



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

# Solicitation

NUMBER

EDD392953

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

CONNIE OSWALD  
304-558-2157

RFQ COPY

TYPE NAME/ADDRESS HERE

Light speed Systems  
1800 19th Street  
Bakersfield, CA 93301

DEPARTMENT OF EDUCATION

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

DATE PRINTED

05/16/2013

BID OPENING DATE:

06/13/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
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BID OPENING: JUNE 13, 2013 AT 1:30 PM						
0001	1	JB		920-45		
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***** THIS IS THE END OF RFQ EDD392953 ***** TOTAL:						
06/13/13 09:43:52 AM West Virginia Purchasing Division						

SIGNATURE

*Michael R. [Signature]*

TELEPHONE

661.431.1657

DATE

6/11/13

TITLE

Regional Sales Manager

FEIN

77-0516848

ADDRESS CHANGES TO BE NOTED ABOVE

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

REQUEST FOR QUOTATION  
EDD392953 Internet Filtering and Reporting Solution

32

Pricing Page

Exhibit "A"

Item	Vendor Description	Quantity	Unit Cost	Total Cost
Annual software cost for Filtering Servers.* <i>Vendor to specify quantity</i>				No cost
Annual software cost for Reporting Servers.* <i>Vendor to specify quantity</i>				No cost
Annual License for filtering of client computers on K-12 network.		280,000	\$0.80	\$224,000.00
Annual License for mobile computers. (see note 1 below.)		10,000		No cost
Technical support and upgrades/updates for filtering solution		1 year		No cost
One Day onsite training, 6 hours. Charleston WV (see note 2 below)		1 day		No cost
Onsite installation, Charleston and Morgantown, WV (see note 2 below)		4 days		No cost
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<b>Grand Total</b>				<b>\$364,000.00</b>

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

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Signature:  Date: June 11, 2013

Company Name: Lightspeed Systems

Address: 1800 19th Street | Bakersfield, CA 93301

Phone: 661.716.7600

Fax: 661.716.8600

Email: mdurando@lightspeedsystems.com



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*Michael D. Prater*

TELEPHONE

661.431.1657

DATE

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TITLE

Regional Sales Manager

FAX

77-0516848

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SIGNATURE	<i>Michael Dando</i>	TELEPHONE	661.431.1657	DATE	6/11/13
TITLE	Regional Sales Manager	FEIN	77-0516848	ADDRESS CHANGES TO BE NOTED ABOVE	

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

RE Solicitation EDD392953  
Web Filtering & Reporting Solution  
For State of West Virginia and West Virginia Department of Education

To Whom it May Concern:

West Virginia and its Department of Education is seeking a Web Filtering and Reporting Solution, and Lightspeed Systems is proposing the Lightspeed Systems Web Filter and Rocket appliances to meet the State's needs for safe learning, CIPA compliance, monitoring and reporting, and acceptable use.

Internet filtering for schools has evolved over the past years, and the Lightspeed Systems Web Filter has changed along with it. With unique features to balance learning and safety, Lightspeed Systems can provide West Virginia DOE with the powerful web filtering solution it seeks—and a lot more.

Lightspeed Systems is focused only on schools. This means that our products have the features schools need at a price schools can afford. It also means that you can count us to understand web filtering, your challenges, and your needs—and to work with you to provide the best solution along with the best service.

As our proposal reflects, the Lightspeed Systems Web Filter running on a Rocket appliance can deliver the scalability, filtering capabilities, administration, reporting, and services and support that West Virginia DOE needs. Our solution can integrate seamlessly into the current and anticipated infrastructure, as outlined in the RFP.

We will work with you throughout evaluation, implementation, and on-going maintenance to ensure that the transition goes smoothly and that your expectations are exceeded.

You're sure to receive many responses to the solicitation. The Lightspeed Systems solution is different because it was made for schools by people who truly care about education. Our solutions protect and engage millions of students around the world; we'd love to add the students in West Virginia to that list.

Please contact me anytime to discuss the solution further or for a live demo.

Thank you,



Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

### 2.1.1 Section II- Technical Requirements

The vendor bid must provide an Internet filtering solution capable of filtering 200,000 total computers in a network consisting of two POPs with 280,000 users. The solution must be configured to support 100,000 client computers and 140,000 users using 10 gigabits/sec of bandwidth at each POP.

Our solution is capable of filtering more than 200,000 workstations, more than 280,000 users, and more 10 gigabits of bandwidth at each POP.

