CISCO.

SIS | Software
Information
Systems

The Talent Behind the Technology

Software Information Systems, LLC

(a Cisco Systems Reseller)

is Responding to RFQ EDD327891

Enterprise Internet Filtering and Reporting for the West Virginia Department of Education

May 19, 2010

RECEIVED

2010 MAY 19 AM 10: 11

1	RFQ Signature Documents
2	Proposal
3	Statement of Work
4	Terms and Conditions
5	Costs

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

RFQ COPY
TYPE NAME/ADDRESS HERE

Software Information Systems
200 Association Drive Suite 210
Charleston, WV 25311

DEPARTMENT OF EDUCATION

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/05/2010				

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

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT

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.

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.

0001   LS   920-45
     1

INTERNET FILTERING AND REPORTING SOLUTION

EXHIBIT 3

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.

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE _Charles P. Arnett_   TELEPHONE 304 769-1645   DATE 5-19.2010

TITLE _Client Representative_   FEIN 61-1371685   ADDRESS CHANGES TO BE NOTED ABOVE

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

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	PAGE
EDD327891	4

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

DEPARTMENT OF EDUCATION

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

SHIP TO

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
04/05/2010				

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

LINE	QUANTITY	UOP	CAT NO	ITEM NUMBER	UNIT PRICE	AMOUNT
				Fax 304.768.1671		

CONTACT PERSON (PLEASE PRINT CLEARLY):
Charles D. Arnett

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

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE

TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

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	PAGE
EDD327891	1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

SHELLY MURRAY
304-558-8801

RFQ COPY
TYPE NAME/ADDRESS HERE

VENDOR

DEPARTMENT OF EDUCATION

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	F.O.B.	FREIGHT TERMS
05/04/2010				

BID OPENING DATE: 05/19/2010   **BID OPENING TIME** 01:30PM

LINE	QUANTITY	UOP	CAT NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
				ADDENDUM NO. 1		

THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS
RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF
04/27/2010.

THE BID OPENING DATE IS EXTENDED:

FROM: 05/13/2010
TO : 05/19/2010

| 0001 | | LS | | 920-45 | | |
| | 1 | | | | | |

INTERNET FILTERING AND REPORTING SOLUTION

EXHIBIT 10

REQUISITION NO.: EDD327891

ADDENDUM ACKNOWLEDGEMENT

I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED
ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY
PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.

ADDENDUM NO.'S:

NO. 1 ....✓ *CDA*

NO. 2 ....

NO. 3 ....

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE *CDArtt*	TELEPHONE 304.768.1645	DATE 5-19-2010
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

WHEN RESPONDING TO RFQ, INSERT NAME AND ADDRESS IN SPACE ABOVE LABELED 'VENDOR'
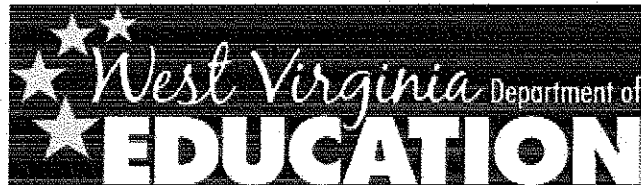
Software Information Systems, LLC

200 Association Drive, Suite 210

Charleston, WV 25311

Response to Request for Quotation EDD327891

Enterprise Internet Filtering & Reporting for the West Virginia Department of Education

5/19/2010

Legal Disclaimer

Cisco's IronPort Systems, LLC, a Delaware limited liability company (*IronPort*) is pleased to submit this proposal (*Proposal*) to the West Virginia Department of Education. The Proposal, including without limitation all technical information, contains proprietary and confidential information of IronPort (the *Confidential Information*) and shall be kept confidential and not disclosed by the West Virginia Department of Education to any third party without prior written consent or used for other than evaluation purposes.

By receiving the Proposal, the West Virginia Department of Education hereby acknowledges and agrees to the following: (i) the proposal may include statements, demonstrations, roadmaps, future products, product features, releases, upgrades, updates or enhancement introductions that are provided by IronPort solely for informational purposes and based upon IronPort's current development plans that are subject to change at any time and for any reason; (ii) IronPort does not provide any assurances that it will introduce any such future products, product features, releases, upgrades, updates or enhancements, and has no obligation nor assumes any responsibility to do so; and (iii) the West Virginia Department of Education 's current purchasing decisions will not be made based upon reliance on any timeframes or specifics in any statements, demonstrations, or presentations included in the proposal and if Ironport delays or never introduces any future products, product features, releases, upgrades, updates or enhancements, the department would not change nor would it affect the West Virginia Department of Education 's current purchasing decisions.

Trademarks

Every effort has been made to identify trademark information in the accompanying text. However, this information may unintentionally have been omitted in referencing particular products. Product names that are not so noted may also be trademarks of their respective manufacturers.

Cisco is a registered trademark of Cisco Systems, Inc.

The Cisco logo is a registered trademark of Cisco Systems, Inc.

IOS is a registered trademark of Cisco Systems, Inc.

Dynamic Vectoring and Streaming is a trademark of IronPort Systems, Inc.

Executive Summary

> "Fifteen years ago we said we would change the way the world works, lives, plays and learns. Today, this company has the ability to understand and adapt to change, with a balance of leadership in four key customer segments. We have the courage to change, are setting the pace for change in our industry that's never been seen before, and have the vision to take our customers into the future. We are truly redefining the industry, with the network becoming the platform for all communications and IT. What this really means is that we are the company that will enable all of life's experiences, both personal and business, for the future."
>
> **- John T. Chambers, CEO, Cisco Systems**
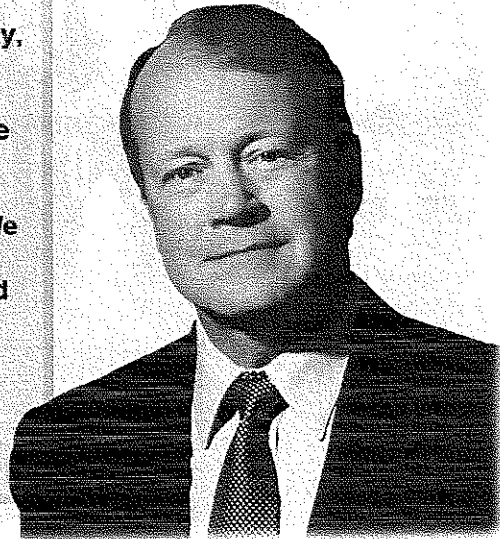
Software Information Systems, LLC and Cisco are pleased to present to the West Virginia Department of Education (WVDE) our portfolio of products in response to your EDD327891. IronPort gateway appliances have been protecting large enterprise customers and demanding Internet Service Providers (ISPs) since the company was founded in 2000. Currently operating out of 35 offices located in 18 countries, IronPort's focus on performance ensures platforms that can address capacity requirements of the largest organizations. IronPort pioneered the concept of Reputation Filtering 5 years ago and has continued to lead the market in applying it across protocols and within Web gateway appliances. The number of seats deployed on the IronPort S-Series is close to 1 million. Deployments range in scale from Fortune 500, Service Provider and other Large Enterprise, to Mid-Market and Small Business, with International deployments spanning Asia-Pacific, Europe, and Australia. As of July 2006, the S-Series had been deployed to over 300 organizations, helping them apply their corporate Web policies while their perimeter from the rapid proliferation of Web-based malware and spyware. To address the WVDE requirement for roaming client protection that does not require VPN connectivity, we will be proposing the implementation of Cisco ScanSafe Anywhere+ technology. ScanSafe is the latest addition to the Cisco Content Security portfolio.

ScanSafe is the pioneer and largest global provider of SaaS Web security, ensuring a safe and productive Internet environment for businesses. ScanSafe solutions keep viruses and spyware off corporate networks and allow businesses to control and secure the use of the Web and instant messaging. As a SaaS solution, ScanSafe's services require no hardware, upfront capital costs or maintenance and provide unparalleled real-time threat protection. Powered by its proactive,

multilayered Outbreak Intelligence™ threat detection technology, ScanSafe scans more than 20 billion Web requests and blocks 200 million threats each month for customers in over 100 countries. While ScanSafe currently utilizes different URL categorization, reporting and management features than the Cisco Web Security Aplliance, it is our belief that roaming users will reap the benefits currently enjoyed by ScanSafe Anywhere+ customer base. As the development and possible integration of these technologies evolve, Cisco will keep WVDE informed.

Ironport's C-Series, S-Series and M-Series Email and Web Security along with ScanSafe Web Security solutions protect customers worldwide, including eight of the ten largest ISPs and corporations in the world. Selected customers include: Aetna, Amazon, American Family Insurance, AOL, Applied Materials, Capital One, CBS, Cisco, Dell, Dow Jones, eBay, France Telecom, Franklin Templeton, GE, General Mills, General Motors, Intel, JetBlue, Johns Hopkins University, NASDAQ, NTT, Principal Financial, Prudential, RoadRunner, Royal Bank of Canada, Societe Generale, Sony, Sprint, Suntrust Banks, Tiffany, Time Warner, Toyota, Tyco, Verizon, Whirlpool, and World Bank. Federal customers include: U.S. Army Online, U.S. Navy NMCI, U.S. Army Corps of Engineers, Defense Information Systems Agency (DISA), Veterans Administration, Department of Interior, Department of Transportation, Department of Labor, Department of Education, FDA, Nuclear Regulatory Commission, and U.S. Coast Guard HQ.

Cisco Systems Benefits to the WVDE

Cisco Today

Cisco has a proven commitment to our customers. In being committed, we offer the following points of interest:

- $4.07 billion Research and Development (R&D) investment in FY06
- Driving technology standards development for networking and the Internet
- Cisco IOS software, the most widely deployed network system software
- 12,400 engineers working in more than 1,110 labs worldwide
- Acquisitions help Cisco quickly enter new markets and add staff with unique talents
- More than 1,100 patents have been issued to Cisco inventors

Worldwide Locations

Corporate Headquarters

- San Jose, California, USA

European Headquarters

- Amsterdam, The Netherlands

- San Jose, California, USA

Asia Pacific Headquarters

- Singapore

Cisco Systems has offices in many countries. Addresses, phone numbers, and fax numbers are listed at <u>Cisco Sitewide Tools - Locate Contact Information</u>.

Customer Proof of Concept (CPOC) Labs

What CPOC Does:

- Provides customized lab environment for customer-specific, customized testing.

Benefit(s):

- Five locations around the world
- Dedicated Cisco-certified staff and equipment.

Relevance:

- Helps organizations test solutions in a customized laboratory environment before implementing in an operational environment.

Global Government Solutions Group

What GGSG Does:

- Translates Federal requirements to deliver solutions, platforms, capabilities, and services that enhance mission objectives.

