the vendor so that the party will actually or by effect receive or control a portion of the benefit, profit or other consideration from performance of a vendor contract with the party receiving an amount that meets or exceeds five percent of the total contract amount.

EXCEPTION: The prohibition of this section does not apply where a vendor has contested any tax administered pursuant to chapter eleven of this code, workers' compensation premium, permit fee or environmental fee or assessment and the matter has not become final or where the vendor has entered into a payment plan or agreement and the vendor is not in default of any of the provisions of such plan or agreement.

Under penalty of law for false swearing (*West Virginia Code* §61-5-3), it is hereby certified that the vendor affirms and acknowledges the information in this affidavit and is in compliance with the requirements as stated.

WITNESS THE FOLLOWING SIGNATURE

Vendor's Name: Light speed Systems

Authorized Signature: _____ Date: 5-12-10

State of CA

County of Kern, to-wit:

Taken, subscribed, and sworn to before me this 12 day of May, 2010.

My Commission expires Oct. 24, 2012

AFFIX SEAL HERE

NOTARY PUBLIC [Signature]