The vendor must provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 computers and 140,000 users with 10 gigabits/second of Internet bandwidth. This evidence must include details regarding the size and scope of the successful project(s) as well as contact name(s) and phone number(s) for customer(s) where the successful Internet filtering solution was implemented. The vendor must submit a memo from the successful customer (on customer's letterhead, dated and signed) describing the size and scope of the successful project, as well as any issues (if any) and how they were resolved.

We have installations at several large schools and consortiums. Please see the references included on pages 9-10 as well as the included case study on San Diego Unified School District.

The filtering solution must be a POP based installation capable of providing a level of service appropriate for an Internet Service Provider (ISP); a filtering solution which involves the installation of filtering software or hardware within school districts or individual schools is not acceptable.

Our solution is configurable to meet the needs of the state of West Virginia, and can be installed as a POP-based solution.

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.

Our solution includes all the hardware and software required to exceed the state's requirements.

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.

Our solution includes vendor-provided, proprietary Lightspeed Systems Rocket appliances.

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

Our solution will work in this environment.

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

Our solution will work in this environment.

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

Our solution will work in this environment and will not exceed 12 appliances at each POP.

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

Our solution will work in this environment.

In the event the winning bid does not meet the requirements of the 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.

We comply with this requirement.

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.

We comply with this requirement.

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 proxy server configuration.

Our solution provides cross-platform filtering for mobile devices, so matter what network or internet connection they are on. This does not require use of a VPN.

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

Our solution can filter based on IP.

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

Our solution can integrate with authentication systems, including Active Directory and LDAP.

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 100,000 computer and 140,000 users at 10 gigabits/see of throughput.

Our solution will be configured to provide full redundancy.

### **2.1.2 Internet Filtering**

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

Our solution provides a web-based management interface.

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.

Our solution can be configured to block Internet access in the event of a failure.

The Internet filtering solution provided as a result of the RFQ must be verified by the vendor to meet the requirements of the Children's Internet Protection Act (CIPA) (refer to <http://www.fee.gov/guides/childrens-internet-protection-act>) and the West Virginia Board of Education Policy 2460 which is available online at <http://wvde.state.wv.us/policies/policy.php?p=2460&alt=1>.

Specifically, CIPA states that technology protection measures (filtering solutions) must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors. The filtering solution must block access to this CIPA specified content.

CIPA also states that schools receiving E-Rate must monitor the online activities of minors. Therefore, the Internet filtering solution must include the ability to configure logging of all allowed and blocked Internet requests.

Our solution is fully CIPA compliant. It blocks access to CIPA specified content; it provides monitoring and reporting on the Internet activity of minors; and it even includes a feature to help teach students about appropriate social networking and digital citizenship (a latest addition to CIPA requirements).

The filtering solution must be verified by the vendor to comply with the Children's Online Privacy Protection Act (COPPA) (refer to <http://www.ftc.gov/ogc/coppa1.htm>). The filtering process must not require the collection of any personal information from any users under the age of 13.

We take children's privacy seriously. Our solution is fully COPPA compliant.

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.

Yes, our solution can granularly allow/block web sites by categories or individual URLs, using either HTTP or HTTPS protocols.

The vendor must include all categories that the 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.

Our solution always includes our full database of billions of URLs organized into education-specific categories.

The vendor must provide, but is not limited to, the pre-populated categories of the following classification 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)

Our solution includes those categories, and many more.

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.

Our solution can be configured with custom allow/block lists to impose filtering policies regardless of our database categorization.

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

An unlimited number of custom categories is supported.

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.

Yes, wildcards can be used to create URL Pattern lists to allow or block access to certain sites.

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

Yes, the Lightspeed Rocket Web Filter has the option to block any P2P protocol traffic.

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 while accessing those search engines.

The Lightspeed Rocket Web Filter can enforce safe search options on Google and Bing web searches as well as image search results from those search providers.

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

This can be achieved with our Tiered Administration feature in the Web Filter. This allows each group to be managed individually.

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.

Yes, administrators can be assigned to individual Tiers, or to the entire Root Tier structure of the web filter.

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.

Additional users can be given limited rights to the system in our Tiered Administration. Additionally we have a number of features that limit the need for this access such as automated reporting and Web Zones.

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

Yes, the Lightspeed Rocket Web Filter allows you to customize the Access Page based on policy assignment, which is tied to group membership.

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.