Benefit(s):

- Promotes strategic partnerships
- Enables Federal customers to exploit network technologies to improve capabilities and objectives
- Provides access to innovative technologies and strategic counsel.

Relevance:

- Takes proof of concept to reality, allowing Federal customers to achieve and enhance their program objectives.

Conclusion

Cisco's IronPort is uniquely positioned to support its customers:

- Globally located, cleared personnel with military backgrounds
- Customized labs and equipment to support testing
- Participation in standards bodies
- Incorporation of military requirements into commercial products
- Dedicated consulting organizations to assist organizations apply technology to their mission
- Best practice sharing between Cisco, military, academia, and commercial enterprises
- Worldwide logistical footprint.

Point-by-Point Response for
West Virginia Department of Education EDD327891

Requirement:

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Comply.

A fast Web proxy is the foundation for security and Acceptable Use Policy (AUP) enforcement. It allows for deep content analysis, which is critical to accurately detect devious and rapidly mutating Web-based malware. Powered by AsyncOS, IronPort's proprietary operating system, the Web proxy includes an enterprise-grade cache file system. This system efficiently returns cached Web content through intelligent memory, disk, and kernel management – easily ensuring high performance and throughput for even the largest of networks.

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.

Cisco Response:

Comply.

Available upon NDA agreement.

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.

Cisco Response:

Comply.

The IronPort Web Proxy services monitors and controls traffic that originates from clients on the internal network. Typically, the Web Proxy is deployed between clients and the firewall where it intercepts requests for content from clients to servers. The Web Proxy can be configured as a transparent proxy or a forward proxy.

Transparent Proxy

When the S-Series appliance is configured as a transparent proxy, clients are unaware of the Web Proxy, and client applications such as Web browsers do not have to be configured to accommodate the appliance. Additionally, a transparent configuration eliminates the possibility of users reconfiguring their Web browsers to bypass the appliance without knowledge of the administrator.

Forward Proxy

In a forward proxy configuration, the S-Series appliance acts on behalf of client Web browsers to handle requests for origin servers.

DEPLOYMENT SCENARIOS

Figure 1 shows the IronPort S-Series Web Security appliance to be deployed in your network.

388p001/b
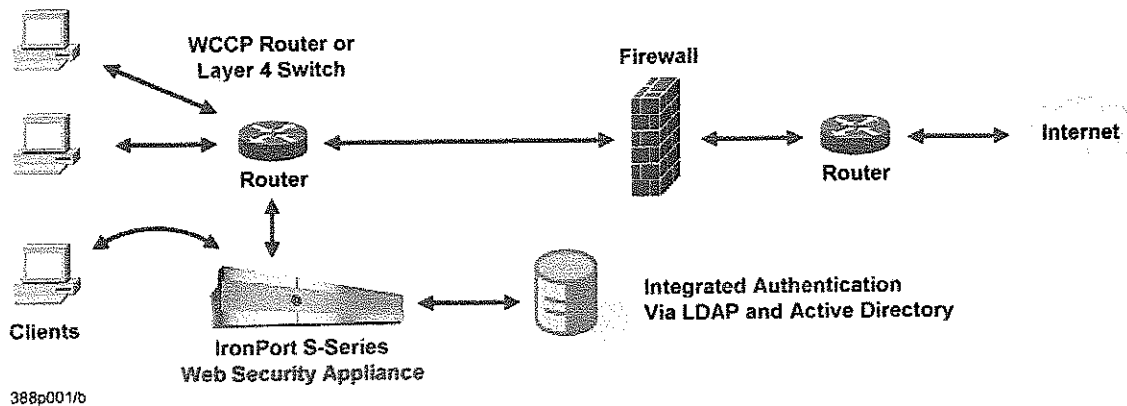
Figure 1. Deployment of the IronPort S-Series Web Security Appliance

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.

Cisco Response:

Comply.

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.

Cisco Response:

Read and understood.

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

Cisco Response:

Read and understood.

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

Cisco Response:

Comply.

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

Cisco Response:

Comply.

See Cost Worksheet.

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.

Cisco Response:

Comply.

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.

Cisco Response:

Read and understood.

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

Cisco Response:

Comply.

The IronPort Web Proxy services monitors and controls traffic that originates from clients on the internal network. Typically, the Web Proxy is deployed between clients and the firewall where it intercepts requests for content from clients to servers. The Web Proxy can be configured as a transparent proxy or a forward proxy.

Transparent Proxy

When the S-Series appliance is configured as a transparent proxy, clients are unaware of the Web Proxy, and client applications such as Web browsers do not have to be configured to accommodate the appliance. Additionally, a transparent configuration eliminates the possibility of users reconfiguring their Web browsers to bypass the appliance without knowledge of the administrator.

Forward Proxy

In a forward proxy configuration, the S-Series appliance acts on behalf of client Web browsers to handle requests for origin servers.

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.

Cisco Response:

Comply.

Roaming workers can utilize Cisco/ScanSafe Web Security by deploying "Anywhere+", the world's first Web SaaS solution for roaming users. Anywhere+ is a small driver which transparently redirects all Web traffic to the geographically closest Cisco/ScanSafe Web Security service tower and applies the same Acceptable Usage Policy and malware scanning to users, whether they are in the office or out at a hotspot, hotel, airport or client site. Anywhere+ also ensures that all data is private, even when a user is visiting a non-encrypted page, by tunneling all web traffic over SSL. Because Anywhere+ is only a driver, and all processing is done "in the cloud", the system resources are minimal and it requires no updates. The download is only a few megabytes and when running, the service uses minimal CPU and memory. Anywhere+ incorporates a proxy traversal mechanism which ensures that the SSL tunnel is transparently maintained regardless of whether the end-user is working at home, in a wireless hotspot, via a 3G modem, or behind a third party proxy. Anywhere+ also features a secure "Detect-on-LAN" facility which administrators can use to deactivate tunneling behavior when users are "on-LAN".

Anywhere+ features centralized configuration, allowing administrators to set preferences centrally via the portal (e.g. to allow end-users to manually select a specific processing center) and have these settings deployed to all their Anywhere+ users globally when they next log on.

Lastly the service is tamper-resistant so users cannot easily circumvent it, while it can allow for users to have some control over how it operates. The Anywhere+ client also transmits out-of-

band telemetry data which is logged and reported in the portal, e.g. so that administrators are aware of attempts to circumvent the service.

ScanSafe offers the following URL categories. Additional websites can be blocked / allowed on a URL basis.

Alcohol
Includes Web sites that deal with alcohol as a pleasurable activity (e.g. wine, beer, liquor, breweries) and the Web sites of alcohol distributors.

Anonymous Proxies
Includes Web sites that allow users to anonymously view Web sites.

Art / Museums
Includes Web sites from the area of theatre, museums, exhibitions, photography, graffiti, etc.

Auctions / Classified Ads
Includes Web sites with online/offline auction sites, auctions houses and online/offline advertisements.

Banking
This category contains Web sites such as banks, credit unions, credit cards and online bank accounts.

Building / Residence / Furniture
This category contains Web sites such as property markets, furniture markets, ads, equipment, design, building industry and handcraft.

Business / Services
This category includes corporate Web sites and general service providers.

Chat
This category contains Web sites that allow users to have a direct exchange of information with another user from place to place. Also listed are chat room providers and offerings about Instant Messaging.

Cinema
Includes Web sites in the area of cinema, television, program information, video-streaming, Web sites about celebrities and other entertainment sites.

Computer Crime
Includes Web sites containing information about the illegal manipulation of electronic devices, data networks and password encryption, as well as about credit card misuse and other methods of Internet fraud. Includes spyware and phishing sites, as well as sites providing manuals for virus and Trojan horses programming, malicious adware applications and malicious Web code.

Computer Games
Includes Web sites of computer games, computer game producers, cheat sites, online gaming zones, gaming clans and others gambling sites without chances of profit.

Dating / Relationships
This category contains Web sites that promote interpersonal relationships and escort services.

Digital Postcards
Includes Web sites that allow people to send digital postcards via the Internet, and also the providers of these services.

Education

Includes the Web sites of universities, colleges, public schools, schools, kindergartens, adult education, course offerings, history, law, dictionaries, encyclopedias and any topic hosted on universities servers.

Erotic / Sex
Includes Web sites containing nude photography and erotic material, as can be found on television or obtained free of charge from magazines. Sexually explicit activities are not listed here. Includes erotic collections of celebrities' pictures as well.

Extreme
Includes Web sites that are normally assigned to other categories, but are particularly extreme in their content (e.g. violence).

Fashion / Cosmetics / Jewelry
This category contains Web sites about of fashion (clothing, accessories), cosmetics, jewelry, perfume, modeling agencies and other beauty related sites.

Gambling
Includes lottery organisations, casinos, betting agencies and other gambling sites with chances of profit.

General News / Newspapers / Magazines
This category contains Web sites that inform about general news, including magazines, newspapers, and magazines targeted also at younger audiences.

Governmental Organisations
Includes Web sites with content for which governmental organisations are responsible (e.g. government branches or agencies, police departments, fire departments, hospitals, military, civil defense, counterterrorism organizations) and large government organizations such as the United Nations or the European Community.

Hate and Discrimination
Includes Web sites with extreme right and left wing groups, sexism, racism, religious hate, suppression of minorities and the belittlement of National Socialism.

Health / Recreation / Nutrition
This category contains Web sites about medicine and medical care such as hospitals, doctors, drugstores, psychology, nursing, pharmaceuticals, health food stores and diet.

Humor
This category contains sites with jokes, sketches, comics and sites with other humorous content.

Illegal Activities
Includes activities that are illegal according to regional law such as instructions for murder, manuals for bomb building, instructions for illegal activity, child pornography, instructions for cheating, etc.

Illegal Drugs
This category contains Web sites about LSD, heroin, cocaine, XTC, pot, amphetamines, hemp, stimulant drugs and the utilities for drug use (e.g. water pipes)

Illegal Software
This category contains sites with software cracks, license key lists and illegal license key generators.

Information Security
This category contains Web sites that inform people about security, privacy and data protection in the Internet and in other bandwidth services such as telecommunications.

Job Searches

Includes Web sites within the area of job offerings, job searches, job agencies, labor exchanges, temporary work, career planning, and applications for employment (CV), etc.

Music
Includes Web sites for radio, Web radio, sound files (MP3, Wav, etc.), Real Audio, homepages of singers and bands, entertainer, record labels and music vendors.

Newsgroups / Bulletin Boards
This category contains Web sites that enable the sharing of information such as on a bulletin board. Includes blogging and visitors' book servers as well.