Informational pages can be customized by both the client group and the categorization of the site.

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

The Lightspeed Rocket Web Filter can be configured to only filter the traffic that is being generated by the district.

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

This is exactly how the Lightspeed Rocket Web Filter is designed to operate.

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.

All "on the fly" evaluation features in The Lightspeed Rocket Web Filter can be selectively disabled.

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

The Lightspeed Rocket Web Filter Dashboard shows statistics for traffic being passed, total sessions, filtered sessions, Parent/Child sync, Recent Search Queries, and CPU, Memory, and Disk utilization.

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

The Lightspeed Rocket Web Filter includes "Advanced Rule Sets" which are Day/Time based policies.

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

The Lightspeed Rocket Web Filter is a Transparent Bridge network device; thus, all traffic is passed to the firewall in an unmodified state.

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.

Yes, the solution meets those requirements.

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 the configuration change, or be accomplished manually with no more than 5 mouse clicks after the configuration change is saved.

The Lightspeed Rocket Web Filter offers a Parent/Child synchronization model, which allows administrators to make a change on a parent device, and have that change immediately be propagated out to the child filtering devices. There is no further need for intervention to make these changes happen.

### **2.1.3 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.

Yes, the Lightspeed Rocket Web Filter ships with 1TB of storage space built in for reports, but you can also utilize any iSCSI capable storage device to move report retention off the appliance if desired.

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

Yes, all reports can be exported to generic text format.

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.

Yes, our solution can provide full URL detail.

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

Yes, all reporting is accessible via the web-based interface.

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

Yes, the Lightspeed Rocket Web Filter allows you to create reports based on any of these criteria by applying filters.

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

Yes, the Lightspeed Rocket Web Filter allows scheduled running of ANY report in the system.

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

Yes, the Lightspeed Rocket Web Filter allows you to create custom reports at any time which can then be accessed quickly through a favorites section of the reporting interface.

#### **2.1.4 Invoicing**

The costs for software and the annual licensing for Internet filtering shall be invoiced upon delivery and acceptance by the WVDE. The technical support costs are payable in arrears according to the state of West Virginia terms of payment and shall be invoiced not more than one time per month."

We comply with these requirements.

#### **2.1.5 Vendor Requirements**

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

If the successful vendor is not the direct source, the vendor must provide documentation of being an authorized reseller to provide the equipment, filtering updates, maintenance and technical support. This documentation must be provided upon request from Agency.

We are the direct source of these solutions and will provide all services performed.

#### **2.1.6 Service Requirements**

The vendor must provide modification or replacement of software that fails to perform according to be specifications. The vendor also must provide any software upgrades, at no cost to the WVDE, 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 WVDE, which may be necessary due to possible end-of-life designation by the manufacturer.

The proposed solution includes all updates and maintenance at no additional cost.

The hardware proposed includes an advance-replacement three-year warranty.

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 solutions. The WVDE will be responsible for purchasing additional servers and network hardware when necessary to accommodate increases in bandwidth or increases in the number of clients to be filtered.

The filtering solution installation, configuration and testing at both the Charleston and Morgantown POP sites must be completed by the vendor within 20 days after the award of the contract. The vendor is responsible for

any transportation, and lodging costs of the installer, as well as for any freight or shipping charges for equipment.

We agree to these requirements.

The Internet filtering solution must support the bandwidth requirements of 10 gigabits/sec and 100,000 client computers/ 140,000 users at each one of the two POPs as identified in the specifications in Section II- Technical Requirements.

We understand and comply with these technical requirements.

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

We understand these requirements, and provide this service and support at no additional cost.

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.

We offer 24/7/265 toll-free telephone and email support.

Normal support hours are: Mon-Thurs: 5am-1am; Friday: 5am-8pm; Sat: 11am-8pm; Sun: 4pm-1am. (All times are Eastern Time). On-call support is available for all other hours.

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.

Administrators can opt to give all users or specified users (typically educators) the ability to submit sites for review and possible recategorization right from the page they receive when a page is blocked. Those requests are sent to the administrator and Lightspeed Systems and are shown in the Blocked for Review report.

Requests for review and categorization can also be made to Lightspeed Systems by any users at <http://archive.lightspeedsystems.com/resources/Databases.aspx> or by emailing [content@lightspeedsystems.com](mailto:content@lightspeedsystems.com)

### 2.1.7 Vendor Response

The vendor shall complete the Cost Worksheet.

Completed and included along with this proposal in a separate envelope.

The vendor must provide evidence of at least on current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 or more computers/ 140,000 users with 10 gigabits/second or more on Internet bandwidth. The following table shall be used in the vendors response.

Project Name	Contact name and phone number	# of computers filtered	# of users supported	Internet bandwidth
San Diego	Barbara Allen	120,000	140,000	10 GB

Unified School District	619-668-8635			
Erie 1 BOCES	Ron Ternowski 716-821-7049	120,000	213,000	6 GB

**3. MISCELLANEOUS:**

- 3.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the RFQ unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 3.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 3.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 3.4 Cancellation:** The Director of Purchasing reserves the right to cancel this contract immediately upon written notice to the vendor if the commodities and /or services supplied are of an inferior quality or do not conform to the specifications of the bid and contract herein.

**The vendor shall not knowingly make or submit false material statements or information. If false or fraudulent information is provided, the awarded contract shall be cancelled and awarded to the next lowest bidder meeting specifications.**

- 3.5 Renewals:** This contract may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing thirty (30) days prior to the expiration date. Such renewal shall be in accordance with the terms and conditions of the original contract and shall be limited to two (2) one year periods.
- 3.6 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Michael Durando

**Telephone Number:** 661-716-7600

**Fax Number:** 661-716-8600

**Email Address:** mdurando@lightspeedsystems.com

## Optional Integrations



By pairing the **Lightspeed Systems Rocket Web Filter** with **My Big Campus**, teachers get a safe, filtered collaborative LMS environment, as well as a resource library to provide access to often-blocked education resources, such as YouTube videos.



By pairing the **Lightspeed Systems Rocket Web Filter** with **Mobile Device Management**, the District could easily manage mobile device policies and apps and balance management between IT and instructors.

*These optional, integrated solutions can add value to the Lightspeed Systems Web Filtering and Reporting solution. Contact us for more information.*

## Customer Success | Case Study

**School:** San Diego Unified School District

**State:** California

**District Size:** 131,00 Students

**Solution:** High-Capacity Rocket, Web Filter, Mobile Filter

**Focus:** Filtering, Mobile Filtering, High-Capacity

# San Diego Unified Enhances Safe Mobile Learning and Filters More Than a Gig of Traffic with the Lightspeed Filter

## Overview

The San Diego Unified School District stretches across 228 facilities. It is the second-largest district in California, serving 131,000 students and employing more than 6,000 teachers. With a large mobile learning program, growing in scope thanks for an FCC Learning On-The-Go wireless pilot program, the district relies on the Lightspeed Systems Mobile Filter to ensure mobile users were safe and devices secure.

In addition, managing a large network like the one at San Diego Unified means filtering a lot of traffic—which can lead to bottlenecks and degraded network performance with some solutions. The district ensures fast, reliable filtering under the heaviest traffic loads, with the Lightspeed High-Capacity Rocket, Web Filter—and a team of dedicated and knowledgeable service and support professionals.

## Challenges

A recognized expert in network infrastructure and visionary in educational technology, Darryl LaGace, Chief Information and Technology Officer, joined San Diego Unified School District in 2008 to lead the Integrated Technology Support Services (ITTS) division. Before that, he had used Lightspeed solutions at Lemon Grove School District, where he designed and engineered a wireless WAN, LemonLINK, which links the community's schools, libraries, city services, and home.

From his work in Lemon Grove, Darryl knew that Lightspeed could help him meet his goals for the San Diego Unified network. "I knew the Lightspeed solutions were powerful and easy to use, the company was dedicated to schools, and the employees were helpful and knowledgeable," Darryl shares. "To face the new challenges I'd have running a complex network for a large district, I wanted to partner with a company I could trust, so I chose Lightspeed Systems solutions."

San Diego Unified was the first district to get a 10Gb high-speed network connection thanks to the K12HSN program, which grew out of Project DCP (Digital California Project). The program gives schools access to reliable high speed networks so they can "access online resources to support teaching and learning and promote academic achievement."

Darryl's vision for the San Diego Unified district network and his commitment to integrating technology in schools and ensuring access to all students would benefit from the HSN, as it meant the district would have the bandwidth to provide more online services to its users. But it also meant Darryl needed a solution that could handle the increased bandwidth and that could filter the heavy traffic loads.