Non-Governmental Organisations
Includes the Web sites of non-governmental organisations such as clubs, lobbies, communities, non-profit organizations and labor unions.

Online Shopping
Includes Web sites with online shops, where there is the possibility to select from a product range and order online. Includes shopping consulting, pricing and other shopping services.

Pharmacy / Drugs
This category contains Web sites from the pharmacy branch, as well as drugstores and information about pharmaceuticals.

Political Parties
This category contains Web sites of political parties and those sites that provide information about a particular political party and different political topics (election, democracy, etc.)

Pornography
Includes Web sites containing the depiction of sexually explicit activities and erotic content unsuitable to persons under the age of 18.

Private Homepages
This category contains Web sites about and from private individuals. Includes personal homepage servers and other sites with personal contents and activities.

Promo / Advertising
This category contains Web sites for product promotion and advertising issues with a short term durability e.g. advertisement resources received by email.

Recreational Facilities
This category contains organisations for recreational activities, for example public swimming pools, zoos, fairs and amusement parks.

Religions
Includes Web sites with religious content, information about the five main religions, and religious communities that have emerged out of these religions.

Restaurants / Bars
This category contains Web sites about bars, restaurants, discos and fast food restaurants.

Search Engines / Web Catalogues / Portals
This category contains search engines, Web catalogues and Web portals.

Shares / Stocks
Includes Web sites that handle stock exchanges rates, and deal exclusively with the main stocks like finance, brokerage and online trading. Includes Web sites about bonds, foreign currency and precious metals as well.

SMS / Ring Tones / Logos

Includes Web sites that enable a user to send short messages via SMS through the Internet to a mobile phone. It also includes providers and services for mobile phone accessories such as games, ring tones and covers.

Software and Hardware Vendors / Distributors

This category contains the complete software and hardware area. It includes the producers of hardware within the area of information, measurements and controls, as well as producers of electronic equipment. The software area includes vendors of software, freeware and shareware and software distributors. Also includes offerings concerning scripts, tolls, drivers, tutorials and other contents in the software/hardware area.

Sports

This category contains Web sites such as resort sports, fan clubs, events (e.g. Olympic Games, World Championships), sport results, clubs, teams and sporting federations, magazines and fan sites.

Swimwear / Lingerie / Nudity

Includes Web sites containing nudity, but with no sexual references. Includes illustration of swimwear and lingerie as well.

Tobacco

Includes Web sites dealing with tobacco and smoking (cigarettes, cigars, pipes), and Web sites from tobacco vendors.

Translation

This category contains Web sites that enable the translation of parts or the entire content of a Web site into another language. Dictionaries and 'language' topics are not listed here.

Travel

Includes Web sites about destinations, monuments, buildings, sights, travel agencies, hotels, resorts, motels, airlines, trains, car rental agencies and general tourist and travel information.

Unclassified

This category is the default category for any site that is pending classification.

Weapons

This category deals with firearms and accessory, weapons such as knives, ammunition and tear gas, other weapons and Web sites of military/paintball topics.

Web Hosting / Bandwidth Services

Includes offerings and services for publication of Internet sites (such as Web hosting, Web design, advertising and marketing companies), domain registration and Internet Service Providers as well as providers of broadband services and others related topics.

Web Mail

This category contains Web sites that enable Internet users to send or receive emails through the Internet (mailbox). All providers of Web mail services are categorized here as well.

All ScanSafe services are provided through ScanCenter, an easy-to-use Web-based portal for reporting, control and administration. Using a secure, centralized location you can set Web and IM usage policies for individuals or groups of users. Reporting functionality is comprehensive and ranges from high-level dashboard views to detailed forensic audits on specific users.
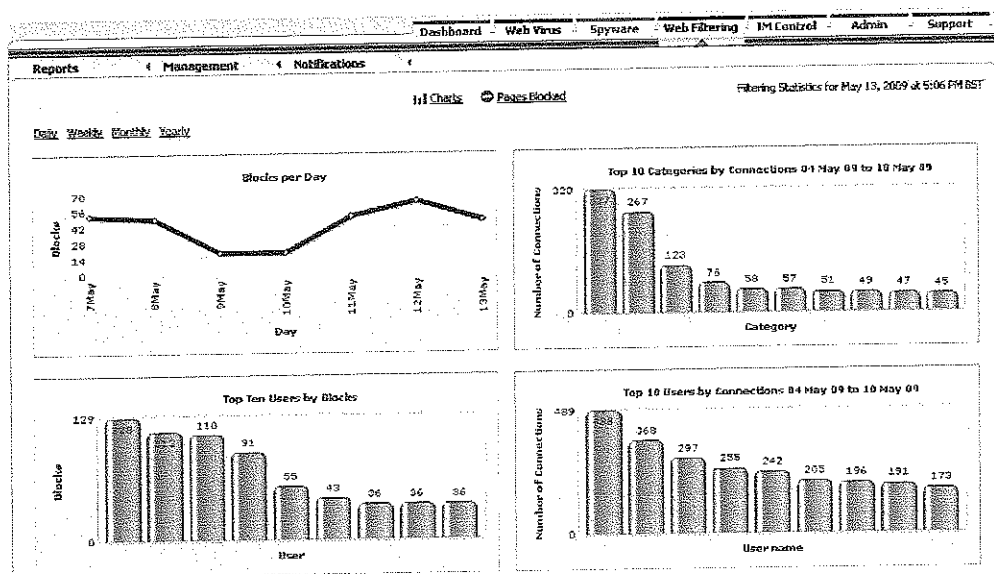
With the introduction of WIRe (Web Intelligence Reporting), all of ScanCenter's reporting functionality is now accessed via a single tab. Reports enable you to analyze:
Applications
Bandwidth
Blocks
Browse Time
Categories
Groups
Hosts
Legal Liability
Malware
Security
Users

There are three types of report:

Standard reports use conditions, and up to two attributes to provide more detailed information for a chosen time period.

Time Analysis reports provide similar information to advanced reports but for a single attribute over a chosen time period.

Detailed reports use conditions and multiple attributes to provide an even higher level of detail than advanced reports for a chosen time period.

Reports are generated by running searches. ScanSafe provides an extensive range of pre-defined searches. You can also use these as the starting point for creating your own searches, or even create searches from scratch. The process is very simple:

1. Choose a pre-defined search or create a new search.
2. Choose a time period for the search, from the last hour to the last year.
3. Add conditions based on any of the reporting attributes.
4. Choose the number of results to view, from 10 to 1000.
5. Choose a reporting attribute to group the results by.
6. Choose to sort the results by name, bandwidth, browse time, bytes sent, bytes received or

hits.

7. Choose to view the top or bottom results.
8. Optionally, add a second attribute reporting attribute to group the results by.
9. Choose to view the report as a grid, bar, column, pie or line chart.
10. Save the search for future use.

There are more than 60 attributes to choose from so it is best to start by using pre-defined searches. As well as creating and modifying searches, you can:
 Combine searches into composite reports
 View reports online and print or export them

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

Cisco Response:

Comply.

Web Access Policies combine Policy Groups and IronPort Uniform Resource Locator (URL) filters to provide a variety of options for controlling user access to the Internet, and impose restrictions inside the Intranet domain.

Policy Groups — Policy Groups allow administrators to create groups of users and apply different levels of category-based access control to each group. This functionality also allows you to configure per-group filtering using settings respective to S-Series filtering components: Applications, URL Categories, Objects, Web Reputation, and Anti-Malware.

Using Policy Group settings and per-group filtering options, you can create secure policies that control the outcome of each Web transaction for every Policy Group you configure, including the Global Policy Group that maintains default rules for all Web transactions.

Policy Groups allow you to group users and define membership criteria based on authorization properties such as: client IP address or range, authenticated username, authorization group, or IP address destinations or range.

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

Cisco Response:

Comply.

The IronPort S-Series supports multiple authentication and directory integration schemes including NTLM v1, NTLM v2, Lightweight Directory Access Protocol (LDAP), Secure LDAP, NTLM SSP, and NTLM Basic. This allows organizations to integrate the product within existing Microsoft Active Directory-based authentication environments or non-Microsoft-based installations as well (for example, Novell Directory, Sun Java System Directory Server, and Lotus Domino).

Importantly, NT LAN Manager (NTLM)-based authentication is supported natively and does not require any binaries/packages to be installed on an AD server or an external server, unlike some other existing Web gateway products.

In addition, the appliance offers integration with Single Sign On (SSO) infrastructures to ensure no end-user impact when introduced within the organization. Web access is logged by username and not simply by IP address so that Internet activity can be positively linked to the individual.

> 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.

Cisco Response:

Comply.

IronPort S-Series supports stateful failover through active-active deployment configurations with L4 switches & WCCP routers. With an L4 switch deployment, a starbased cluster of NxN S-Series can be deployed to ensure high availability at all times.
The S-Series supports WCCP v2 and can be deployed in a 32x32 mesh-based cluster (each S-Series connecting up to 32 WCCP routers & each WCCP router connecting up to32 S-Series) to ensure massive scalability & redundancy.

> 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.

Cisco Response:

Comply.

Internet Filtering

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

Cisco Response:

Comply.

You can manage the S-Series appliance using a Web-based administration tool. When you first access the S-Series appliance, the Web interface launches the System Setup Wizard to perform an initial configuration. After running the System Setup Wizard, you can use the Web interface or Command Line Interface (CLI) to customize settings and maintain your configuration.

> 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.

Cisco Response:

Comply.

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.

Cisco Response:

Comply.

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.

Cisco Response:

Comply.

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.

Cisco Response:

Comply.

Cisco Ironport Web Usage Control filters allow you to configure how the appliance handles each Web transaction based on the URL category of a particular HTTP and/or HTTPS request. URL categories represent content that might be considered objectionable in the context of a standard business or academic environment. Categories include topics such as Adult Content, Sports, Gambling, and Violence. Cisco Ironport Web Usage Control filters uniquely combine a high-performance scanning engine with the industry's broadest Web database to provide a fast and accurate content filtering solution. IronPort URL filters provide administrators with over 65 content categories and more than 20 million Web sites (corresponding to over 3.5 billion Web pages).

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.

Cisco Response:

Read and understood.

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)

Cisco Response:

Comply.

Cisco constantly evaluates the relevance of sites within a particular category to ensure the industry's highest accuracy. The
following table contains an alphabetical listing and descriptions of the standard categories used to classify websites.
Cisco IronPort Web Usage Control Categories

Adult
Examples:
• *www.cybereroticanews.com*
• *www.dansex.dk*
• *www.cqsex.com*
• *www.crotchrocket.us*
• *www.toperotique.com*
Sites directed to adults, but not necessarily pornographic

sites. Sites may include adult clubs (strip clubs, swingers clubs, escort services, strippers); general information about sex, non-pornographic in nature; genital piercing; adult products or greeting cards; information about sex not in the context of health or disease.

Advertisements

Examples:

- *www.doubleclick.com*
- *www.banners.yellowpages.co.uk*
- *www.ads.msn.com*
- *www.affiliateclicks.com*
- *www.arc6.msn.com*

Banner and pop-up ads that often accompany a webpage; other advertising sites that provide advertisement content.

Alcohol and tobacco

Examples:

- *www.smokers.com*
- *www.michiganbrewersguild.org*
- *www.johnniewalker.com*
- *www.cigaraficionado.com*
- *www.lvcwines.com*

Beer, wine, spirits (beer and wine making, cocktail recipes, liquor sellers, wineries, vineyards, breweries); mixed drinks; tobacco; pipes and smoking products.

Arts and entertainment

Examples:

- *www.kidrock.com*
- *www.guitarist.co.uk*
- *www.entertainment.yahoo.com*
- *www.drudgereportarchives.com*
- *www.nycballet.com*

Galleries and exhibitions; artists and art; photography; literature and books, publishing; movies; performing arts and theater; music and radio; television; celebrities and fan sites; design; architecture; entertainment news, entertainment venues; humor.

Business and industry

Examples:

- *www.smithbearing.com*
- *www.paychex.com*
- *www.newholland.com*
- *www.adsonwheels.com*
- *www.cat.com*

Sites involved in business-to-business transactions of all kinds. Advertising, marketing, commerce, corporations, business practices, workforce, human resources, transportation,

payroll, security and venture capital; office supplies; industrial equipment (process equipment), machines and mechanical systems; heating equipment, cooling equipment; materials handling equipment; packaging equipment; manufacturing (solids handling, metal fabrication, construction and building); passenger transportation; commerce; industrial design; construction, building materials; industrial design; shipping and freight (freight services, trucking, freight forwarders, truckload carriers, freight/transportation brokers, expedited services, load and freight matching, track and trace, NVOCC, railroad shipping, ocean shipping, road feeder services, moving and storage); online meetings.

Cheating and plagiarism

Examples:
- *www.schoolsucks.com*
- *www.thesis-statements.com*
- *www.academictermpapers.com*
- *www.cheathouse.com*
- *www.nursingpapers.com*

Sites promoting cheating and selling written work (such as term papers) for plagiarism.

Child pornography

No examples can be legally/ethically given.

Sites that host child pornography and pedophilia-related content. Includes the list from the Internet Watch Foundation (IWF).

Computer security

Examples:
- *www.abuse.net*
- *www.activesecuritymonitor.com*
- *www.iisprotect.com*
- *www.securityfocus.com*
- *www.sectools.org*

Sites that offer security products and services for corporate and home users.

Computers and Internet

Examples:
- *www.wallpapers.com*
- *www.unicode.org*
- *www.redhat.com*
- *www.msexchange.org*
- *www.geeksquad.com*

Information about computers and software, such as hardware, software, software support sites; information for

software engineers, programming and networking; website design; the web and Internet in general; computer science; computer graphics and clipart.

Cults

Examples:

- *www.churchofsatan.com*
- *www.voodoo.de*
- *wwwhexen.org*
- *www.magical-lights.de*
- *www.heavensgate.com*

Cults and cult behavior.

Dating

Examples:

- *www.catholicmatch.com*
- *www.collegeluv.com*
- *www.allpersonals.com*
- *www.eharmony.com*
- *www.farmersonly.com*

Dating sites, online personals, matrimonial agencies, and sites with other similar content.

Dining and drinking

Examples:

- *www.southcitygrill.com*
- *www.chilis.com*
- *www.elnuevorodeo.com*
- *www.chefmoz.org*
- *www.cookingmarvel.com*

Eating and drinking establishments; restaurants, bars, taverns, and brewpubs; restaurant guides and reviews.

Education

Examples:

- *www.ucla.edu*
- *www.pearsonhighered.com*
- *www.k12.ca.us*
- *www.homeworknow.com*
- *www.gedpractice.com*

Education-related sites and webpages such as schools, colleges, universities, teaching materials, and teachers resources; technical and vocational training; online training; education issues and policies; financial aid; school funding; standards and testing.

File transfer services Sites with the primary purpose of providing download services and hosted file sharing.

Filter avoidance

Examples:

- *www.proxyblind.org*

- *www.the-cloak.com*
- *www.proxybuster.net*
- *www.youhide.com*
- *www.zend2.com*

Webpages that promote and aid undetectable and anonymous web usage.

Finance

Examples:
- *www.finance.yahoo.com*
- *www.usbank.com*
- *www.nasdaq.com*
- *www.lendingtree.com*
- *www.shopyourmortgage.ca*

Sites and information that are primarily financial in nature, such as accounting practices and accountants, taxation, taxes, banking, insurance, investing, information relating to the stock market, stocks, bonds, mutual funds, brokers, stock analysis and commentary, stock screens, stock charts, IPOs, stock splits, the national economy, personal finance involving insurance of all types, credit cards, retirement and estate planning, loans, and mortgages.

Freeware and shareware

Examples:
- *www.all-freeware.com*
- *www.download.com*
- *www.freewarefiles.com*
- *www.onlyfreewares.com*
- *www.uberdownloads.com*

Sites that provide downloading of free and shared software.

Gambling

Examples:
- *www.eurobet.co.uk*
- *www.pokerworld.com*
- *www.onlinepokernews.com*
- *www.bodog.com*
- *www.blindbetpoker.com*

Casinos and online gambling sites; bookmakers and odds; gambling advice; competitive racing in a gambling context; sports booking; sports gambling.

Games

Examples:
- *www.netdevil.com*
- *www.games.com*
- *www.games.yahoo.com*

- *www.pogo.com*
- *www.cheatworld.com*

Various card games, board games, word games, and video
games; computer games and Internet games (such as role
playing games); combat games; sports games; downloadable
games; game reviews; cheat sheets.

Government and law
Examples:
- *www.texas.gov*
- *www.legalzoom.com*
- *www.fenwick.com*
- *www.comcast.net/news/politics*
- *www.barackobama.com*

Foreign relations; news and information relating to politics
and elections, such as politics, political parties, election
news, and voting; sites and information relating to the field
of law, such as attorneys, law firms, law publications, legal
reference material, courts, dockets, and legal associations;
legislation and court decisions; civil rights issues; immigration;
patents and copyrights; sites and information relating
to law enforcement and correctional systems; sites related
to crime, crime reporting, law enforcement, and crime
statistics; sites relating to the military, such as the armed
forces, military bases, military organizations, and military
equipment; anti-terrorism.

Hacking
Examples:
- *www.crackfind.com*
- *www.hackthissite.org*
- *www.dirkster.com*
- *www.trinsic.org*
- *www.sweethacks.com*

Sites discussing ways to hack into websites, software, and
computers.

Hate speech
Examples:
- *www.panzerfaust.com*
- *www.bloodandhonour.com*
- *www.kkk.com*
- *www.nazi.org*
- *www.blacksandjews.com*

Hate-related sites involving racism, sexism, or racist
theology; hate music; Christian identity religions; World
Church of the Creator; Neo-Nazi organizations (Aryan
Nations, American Nazi parties, Neo-Nazis, Ku Klux Klan,
National Alliance, White Aryan Resistance, white supremacists);

National Socialist Movement; Holocaust denial.

Health and nutrition
Examples:
- *www.webmd.com*
- *www.health.gov*
- *www.stjohns.com*
- *www.lowcarb.ca*
- *www.fitness.com*

Health care; diseases and disabilities; medical care; hospitals; doctors; medicinal drugs; mental health; psychiatry; pharmacology; exercise and fitness; physical disabilities; vitamins and supplements; sex in the context of health (disease and health care); tobacco use, alcohol use, drug use, and gambling in the context of health (disease and health care); food in general; food and beverage; cooking and recipes; food and nutrition, health, and dieting; cooking, including recipe and culinary sites.

Illegal activities
Examples:
- *www.lockpicksonline.com*
- *www.grokster.com*
- *www.anarchistcookbook.com*
- *www.directwarez.com*
- *www.ddlshark.com*

Pages that promote crime, such as stealing, fraud, "phreaking," and cracking; "warez" and pirated software; computer viruses; terrorism, bombs, and anarchy; sites depicting murder and suicide, as well as explaining ways to commit such acts.

Illegal drugs
Examples:
- *www.marijuana.com*
- *www.sporeworks.com*
- *www.cleartest.com*
- *www.bcseeds.com*
- *www.drugs-plaza.com*

Information about recreational drugs and drug paraphernalia, as well as their purchase and manufacture.

Infrastructure
Examples:
- *www.example.com*
- *www.akamai.net*
- *www.imagenet.co.uk*
- *www.edgecastcdn.net*
- *www.webstat.net*

Content delivery infrastructure and dynamically generated content. These cannot be more specifically categorized because the pages are secured or otherwise difficult to categorize.

Instant messaging

Examples:
- *www.messenger.yahoo.com*
- *www.meebo.com*
- *www.friendvox.com*
- *www.aimonpsp.com*
- *www.buddy4u.com*

Web-based instant messaging.

Internet telephony

Examples:
- *www.aussievoip.com.au*
- *www.downloadsquad.com/category/voip*
- *www.skypepc.com*
- *www.simplecall.net*
- *www.packet8.net*

Sites that provide telephonic services using the Internet.

Job search

Examples:
- *www.jobs.com*
- *www.siena.edu/careercenter*
- *www.policeemployment.com*
- *www.novastaffinginc.com*
- *www.monster.de*

Career advice; advice on resume writing and interviewing skills; job placement services; job databanks; permanent and temporary employment agencies; employer sites.

Lingerie and swimsuits

Examples:
- *www.victoriasecret.com*
- *www.sportsillustrated.cnn.com/swimsuit*
- *www.henryandjune.com*
- *www.lingeriediva.com*
- *www.lingeriebowl.com*

Intimate apparel, especially when modeled.

Lottery and sweepstakes

Examples:
- *www.calottery.com*
- *www.state.nj.us/lottery*
- *www.powerball.com*
- *www.hoosierlottery.com*

- *www.national-lottery.co.uk*

Sweepstakes, contests, and lotteries.

Mobile phones

Examples:

- *www.shop.orange.co.uk*
- *www.savemysms.fr*
- *www.smartphonemag.com*
- *www.sprint.com*
- *www.jamster.com*

Sites that provide short message services (SMS); ringtones.