## Solution

Lightspeed began development of a high-capacity filtering appliance that could handle the growing demands of schools like San Diego Unified. The new High-Capacity Rocket, Web Filter, 10Gb version handles filtering for the 65,000 workstations across the district and the 1Gb of throughput they currently create—and has the ability to scale to meet increasing usage and demands. (In fact, it can handle up to 10Gb of throughput.)

**"On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level."**

Darryl LaGace,  
Chief Information and Technology Officer,  
San Diego Unified School District



"Scalability is key to any solution," Darryl reports, "because we're always growing. Now we're in the midst of a mobile roll-out including 30,000 netbooks." In fact, San Diego Unified was selected as a pilot site by the FCC for the 2011 Learning On-The-Go wireless program. The mobile filtering with the Lightspeed solution will ensure that policies, protection and CIPA compliance extend to off-network users and devices, and will help Darryl report on the effectiveness of his program. "We have established a Mobile Learning Program to seamlessly integrate ubiquitous, one-to-one computing and other 21st century technology into all teaching and learning throughout the curriculum. The Lightspeed mobile filter helps us do that safely and securely. It also lets us report back on the activity of mobile users, which will be critical to monitoring and improving our program."

When it comes to complex network infrastructures and high throughput volumes like at San Diego Unified, a standard off-the-shelf filtering solution just isn't adequate. It also takes support and services professionals, willing to work with a district along the way. Darryl is known for his perseverance and his creative, hands-on approach to getting things done; Lightspeed doesn't just sell a solution and then walk away, either. "Not only did the Lightspeed engineers come to my site to assist with my initial install, they also worked closely with me every step of the way as I upgraded my network infrastructure and implemented new solutions. They even created new product features based on my requests," Darryl explains.

The Lightspeed High-Capacity filtering appliance gives San Diego Unified a highly functional, fast solution for web filtering and mobile filtering—with additional features that both Darryl and his users appreciate. As Darryl says: "The Lightspeed appliance has administrative features that benefit me, such as tiered administration, reporting, and granular policy control; but it also has features that benefit my users, such as a safe YouTube video library. And it has mobile filtering, which benefits both me and my users by letting us provide safe mobile learning."

## Conclusion

Darryl's expertise and vision are transforming the San Diego Unified network and increasing the engaging, safe use of technologies both in classrooms and outside of classrooms across the district. Lightspeed Systems has worked together with Darryl and his team for years, ensuring that our solutions and the services grow to along with their plans and needs.

"The size and complexity of the San Diego Unified network meant we faced some new challenges—but the Lightspeed solution and team have met them every step of the way. On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level. I'm confident and excited moving forward with my network and wireless programs with the Lightspeed solution and team behind me." Darryl happily sums up.

## About Lightspeed Systems

Lightspeed Systems Inc., founded in 1999, develops comprehensive network security and management solutions for the education market. We are committed to helping schools operate their networks effectively and efficiently, so educators can provide safe online teaching and learning environments.

## Exceptional Service and Support

Our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any Lightspeed Systems solution, you can depend on:

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

## Professional Development & Training

**Professional Services:** We provide customized, collaborative professional development services to address your specific needs. For more information, please contact [ps@lightspeedsystems.com](mailto:ps@lightspeedsystems.com)

**Training:** To help you fully leverage your investment in Lightspeed Systems solutions, we offer an array of training options.

- Online introductory training and user demonstration videos.
- Administrator certification.
- Regional training throughout the U.S.

## Contact Us

Learn more about our products and services at [www.lightspeedsystems.com](http://www.lightspeedsystems.com)

## We Welcome Your Calls and Emails

Lightspeed Systems  
1800 19<sup>th</sup> St., Bakersfield, CA 93301

Main: 877.447.6244

Support: 800.444.9267

Sales: [sales@lightspeedsystems.com](mailto:sales@lightspeedsystems.com)

Support: <http://wiki.lightspeedsystems.com>



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





## Conclusion

Thank you for the opportunity to present our solution in response to the West Virginia Department of Education solicitation for a web filtering and reporting solution.

We believe our Lightspeed Systems Web Filter running on a Rocket appliance can provide the safety and flexibility the County needs—and we look forward to the opportunity to present our solution and answer any questions.

We comply with all requirements outlined in the Solicitation.

We make no exceptions to the requirements presented.

I look forward to the opportunity to discuss and demonstrate our unique and powerful solution.

Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

*p.s. On the following page, I have included some brief information on optional integrated solutions: our LMS (My Big Campus) and our Mobile Device Management solution. I'd be happy to provide additional information or pricing.*



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

# Solicitation

NUMBER
EDD392953

PAGE
1

ADDRESS CORRESPONDENCE TO ATTENTION OF:
CONNIE OSWALD 304-558-2157

RFQ COPY  
TYPE NAME/ADDRESS HERE

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

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DATE PRINTED
05/16/2013

BID OPENING DATE: 06/13/2013 BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE STATE OF WEST VIRGINIA AND ITS AGENCY THE WEST VIRGINIA DEPARTMENT OF EDUCATION REQUEST A QUOTE TO PROVIDE AN INTERNET FILTERING AND REPORTING SOLUTION THAT CONSISTS OF SOFTWARE, LICENSING, SOFTWARE UPGRADES/UPDATES, DATABASE UPDATES AND TECHNICAL SUPPORT PER THE SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS ATTACHED.						
BID OPENING: JUNE 13, 2013 AT 1:30 PM						
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INTERNET FILTERING & REPORTING SOLUTION THAT						
CONSISTS OF SOFTWARE, LICENSING, SOFTWARE UPGRADES/UPDATES, DATABASE UPDATES AND TECHNICAL SUPPORT.						
***** THIS IS THE END OF RFQ EDD392953 ***** TOTAL:						

SIGNATURE	<i>Michael Dando</i>	TELEPHONE	661.431.1657	DATE	6/11/13
TITLE	Regional Sales Manager	FEIN	77-0516848	ADDRESS CHANGES TO BE NOTED ABOVE	

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



RE Solicitation EDD392953  
Web Filtering & Reporting Solution  
For State of West Virginia and West Virginia Department of Education

To Whom it May Concern:

West Virginia and its Department of Education is seeking a Web Filtering and Reporting Solution, and Lightspeed Systems is proposing the Lightspeed Systems Web Filter and Rocket appliances to meet the State's needs for safe learning, CIPA compliance, monitoring and reporting, and acceptable use.

Internet filtering for schools has evolved over the past years, and the Lightspeed Systems Web Filter has changed along with it. With unique features to balance learning and safety, Lightspeed Systems can provide West Virginia DOE with the powerful web filtering solution it seeks—and a lot more.

Lightspeed Systems is focused only on schools. This means that our products have the features schools need at a price schools can afford. It also means that you can count us to understand web filtering, your challenges, and your needs—and to work with you to provide the best solution along with the best service.

As our proposal reflects, the Lightspeed Systems Web Filter running on a Rocket appliance can deliver the scalability, filtering capabilities, administration, reporting, and services and support that West Virginia DOE needs. Our solution can integrate seamlessly into the current and anticipated infrastructure, as outlined in the RFP.

We will work with you throughout evaluation, implementation, and on-going maintenance to ensure that the transition goes smoothly and that your expectations are exceeded.

You're sure to receive many responses to the solicitation. The Lightspeed Systems solution is different because it was made for schools by people who truly care about education. Our solutions protect and engage millions of students around the world; we'd love to add the students in West Virginia to that list.

Please contact me anytime to discuss the solution further or for a live demo.

Thank you,

A handwritten signature in black ink that reads "Mike Durando".

Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

### 2.1.1 Section II- Technical Requirements

The vendor bid must provide an Internet filtering solution capable of filtering 200,000 total computers in a network consisting of two POPs with 280,000 users. The solution must be configured to support 100,000 client computers and 140,000 users using 10 gigabits/second of bandwidth at each POP.

Our solution is capable of filtering more than 200,000 workstations, more than 280,000 users, and more 10 gigabits of bandwidth at each POP.

The vendor must provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 computers and 140,000 users with 10 gigabits/second of Internet bandwidth. This evidence must include details regarding the size and scope of the successful project(s) as well as contact name(s) and phone number(s) for customer(s) where the successful Internet filtering solution was implemented. The vendor must submit a memo from the successful customer (on customer's letterhead, dated and signed) describing the size and scope of the successful project, as well as any issues (if any) and how they were resolved.

We have installations at several large schools and consortiums. Please see the references included on pages 9-10 as well as the included case study on San Diego Unified School District.

The filtering solution must be a POP based installation capable of providing a level of service appropriate for an Internet Service Provider (ISP); a filtering solution which involves the installation of filtering software or hardware within school districts or individual schools is not acceptable.

Our solution is configurable to meet the needs of the state of West Virginia, and can be installed as a POP-based solution.