Nature

Examples:

- *www.nature.org*
- *www.enature.com*
- *www.fs.fed.us*
- *www.roselinebunnies.com*
- *www.chicagobotanic.org*

Natural resources; ecology and conservation; forests; wilderness; plants; flowers; forest conservation; forest, wilderness, and forestry practices; forest management (reforestation, forest protection, conservation, harvesting, forest health, thinning, and prescribed burning); agricultural practices (agriculture, gardening, horticulture, landscaping, planting, weed control, irrigation, pruning, and harvesting); pollution issues (air quality, hazardous waste, pollution prevention, recycling, waste management, water quality, and the environmental cleanup industry); animals, pets, livestock, and zoology; biology; botany.

News

Examples:

- *www.cnn.com*
- *www.abcnews.com*
- *www.news9.com*
- *www.koreatimes.co.kr*
- *www.nytimes.com*

News; headlines; newspapers; TV station websites.

Non-sexual nudity

Examples:

- *www.simplenudes.com*
- *www.barenakedgallery.com*
- *www.fineartnude.com*
- *www.grex.com*
- *www.erosgallery.net*

Nudism/nudity; nudist camps; artistic nudes.

Online communities

Examples:

- *www.reptileforums.co.uk*
- *www.photo.net*
- *www.wendyjohnson.net*
- *www.threadoftheday.com*
- *www.startrek.com*

Personal webpages; affinity groups; special interest groups; professional organizations for social purposes; personal photo collections; web newsgroups; e-cards; message boards.

Online storage and backup

Examples:
- *www.angelbackup.com*
- *www.ibackup.com*
- *www.myotherdrive.com*
- *www.elephantdrive.com*
- *www.allmydata.com*

Sites providing offsite and peer-to-peer storage for backup, sharing, and hosting.

Online trading

Examples:
- *www.tdwaterhouse.com*
- *www.tradingdirect.com*
- *www.scottrade.com*
- *www.pricegroup.com*
- *www.orionfutures.com*

Online brokerages; sites that enable the user to trade stocks online.

Paranormal and occult

Examples:
- *www.witchcraft.com*
- *www.tarot.com*
- *www.spiritualguidance.com*
- *www.horoscopes.aol.com*
- *www.californiapsychics.com*

Non-mainstream approaches to life. Occult practices, such as esoteric magic, voodoo, witchcraft, and spell casting; fortune telling practices, such as the I Ching, numerology, psychic advice, and Tarot; paranormal sites, such as out of body experience, astral travel, and séances; astrology and horoscopes; UFOs and aliens.

Peer file transfer

Examples:
- *www.bittorrent.com*
- *www.downloadaccess.net*

- *www.filesoup.co.uk*
- *www.piratebay.org*
- *www.limewire.com*

Peer-to-peer file request sites. This does not track the file transfers themselves.

Pornography

Examples:

- *www.playboy.com*
- *www.penthouse.com*
- *www.hustler.com*
- *www.vivid.com*
- *www.xxx.com*

Sexually explicit text or depictions. Includes nude celebrities, anime and XXX cartoons; general XXX depictions; material of a sexually violent nature (bondage, domination, sadomasochism, torture, rape, spanking, snuff, fantasy death, necrophilia); other fetish material (foot/legs, infantilism, balloon sex, latex gloves, enema, pregnant women, pony play, BBW, bestiality); XXX chat rooms; sex simulators; homosexual pornography; sites that offer strip poker; adult movies; lewd art; web-based pornographic email.

Real estate

Examples:

- *www.realtor.com*
- *www.zillow.com*
- *www.remax.com*
- *www.joannekizerrealestate.com*
- *www.rockfordhomesinc.com*

Information that would support the search for real estate. Includes office and commercial space; real estate listings, such as rentals, apartments, and homes; house building; roommates and other dwelling-related items.

Reference

Examples:

- *www.weather.com*
- *www.timezoneconverter.com*
- *www.metrocommute.com*
- *www.maps.google.com*
- *www.dictionary.com*

City and state guides; maps, weather, and time; reference sources; dictionaries; libraries; museums; ski conditions; personal information; mass transportation, such as consumer mass transit information (bus, commuter train, subway, airport) and schedules.

Safe for kids

Examples:

- *www.webkinz.com*
- *www.kinderthemes.com*
- *www.kids.nationalgeographic.com*
- *www.nickjr.com*
- *www.pingu.net*

Sites directed toward, and specifically approved for, young children.

Science and technology

Examples:

- *www.technologyreview.com*
- *www.space.com*
- *www.awea.org*
- *www.ieee.org*
- *www.carbonpower.com*

Sites involving science and technology, such as aerospace, electronics, engineering, mathematics, and other similar subjects; space exploration; meteorology; geography; environment; energy (oil, nuclear, wind, sun); communications (telephones, telecommunications).

Search engines and portals

Examples:

- *www.google.com*
- *www.baidu.com*
- *www.bing.com*
- *www.kablum.com*
- *www.kellysearch.com*

Web directories and search engines that often serve as homepages, such as Yahoo!, Excite, MSN, Alta Vista, and Google.

Sex education and abortion

Examples:

- *www.prochoice.org*
- *www.prolife.com*
- *www.teensource.org*
- *www.mens-sexual-health.org*
- *www.dontcrossyourfingers.co.uk*

Sex education, contraception, family planning; information about, or descriptions of, abortion procedures, such as abortion pills, medical abortions, or surgical abortions; abortion clinics and abortion providers.

Shopping

Examples:

- *www.ticketmaster.com*
- *www.radioshack.com*

- *www.pier1.com*
- *www.amazon.com*
- *www.ecco.com*

Auctions; bartering; online purchasing; coupons and free offers; yellow pages; classified ads; general office supplies; online catalogs; online malls.

Social networking

Examples:
- *www.myspace.com*
- *www.facebook.com*
- *www.linkedin.com*
- *www.twitter.com*
- *www.badoo.com*

Sites that provide social networking, such as MySpace, Facebook, and Twitter.

Social science

Examples:
- *www.templarhistory.com*
- *www.civilwar.com*
- *www.abrp.org*
- *www.languagelearninglab.com*
- *www.sociologyonline.net*

Archaeology; anthropology; cultural studies; economics; history; linguistics; philosophy; political science; psychology; theology; women's studies.

Society and culture

Examples:
- *www.christianity.com*
- *www.women.com*
- *www.unitedway.org*
- *www.safekids.com*
- *www.hairfinder.com*

Family and relationships; religions; ethnicity and race; social organizations; genealogy; seniors; clothing and fashion; spas; hair salons; cosmetics (skin care for diseases or conditions may be categorized as "health and nutrition"); hobbies; do-it-yourself; toys for kids; model and remote-controlled cars; toy soldiers; childcare.

Software updates Sites that host updates for software packages.

Spiritual healing

Examples:
- *www.touchingspirit.org*
- *www.spiritual-medium.com*
- *www.mountainvalleycenter.com*
- *www.holisticmed.com*
- *www.dancing-bear.com*

Spiritual healing; alternative approaches to health, both physical and mental.

Sports and recreation

Examples:

- *www.espn.go.com*
- *www.sports.yahoo.com*
- *www.nfl.com*
- *www.fantasyfootball.com*
- *www.hickoryhawks.org*

All sports, professional and amateur; recreational activities; hunting; fishing; fantasy sports; gun and hunting clubs; public parks; amusement parks; water parks; theme parks; zoos and aquariums.

Streaming media

Examples:

- *www.wired.com/news/radio*
- *www.warm1069.com*
- *www.pandora.com*
- *www.blip.tv*
- *www.capitalfm.co.uk*

Sites that involve net radio, net TV, webcasts, streaming audio, streaming video.

Tasteless or obscene

Examples:

- *www.torture-museum.com*
- *www.scatworld.net*
- *www.theelectricchair.com*
- *www.cadaver.org*
- *www.ehowa.com*

Sites that offer tasteless, often gory photographs, such as autopsy photos, photos of crime scenes, or crime or accident victims; sites displaying excessive obscene material.

Tattoos

Examples:

- *www.tattoo.com*
- *www.tattoosbyhoss.com*
- *www.rankmytattoos.com*
- *www.coolshop.com*
- *www.alohamonkeytattoo.com*

Pictures and text relating to body modification; tattoos and piercing venues; articles and information about tattoos and piercing; body painting.

Transportation

Examples:

- *www.volkswagen.com*
- *www.transwestgmc.com*
- *www.mgscustombikes.com*
- *www.autobytel.com*
- *www.autos.msn.com*

Sites about personal transportation; information about cars and motorcycles; shopping for new and used cars and motorcycles; car clubs; boats, airplanes, recreational vehicles (RVs), and other similar items. (Note: Auto and motorcycle racing is categorized as "sports and recreation").

Travel

Examples:
- *www.travelocity.com*
- *www.travel.yahoo.com*
- *www.yellowstone.net*
- *www.russia-travel.com*
- *www.hyatt.com*

Business and personal travel; travel information; travel resources; travel agents; vacation packages; cruises; lodging and accommodations; travel transportation (flight booking, airfares, renting cars); vacation homes.

Violence

Examples:
- *www.realfights.com*
- *www.severe-spanking.com*
- *www.justfights.com*
- *www.facesofdeath.com*
- *www.maafa.org*

Sites related to violence and violent behavior.

Weapons

Examples:
- *www.northcoastknives.com*
- *www.gunsworld.com*
- *www.gunsmagazine.com*
- *www.colt.com*
- *www.army.mod.uk/equipment*

Sites or information relating to the purchase or use of conventional weapons, such as gun sellers, gun auctions, gun classified ads, gun accessories, gun shows, or gun training; general information about guns; other weapons (knives, brass knuckles) may also be included.

Web hosting

Examples:
- *www.rackspace.com*
- *www.godaddy.com*
- *www.1and1.com*

- *www.startlogic.com*
- *www.doteasy.com*

Sites that provide website hosting services.

Webpage translation

Examples:

- *www.babelfish.yahoo.com*
- *www.google.com/language_tools*
- *www.itools.com/lang*
- *www.lingro.com*
- *www.online-translator.com*

Sites that translate webpages between languages.

Web-based chat

Examples:

- *www.teenchat.com*
- *www.freechatnow.com*
- *www.chat.realtruck.com*
- *www.chatango.com*
- *www.chatzy.com*

Web-based chat sites.

Web-based email

Examples:

- *www.mail2web.com*
- *www.mail.google.com*
- *www.mail.yahoo.com*
- *www.webmail.covad.net*
- *www.outlook.monroecollege.edu/exchange*

Email portals and email messages ported through the web.

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.

Cisco Response:

Comply.

It is possible to create custom categories for custom lists of sites which in effect will re-classify the site, and allow for custom access policies (Blacklist, Whitelist, Decryption, etc). Custom categories with specific websites will override the default categorization provided in the URL filtering database.