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.

Our solution includes all the hardware and software required to exceed the state's requirements.

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.

Our solution includes vendor-provided, proprietary Lightspeed Systems Rocket appliances.

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

Our solution will work in this environment.

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

Our solution will work in this environment.

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

Our solution will work in this environment and will not exceed 12 appliances at each POP.

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

**Our solution will work in this environment.**

In the event the winning bid does not meet the requirements of the 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.

**We comply with this requirement.**

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.

**We comply with this requirement.**

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 proxy server configuration.

**Our solution provides cross-platform filtering for mobile devices, so matter what network or internet connection they are on. This does not require use of a VPN.**

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

**Our solution can filter based on IP.**

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

**Our solution can integrate with authentication systems, including Active Directory and LDAP.**

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 100,000 computer and 140,000 users at 10 gigabits/see of throughput.

**Our solution will be configured to provide full redundancy.**

### **2.1.2 Internet Filtering**

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

**Our solution provides a web-based management interface.**

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.

Our solution can be configured to block Internet access in the event of a failure.

The Internet filtering solution provided as a result of the RFQ must be verified by the vendor to meet the requirements of the Children's Internet Protection Act (CIPA) (refer to <http://www.fee.gov/guides/childrens-internet-protection-act>) and the West Virginia Board of Education Policy 2460 which is available online at <http://wvde.state.wv.us/policies/policy.php?p=2460&alt=1>.

Specifically, CIPA states that technology protection measures (filtering solutions) must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors. The filtering solution must block access to this CIPA specified content.

CIPA also states that schools receiving E-Rate must monitor the online activities of minors. Therefore, the Internet filtering solution must include the ability to configure logging of all allowed and blocked Internet requests.

Our solution is fully CIPA compliant. It blocks access to CIPA specified content; it provides monitoring and reporting on the Internet activity of minors; and it even includes a feature to help teach students about appropriate social networking and digital citizenship (a latest addition to CIPA requirements).

The filtering solution must be verified by the vendor to comply with the Children's Online Privacy Protection Act (COPPA) (refer to <http://www.ftc.gov/ogc/coppa1.htm>). The filtering process must not require the collection of any personal information from any users under the age of 13.

We take children's privacy seriously. Our solution is fully COPPA compliant.

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.

Yes, our solution can granularly allow/block web sites by categories or individual URLs, using either HTTP or HTTPS protocols.

The vendor must include all categories that the 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.

Our solution always includes our full database of billions of URLs organized into education-specific categories.

The vendor must provide, but is not limited to, the pre-populated categories of the following classification 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)

Our solution includes those categories, and many more.

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.

Our solution can be configured with custom allow/block lists to impose filtering policies regardless of our database categorization.

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

An unlimited number of custom categories is supported.

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.

Yes, wildcards can be used to create URL Pattern lists to allow or block access to certain sites.

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

Yes, the Lightspeed Rocket Web Filter has the option to block any P2P protocol traffic.

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 while accessing those search engines.

The Lightspeed Rocket Web Filter can enforce safe search options on Google and Bing web searches as well as image search results from those search providers.

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

This can be achieved with our Tiered Administration feature in the Web Filter. This allows each group to be managed individually.

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.

Yes, administrators can be assigned to individual Tiers, or to the entire Root Tier structure of the web filter.

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.

Additional users can be given limited rights to the system in our Tiered Administration. Additionally we have a number of features that limit the need for this access such as automated reporting and Web Zones.

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

Yes, the Lightspeed Rocket Web Filter allows you to customize the Access Page based on policy assignment, which is tied to group membership.

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.

Informational pages can be customized by both the client group and the categorization of the site.

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

The Lightspeed Rocket Web Filter can be configured to only filter the traffic that is being generated by the district.

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

This is exactly how the Lightspeed Rocket Web Filter is designed to operate.

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.

All "on the fly" evaluation features in The Lightspeed Rocket Web Filter can be selectively disabled.

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

The Lightspeed Rocket Web Filter Dashboard shows statistics for traffic being passed, total sessions, filtered sessions, Parent/Child sync, Recent Search Queries, and CPU, Memory, and Disk utilization.

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

The Lightspeed Rocket Web Filter includes "Advanced Rule Sets" which are Day/Time based policies.

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

The Lightspeed Rocket Web Filter is a Transparent Bridge network device; thus, all traffic is passed to the firewall in an unmodified state.

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.