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

Cisco Response:

Comply.

The Web Security appliance ships with many predefined URL categories by default, such as Web-based Email and more. However, you can also create unlimited user defined custom URL

categories that specify specific host names and IP addresses. You might want to create custom URL categories for internal sites or a group of external sites you know you can trust.

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.

Cisco Response:

Comply.

You can use regular expressions to specify multiple web servers that match the pattern you enter.

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

Cisco Response:

Comply.

The Ironport WSA supports the tunneling of P2P traffic. The WSA will provide the following filtering/protection for P2P traffic:
(1) The WSA can look at WVDE defined custom URL Categories and take action (block, permit, monitor) based on WVDE policies.
(2) The WSA can look at the Web Reputation of the destination IM, Chat, or Blog site(s) and take action (block, permit, monitor) based on WVDE policies.
(3) The WSA can look at Pre-defined URL Categories and take action (block, permit, monitor) based on WVDE policies.
In addition, the WSA supports time-based policies, as well as, usage quotas to help enforce bandwidth utilization. The WSA can integrate with the WVDE directory (AD, LDAP) and supports time-based policies and usage quotas based on LDAP accounts or group memberships.

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.

Cisco Response:

Comply.

AsyncOS for Web 7.0 uses the AVC engine to filter adult content from some web searches and websites. You might want to do this to allow access to these sites, such as google.com and youtube.com, while still restricting potentially unsafe content from reaching users.
AsyncOS for Web offers the following features to filter adult content:

Enforce safe searches. Most search engines allow the safe search feature to be enabled and disabled by end users. You can configure the Web Security appliance so that outgoing search requests appear to search engines as safe search requests. This gives the control to an administrator on the network instead of the end user. You might want to do this to prevent users from bypassing acceptable use policies using search engines.

Enforce site content ratings. Many content sharing sites that serve user-generated photos and videos classify some of their content as adult. They allow users to restrict their own access to the adult content on these sites by either enforcing their own safe search feature or blocking access to adult content, or both. This classification feature is commonly called content ratings.

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

Cisco Response:

Comply.

Web Access Policies combine Policy Groups and IronPort Uniform Resource Locator (URL) filters to provide a variety of options for controlling user access to the Internet, and impose restrictions inside the Intranet domain.

Policy Groups — Policy Groups allow administrators to create groups of users and apply different levels of category-based access control to each group. This functionality also allows you to configure per-group filtering using settings respective to S-Series filtering components: Applications, URL Categories, Objects, Web Reputation, and Anti-Malware.

Using Policy Group settings and per-group filtering options, you can create secure policies that control the outcome of each Web transaction for every Policy Group you configure, including the Global Policy Group that maintains default rules for all Web transactions.

Policy Groups allow you to group users and define membership criteria based on authorization properties such as: client IP address or range, authenticated username, authorization group, or IP address destinations or range.

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.

Cisco Response:

Comply.

The IronPort Security Management appliance is designed to serve as an external or "off box" location to monitor corporate policy settings and audit information. It combines hardware, an operating system (AsyncOS), and supporting services for IronPort Email Security and Web Security appliances. The Security Management appliance centralizes and consolidates important policy and runtime data, providing administrators and end users with a single interface for managing reporting and auditing information for Email Security appliances. In addition, you can centrally manage policy definition and policy deployment for up to 150 Web Security appliances. The Security Management appliance ensures top performance from Email Security and Web Security appliances, and protects corporate network integrity by increasing deployment flexibility. You can coordinate your security operations from a single Security Management appliance, or spread the load across multiple appliances.
AsyncOS for Security Management includes the following features:

•**IronPort Centralized Configuration Manager:** Manage policy definition and policy deployment for multiple Web Security appliances.

You can delegate policy administration to administrators. These delegated administrators can then manage policies for a subset of Web Security appliances or a subset of end users. For example, you might allow a delegated administrator to manage policies for an organization's branch office in a different country, where the acceptable use policies might be different from those at the organization's headquarters. You delegate administration by creating custom user roles and assigning read/write access permissions to those roles. You determine which policies and custom URL categories the delegated administrators can view and edit.

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.

Cisco Response:

Comply.

You can delegate policy administration to administrators. These delegated administrators can then manage policies for a subset of Web Security appliances or a subset of end users. For example, you might allow a delegated administrator to manage policies for an organization's branch office in a different country, where the acceptable use policies might be different from those at the organization's headquarters. You delegate administration by creating custom user roles and assigning read/write access permissions to those roles. You determine which policies and custom URL categories the delegated administrators can view and edit.

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.

Cisco Response:

Comply.

You can format the text in IronPort notification and end-user acknowledgement pages using some HTML tags. Tags must be in lower case and follow standard HTML syntax (closing tags, etc.).
You can use the following HTML tags.
- <a>
-
-
- <big></big>
-
- <code></code>
-
- <i></i>
- <small></small>
-
For example, you can make some text italic:
Please acknowledge the following statements <i>before</i> accessing the Internet.
With the tag, you can use any CSS style to format text. For example, you can make some text red:
Warning: You must acknowledge the following statements <i>before</i> accessing the Internet.
All combinations of URL paths and domain names in embedded links within custom text and the custom logo in IronPort notification, end-user acknowledgement, and end-user URL

category warning pages are exempted from the following:

- User authentication
- End-user acknowledgment
- All scanning, such as malware scanning and web reputation scoring

For example, if the following URLs are embedded in custom text:

http://www.example.com/index.html
http://www.mycompany.com/logo.jpg

Then all of the following URLs will also be treated as exempt from all scanning:

http://www.example.com/index.html
http://www.mycompany.com/logo.jpg
http://www.example.com/logo.jpg
http://www.mycompany.com/index.html

Also, where an embedded URL is of the form: <protocol>://<domain-name>/
<directory path>/ then all sub-files and sub-directories under that directory path on the host will also be exempted from all scanning.

For example, if the following URL is embedded: http://www.example.com/gallery2/
URLs such as http://www.example.com/gallery2/main.php will also be treated as exempt.

This allows administrators to create a more sophisticated page with embedded content so long as the embedded content is relative to the initial URL.

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.

Cisco Response:

Comply.

You can format the text in IronPort notification and end-user acknowledgement pages using some HTML tags. Tags must be in lower case and follow standard HTML syntax (closing tags, etc.).

You can use the following HTML tags.

- <a>
-
-
- <big></big>
-
- <code></code>
-
- <i></i>
- <small></small>
-

For example, you can make some text italic:

Please acknowledge the following statements <i>before</i> accessing the Internet.

With the tag, you can use any CSS style to format text. For example, you can make some text red:

Warning: You must acknowledge the following statements <i>before</i> accessing the Internet.

All combinations of URL paths and domain names in embedded links within custom text and the custom logo in IronPort notification, end-user acknowledgement, and end-user URL category warning pages are exempted from the following:

• User authentication
• End-user acknowledgment
• All scanning, such as malware scanning and web reputation scoring

For example, if the following URLs are embedded in custom text:

 http://www.example.com/index.html
http://www.mycompany.com/logo.jpg

Then all of the following URLs will also be treated as exempt from all scanning:

http://www.example.com/index.html
http://www.mycompany.com/logo.jpg
http://www.example.com/logo.jpg
http://www.mycompany.com/index.html

Also, where an embedded URL is of the form: <protocol>://<domain-name>/ <directory path>/ then all sub-files and sub-directories under that directory path on the host will also be exempted from all scanning.

For example, if the following URL is embedded: http://www.example.com/gallery2/ URLs such as http://www.example.com/gallery2/main.php will also be treated as exempt.

This allows administrators to create a more sophisticated page with embedded content so long as the embedded content is relative to the initial URL.

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.
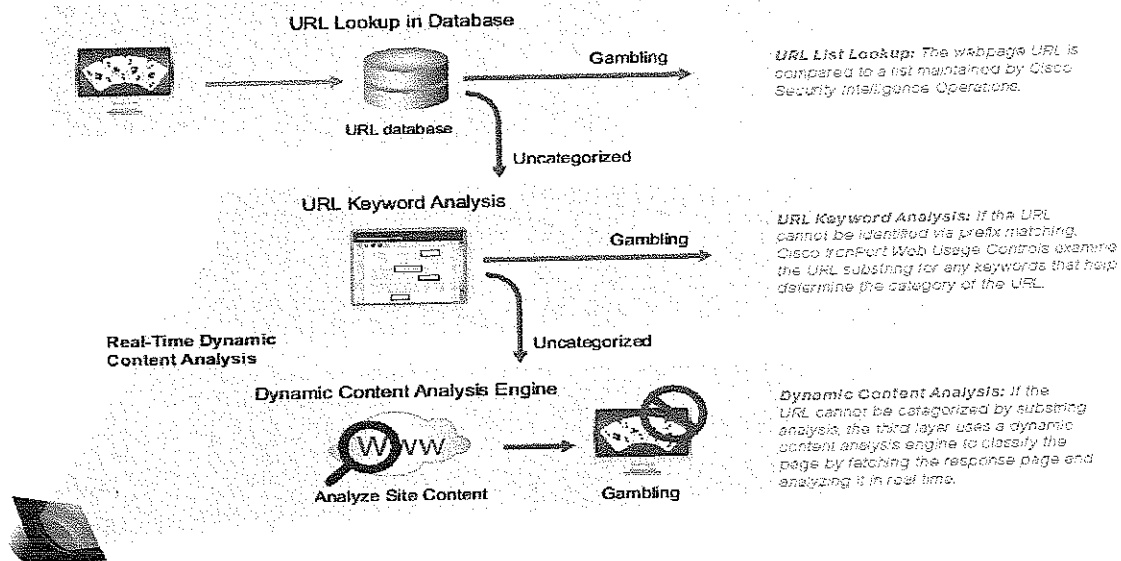
Cisco Response:

Comply.

Cisco WSA is not a revserse proxy device and therefore only filters on request initiated from internal, protected network clients.

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 as site on the Internet is to be blocked or permitted.

Cisco Response:

Comply.

Cisco IronPort Web Usage Controls, available on all Cisco IronPort S-Series web security appliances, provide industry-leading visibility and protection from web use violations through a combination of list-based URL filtering and real-time dynamic categorization. This unique solution is powered by Cisco Security Intelligence Operations (SIO), which uses global Internet traffic visibility and analysis to target categorization efforts and provide timely updates, maximizing URL list-based efficacy. List-based URL filtering alone cannot solve the dark web challenge. To overcome this limitation, Cisco IronPort Web Usage Controls include a dynamic content analysis engine, which categorizes up to 90 percent of objectionable dark web content and increases overall coverage on the most commonly blocked content by up to 50 percent.

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.

Cisco Response:

Comply.

The dynamic content analysis engine evaluates all uncategorized web content—even content hidden in an SSL tunnel—to make real-time categorization decisions. Advanced heuristics are used to calculate a concept vector, which is compared with an extensive library of model documents to quickly and accurately determine the content category. The engine is tuned to maximize catch rates for the most commonly blocked objectionable content, minimizing the liability and compliance violation risks for customers while maintaining a low false-positive rate. This feature can be enabled globally by the administrator.

Web Reputation filters use statistically significant data to assess the reliability of Internet domains and score the reputation of the URLs. Data such as how long a specific domain has been registered, or where a Web site is hosted or whether a Web server is using a dynamic IP address is used to judge the trustworthiness of a given URL. The Web reputation calculation associates a

URL with network parameters to determine the probability that malware exists. The aggregate probability that malware exists is then mapped to a Web reputation score between -10 and 10, with 10 being the least likely to contain malware. This is configurable at a policy level by the administrator.

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

Cisco Response:

Comply.

The System Status page is used to monitor the System Status. This page displays the current status and configuration of the Web Security appliance. The following statistics are displayed:
• System Status
• System resource utilization
• Proxy Traffic Characteristics
• Transactions per second
• Bandwidth
• Response time
• Cache hits
• Connections
• Current Configuration
• Web Proxy settings
• Web Proxy Status
• Web Proxy Mode — forward or transparent.
• IP Spoofing — enabled or disabled.
• L4 Traffic Monitor Status — enabled or disabled

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.

Cisco Response:

Comply.

The Web Security appliance provides the means to create time based policies by specifying time ranges, such as business hours, and using those time ranges to define access to the web. You can define policy group membership based on time ranges, and you can specify actions for URL filtering based on time ranges. You might want to use time ranges to accomplish the following tasks:
You can block access to high bandwidth sites, such as streaming media, or distracting sites, such as games, during business hours.
You can route transactions to a particular external proxy after midnight when the other proxies are being serviced.
You can allow larger files to be downloaded on the weekends.

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.

Cisco Response:

Comply.

You can configure the Web Proxy to do IP spoofing. When enabled, requests originating from a client retain the client's source address and appear to originate from the client instead of the Web Proxy.

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.

Cisco Response:

Comply.

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.

Cisco Response:

Comply.

AsyncOS for Security Management provides two Configuration Masters, making it possible for you to centrally manage a heterogeneous deployment in which Web Security appliances run different versions of AsyncOS for Web Security containing different features. Located within the Web section of the Security Management appliance GUI, each Configuration Master contains the configuration for a particular version of AsyncOS for Web Security. You can use a Configuration Master to configure policies and other Web Security appliance features directly from the Security Management appliance GUI, and then publish the configuration changes to the Web Security appliances assigned to that Configuration Master.

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.

Cisco Response:

Comply.

The IronPort S-Series WSA provides several options for viewing system data, L4 Traffic Monitor, Client Web Activity, Client Malware Risk, Web Site Activity, Anti-Malware, URL Categories, and Web Reputation Filters. The on-box reporting provides a colorful overview of system activity and supports multiple options for viewing system data. For example, you can update and sort data to provide real-time visibility into resource utilization and Web traffic trouble spots. You can also search each page for Web site and client-specific data. On-box reports can also be scheduled to run at any time of the day and can be emailed and/or saved to the appliance.

Any further reporting needs will be addressed by Ironport Advanced Services to tailor a reporting solution to meet the needs of WVDE.

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

Cisco Response:

Comply.

The IronPort S-Series WSA can be configured to rollover the log files at any specified time.

You can use standard and custom log files to monitor Web traffic and manage runtime events. The S-Series appliance provides several options for creating custom log files. The WSA can be setup to allow log file retrieval using SCP and FTP. Likewise, the WSA can be configured to automatically SCP, FTP, or Syslog the log files to a specified server.

You can customize the information that is recorded in each log.

Log Files:

- Access Log File
- CLI Audit Logs
- Component Updater Logs
- Logging Logs
- McAfee Logs
- Proxy Logs
- Reporting Logs
- Reporting Query Logs
- System Health Daemon (SHD) Logs
- System Logs
- Traffic Monitor Error Logs
- Traffic Monitor Logs
- User Interface Logs

- Web-Based Network Participation (WBNP) Logs
- Web-Based Reputation Server (WBRS) Logs
- Web Categorization Logs
- Webroot Logs.

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.

Cisco Response:

Comply.

You can customize access logs and W3C access logs to include many different fields to capture comprehensive information about web traffic within the network. Access logs use format specifiers, and the W3C access logs use W3C log fields.

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

Cisco Response:

Comply.

The IronPort S-Series WSA provides several Web based options for viewing system data, L4 Traffic Monitor, Client Web Activity, Client Malware Risk, Web Site Activity, Anti-Malware, URL Categories, and Web Reputation Filters. The on-box reporting provides a colorful overview of system activity and supports multiple options for viewing system data. For example, you can update and sort data to provide real-time visibility into resource utilization and Web traffic trouble spots. You can also search each page for Web site and client-specific data. On-box reports can also be scheduled to run at any time of the day and can be emailed and/or saved to the appliance.

Any further reporting needs will be addressed by Ironport Advanced Services to tailor a reporting solution to meet the needs of WVDE.

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

Cisco Response:

Comply.

Cisco Ironport Advanced Services will be engaged to deliver a reporting solution to meet the needs of WVDE.

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

Cisco Response:

Comply.

Cisco Ironport Advanced Services will be engaged to deliver a reporting solution to meet the needs of WVDE.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Comply. Identified in Section II

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Comply.

Support fees include Maintenance, 7x24 hour Toll Free Telephone Support, Software Upgrades, and Overnight Parts Replacement and are priced on a per-appliance basis for the duration of the Support Contract.

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.

Cisco Response:

Comply.

Administrators can choose whether or not users can report misclassified URLs to IronPort Systems. When you enable this option, an additional button appears on the IronPort notification pages for sites blocked due to suspected malware or URL filters. This button allows the user to report when they believe the page has been misclassified. It does not appear for pages blocked due to other policy settings. When a user presses this button, data about the blocked request gets sent to the Web Security appliance. AsyncOS logs the information in the Feedback Log, summarizes the data, and forwards it to IronPort. This feature helps improve efficiency for administrators, and the IronPort Customer Support process. Additionally, misclassification reports improve the efficacy of URL filtering.

Section V - Vendor Response

The vendor is to complete the Cost Worksheet.

Cisco Response:

Read and understood.

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

Cisco Response:

Comply.

To be supplied upon execution of a Non-disclosure agreement (NDA)

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.

Cisco Response:

Read and understood.

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

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

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

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood.

Section VI – Cost Evaluation

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

Cisco Response:

Read and understood.

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.

Cisco Response:

Read and understood

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.

Cisco Response:

Read and understood

Acronyms

ASA	Adaptive Security Appliance
CLI	Command Line Interface
CPOC	Customer Proof of Concept
DISA	Defense Information Systems Agency
DVS	Dynamic Vectoring and Streaming
EULAs	End-User License Agreements
EUN	End-User Notification
FTP	File Transfer Protocol
GUI	Graphical User Interface
HTTP	Hypertext Transfer Protocol
ISPs	Internet Service Provider
L4TM	Layer-4 Traffic Monitor
LDAP	Lightweight Directory Access Protocol
MTBF	Mean Time Between Failure
R&D	Research and Development
RFI	Request for Information
SHD	System Health Daemon
SSL	Secure Sockets Layer
SSO	Single Sign On
URL	Uniform Resource Locator
WBNP	Web-Based Network Participation
WBRS	Web-Based Reputation Server
WRS	Web Reputation Score
WSAs	Web Security Appliances
RAID	Redundant Array of Independent Disks
SNMP	Simple Network Management Protocol

Addendum I

Statement of Work for Reporting Capabilities- State of West Virginia Dept of Education

Contents

This document outlines the expected scope, effort, and cost of services to be provided to The West Virginia Department of Education (WVDoE) to establish a reporting function in support of their planned IronPort WSA deployment.

Scope of Services

Background
The standard reporting platform provided by IronPort, Sawmill for IronPort, provides a fully capable reporting platform for most IronPort WSA customers. However, Sawmill begins to reach its natural processing limit when a total log file size of near 1 TB occurs.

Given the scale of WVDoE's deployment, we are proposing that consulting services provided by Cisco Advanced Services be applied to establish a reporting capability that meets WVDoE's scale and functional requirements.

Overall Objective
The overall objective is to design, and to work with WVDoE to deploy, a reporting capability that scales to the 70,000 users expected at each deployment site.

Activities
Cisco expects to perform the following activities during the course of the engagement:
- Reporting Requirements Confirmation
- Reporting Server Sizing
- Reporting Solution Confirmation
- Reporting Solution Performance Testing
- Sawmill Profile Tuning (if applicable to solution)
- Log Pre-Processing Application Development
- Overall Solution Turnover and Operational Training
- Providing support for any custom elements of the reporting solution

Deliverables
Cisco expects to create the following deliverables during the course of the engagement:
- WSA Reporting Requirements document
- Reporting Server Hardware Sizing recommendation
- Tuned Sawmill Profile(s) for standard Sawmill for IronPort
- Log Pre-Processor Application and Operations Guide
- Reporting Solution Performance Test Results

Schedule and Effort

We expect the overall project effort to require an approximate duration of 8-12 weeks. We expect the overall effort to require a total of 45 work days, including production solution support provided over a 12 month period.

Cost and Terms

Services
The cost for these services will be **$112,500 list price.** This includes all expected fees for service as well as travel costs for any necessary travel to WVDoE.

Hardware
WVDoE is requesting that the vendor procure and provide the hardware if the existing hardware made available by WVDoE is not sufficient. Based on past experience, their existing hardware may not be sufficient to run the reporting solution; therefore we are including costs for two separate large reporting servers.

Assumptions

The following assumptions underlie the cost and schedule estimates provided in this document:

1. A separate reporting infrastructure / solution will be established for each of the two POPs; each of the two reporting environments will operate independently, and on the log data produced by the WSAs local to the POP.
2. Each reporting solution must support reporting on 1 TB of log data.
3. Support will be provided for any custom elements of the reporting solution for 1 year on a 5 x 8 basis; 7 x 24 support will be handled through IronPort Customer Support.
4. WVDoE will establish two separate reporting servers based on specific hardware recommendations made during the initial sizing phase of this project. The expected cost for these servers is included under Costs and Terms / Hardware above.
5. WVDoE will own the reporting hardware established for the solution; support for this hardware platform will be provided by the hardware vendor.
6. Report log data will be retained for 90 calendar days; total log size at each POP will be 1 TB.
7. No specific performance requirements have been stated by WVDoE; Cisco will work with WVDoE to establish a practical reporting solution - balancing performance, functionality, and cost.
8. Reporting databases may need to be partitioned by time period (month) as an element of the overall reporting approach.
9. No custom application code will be developed by Cisco, other than a utility that may be deployed to collapse page-objects into summarized page-views for Sawmill reporting purposes.
10. A total of three separate week-long trips will be made by Cisco / IronPort to WVDoE over the course of the project; at other times, Cisco work activities will be performed remotely.

*　*　*　*　*

Cisco Systems, Inc. Terms and Conditions

1. Rules and Regulations.

The following rules and regulations apply to all visitors to or users of this Web Site. By accessing this Web Site, user acknowledges acceptance of these terms and conditions. Cisco Systems, Inc. ("Cisco") reserves the right to change these rules and regulations from time to time at its sole discretion. In the case of any violation of these rules and regulations, Cisco reserves the right to seek all remedies available by law and in equity for such violations. These rules and regulations apply to all visits to the Cisco Web Site, both now and in the future.

2. Limited License.

Cisco hereby authorizes you to copy materials published by Cisco on this Web Site solely for non-commercial use within your organization (or if you are a Cisco Partner, your customer's organization) in support of Cisco products. No other use of the information is authorized. In consideration of this authorization, you agree that any copy of these materials which you make shall retain all copyright and other proprietary notices in the same form and manner as on the original. Except as specified above, nothing contained herein shall be construed as conferring by implication, estoppel or otherwise any license or right under any patent, trademark or copyright of Cisco or any third party.

ALL CONTENTS ON THIS SITE ARE PROTECTED BY COPYRIGHT. EXCEPT AS SPECIFICALLY PERMITTED HEREIN, NO PORTION OF THE INFORMATION ON THIS WEB SITE MAY BE REPRODUCED IN ANY FORM, OR BY ANY MEANS, WITHOUT PRIOR WRITTEN PERMISSION FROM CISCO. VISITORS OR USERS ARE NOT PERMITTED TO MODIFY, DISTRIBUTE, PUBLISH, TRANSMIT OR CREATE DERIVATIVE WORKS OF ANY MATERIAL FOUND ON THIS SITE FOR ANY PUBLIC OR COMMERCIAL PURPOSES.

3. Compliance With Applicable Laws; Export Control Laws.

User access to this Web Site is governed by all applicable federal, state and local laws. All information available on the Web Site is subject to U.S. export control laws and may also be subject to the laws of the country where you reside.

All Cisco products and publications are commercial in nature. Use duplication, or disclosure by the United States Government is subject to the restrictions set forth in DFARS 252.227-7015 and FAR 52.227-19.

4. Trademarks.

The trademarks, logos and service marks ("Marks") displayed on this Web Site are the property of Cisco or other third parties. Users are not permitted to use these Marks without the prior written consent of Cisco or such third party which may own the Mark. "Cisco" is a registered trademark of Cisco Systems, Inc.

Please see the complete list of **Cisco Trademarks**.

5. General Disclaimer.

Although Cisco has attempted to provide accurate information on the Web Site, Cisco assumes no responsibility for the accuracy of the information. Cisco may change the programs or products mentioned at any time without notice. Mention of non-Cisco products or services is for information purposes only and constitutes neither an endorsement nor a recommendation.

ALL INFORMATION PROVIDED ON THIS WEB SITE IS PROVIDED "AS IS" WITH ALL FAULTS WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESSED OR IMPLIED. CISCO AND ITS SUPPLIERS DISCLAIM ALL WARRANTIES, EXPRESSED OR IMPLIED INCLUDING, WITHOUT LIMITATION, THOSE OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE AND NONINFRINGEMENT OR ARISING FROM A COURSE OF DEALING, USAGE, OR TRADE PRACTICE.

CISCO AND ITS SUPPLIERS SHALL NOT BE LIABLE FOR ANY INDIRECT, SPECIAL, CONSEQUENTIAL, OR INCIDENTAL DAMAGES INCLUDING, WITHOUT LIMITATION, LOST PROFITS OR REVENUES, COSTS OF REPLACEMENT GOODS, LOSS OR DAMAGE TO DATA ARISING OUT OF THE USE OR INABILITY TO USE THIS SITE OR ANY CISCO PRODUCT, DAMAGES RESULTING FROM USE OF OR RELIANCE ON THE INFORMATION PRESENT, EVEN IF

CISCO OR ITS SUPPLIERS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

6. Disclosure; Forward-Looking Statements.

Some of the information on this Web Site may contain projections or other forward-looking statements regarding future events or the future financial performance of the Company. We wish to caution you that these statements are only predictions and that actual events or results may differ materially. We refer you to the documents the Company files from time to time with the Securities and Exchange Commission, specifically, the Company's most recent Form 10-K, Form 10-Q, and Form 10-Q/A. These documents contain and identify important factors that could cause the actual results to differ materially from those contained in our projections or forward-looking statements, including, among others, potential fluctuations in quarterly results, dependence on new product development; rapid technological and market change, acquisition strategy, manufacturing risks, risks associated with Internet infrastructure, volatility of stock price, financial risk management, and future growth subject to risks.

7. Cookies

A *cookie* is a small data file that certain Web sites write to your hard drive when you visit them. A cookie file can contain information such as a user ID that the site uses to track the pages you've visited, but the only personal information a cookie can contain is information you supply yourself. A cookie can't read data off your hard disk or read cookie files created by other sites. Some parts of CCO use cookies to track user traffic patterns. We do this in order to determine the usefulness of CCO information to our users and to see how effective our navigational structure is in helping users reach that information. Cisco Systems does not correlate this information with data about individual users, nor does it share this information or sell it to any third party.

If you prefer not to receive cookies on CCO, you can set your browser to warn you before accepting cookies and refuse the cookie when your browser alerts you to its presence. You can also refuse all cookies by turning them off in your browser. You do not need to have cookies turned on to use any area of CCO.

8. Products and Services Availability.

Because international information is provided at this Web Site, not all products or programs mentioned will be available in your country. Please contact your local sales representative for information as to products and services available in your country.

9. Links to Third Party Sites.

This Web Site may contain links to third party sites. Access to any other Internet site linked to this Web Site is at the user's own risk and Cisco is not responsible for the accuracy or reliability of any information, data, opinions, advice or statements made on these sites. Cisco provides these links merely as a convenience and the inclusion of such links does not imply an endorsement.

10. Access to Password Protected/Secure Areas.

Access to and use of password protected and/or secure areas of the Web Site is restricted to authorized users only. Unauthorized individuals attempting to access these areas of the Web Site may be subject to prosecution.

11. Software License Agreement.

Any software which you download is governed in accordance with (i) the license terms accompanying the file or (ii) if no license terms accompany the file, the terms of the license agreement which accompanied the original product licensed by you which you are updating or (iii) the license terms pursuant to this <u>End User License Agreement</u>.

12. Copyright Policy/DMCA.

You may not post, modify, distribute, or reproduce in any way copyrighted or other proprietary materials without obtaining the prior written consent of the copyright owner of such materials. We may terminate an account, deny access to a site or service, or terminate any user who is alleged to have infringed the copyright or proprietary rights of another.

Without limiting the foregoing, if you believe that your copyright or other rights have been infringed, please provide our Designated Agent written notice with the following information:

An electronic or physical signature of the person authorized to act on behalf of the owner of the copyright or other interest

A description of the copyrighted work or other work that you claim has been infringed

A description of where the material that you claim is infringing is located on our sites, networks or other repositories

Your address, telephone number, and email address

A written statement by you that you have a good faith belief that the disputed use is not authorized by the copyright owner, its agent, or the law

A statement by you, made under penalty of perjury, that the above information in your notice is accurate and that you are the copyright owner or authorized to act on the copyright owner's behalf

Our Designated Agent for notice of claims of copyright infringement can be reached as follows:

Office of General Counsel
Cisco Systems, Inc.
170 West Tasman Drive
San Jose, CA 95134
Attn: Copyright Agent

Email: DMCAagent@cisco.com

If the disputed materials were posted by a third party identifiable through reasonable efforts, we will provide reasonable notice to the third party of the charge. If the third party responds with a valid counter-notification, we will provide you with a copy so that you may take any other steps you may consider appropriate.

13. Open Source License Notices

Cisco Small Business Products may contain software from the open source community that must be licensed under the specific license terms applicable to such software. For more information, please see http://www.cisco.com/go/osln/.

Please see following sheet for SIS/Cisco costs

Cost Worksheet

Item	Vendor Description	Quantity	Unit Cost	Total Cost
Annual software cost for Filtering Servers.*				
Annual software cost for Reporting Servers.*				
Annual License for filtering of client computers on K-12 network.		130,000		
Annual License for mobile computers. (see note 1 below.)		10,000		
Technical support and upgrades/updates for filtering solution		1 year		
One Day onsite training, 6 hours. Charleston WV (see note 2 below)		1 day		
Onsite installation, Charleston and Morgantown, WV (see note 2 below)		4 days		
Filtering Servers (if required)*				
Reporting Servers (if required)*				
Other Hardware (if required)*				
Hourly rate for custom system modifications		20 hours		
Total Costs				

Part Number	Description	Unit Price	Qty	Extended Price
Hardware				
S370-BUN-R-NA	Cisco IronPort S370, Standard Configuration	$14,975.00	10	$149,750.00
SP-S370-P-1Y	Platinum Support for Cisco IronPort S370, 1 Year	3,378.00	10	$33,780.00
M160-BUN-R-NA	M160 Management Appliance	$1,500.00	2	$3,000.00
SP-M160-P-1Y	Platinum Support for Cisco IronPort M160, 1 Year	$500.00	2	$1,000.00
	Shipping	$100.00	12	$1,200.00
				$188,730.00
Software Licenses and Support				
IPWUC-GV-1Y	Cisco Ironport Web Usage Control, 1 Years	$1.25	140,000	$175,000.00
ICCM-10A-1Y	Centralized Configuration Manager for M-series (up to 10 WSA's)	$2,210.00	2	$4,420.00
				$179,420.00
Services				
PRO-SER-DAY	On-site Pro. Services for installation of S370 & M160 units/per day	$2,600.00	6	$15,600.00
PRO-SER-DAY	On-site Cisco Pro Svcs SOW for Reporting Deployment/ flat rate	$112,500.00	1	$112,500.00
				$128,100.00
ScanSafe				
SCANSAFE-APLUS	Cisco ScanSafe: Anywhere+ Client for URL Filtering for Remote users	$12.00	10000	$120,000.00
				$120,000.00

Total Price 1 Year $616,250.00