Yes, the solution meets those requirements.

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 the configuration change, or be accomplished manually with no more than 5 mouse clicks after the configuration change is saved.

The Lightspeed Rocket Web Filter offers a Parent/Child synchronization model, which allows administrators to make a change on a parent device, and have that change immediately be propagated out to the child filtering devices. There is no further need for intervention to make these changes happen.

### 2.1.3 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.

Yes, the Lightspeed Rocket Web Filter ships with 1TB of storage space built in for reports, but you can also utilize any iSCSI capable storage device to move report retention off the appliance if desired.

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

Yes, all reports can be exported to generic text format.

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.

Yes, our solution can provide full URL detail.

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

Yes, all reporting is accessible via the web-based interface.

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

Yes, the Lightspeed Rocket Web Filter allows you to create reports based on any of these criteria by applying filters.

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

Yes, the Lightspeed Rocket Web Filter allows scheduled running of ANY report in the system.

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

Yes, the Lightspeed Rocket Web Filter allows you to create custom reports at any time which can then be accessed quickly through a favorites section of the reporting interface.

#### **2.1.4 Invoicing**

The costs for software and the annual licensing for Internet filtering shall be invoiced upon delivery and acceptance by the WVDE. The technical support costs are payable in arrears according to the state of West Virginia terms of payment and shall be invoiced not more than one time per month."

We comply with these requirements.

#### **2.1.5 Vendor Requirements**

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

If the successful vendor is not the direct source, the vendor must provide documentation of being an authorized reseller to provide the equipment, filtering updates, maintenance and technical support. This documentation must be provided upon request from Agency.

We are the direct source of these solutions and will provide all services performed.

#### **2.1.6 Service Requirements**

The vendor must provide modification or replacement of software that fails to perform according to be specifications. The vendor also must provide any software upgrades, at no cost to the WVDE, 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 WVDE, which may be necessary due to possible end-of-life designation by the manufacturer.

The proposed solution includes all updates and maintenance at no additional cost.

The hardware proposed includes an advance-replacement three-year warranty.

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 solutions. The WVDE will be responsible for purchasing additional servers and network hardware when necessary to accommodate increases in bandwidth or increases in the number of clients to be filtered.

The filtering solution installation, configuration and testing at both the Charleston and Morgantown POP sites must be completed by the vendor within 20 days after the award of the contract. The vendor is responsible for

any transportation, and lodging costs of the installer, as well as for any freight or shipping charges for equipment.

We agree to these requirements.

The Internet filtering solution must support the bandwidth requirements of 10 gigabits/sec and 100,000 client computers/ 140,000 users at each one of the two POPs as identified in the specifications in Section II- Technical Requirements.

We understand and comply with these technical requirements.

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

We understand these requirements, and provide this service and support at no additional cost.

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.

We offer 24/7/265 toll-free telephone and email support.

Normal support hours are: Mon-Thurs: 5am-1am; Friday: 5am-8pm; Sat: 11am-8pm; Sun: 4pm-1am. (All times are Eastern Time). On-call support is available for all other hours.

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.

Administrators can opt to give all users or specified users (typically educators) the ability to submit sites for review and possible recategorization right from the page they receive when a page is blocked. Those requests are sent to the administrator and Lightspeed Systems and are shown in the Blocked for Review report.

Requests for review and categorization can also be made to Lightspeed Systems by any users at <http://archive.lightspeedsystems.com/resources/Databases.aspx> or by emailing [content@lightspeedsystems.com](mailto:content@lightspeedsystems.com)

### 2.1.7 Vendor Response

The vendor shall complete the Cost Worksheet.

Completed and included along with this proposal in a separate envelope.

The vendor must provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 or more computers/ 140,000 users with 10 gigabits/second or more on Internet bandwidth. The following table shall be used in the vendors response.

Project Name	Contact name and phone number	# of computers filtered	# of users supported	Internet bandwidth
San Diego	Barbara Allen	120,000	140,000	10 GB

Unified School District	619-668-8635			
Erie 1 BOCES	Ron Ternowski 716-821-7049	120,000	213,000	6 GB

**3. MISCELLANEOUS:**

- 3.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the RFQ unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 3.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 3.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 3.4 Cancellation:** The Director of Purchasing reserves the right to cancel this contract immediately upon written notice to the vendor if the commodities and /or services supplied are of an inferior quality or do not conform to the specifications of the bid and contract herein.

The vendor shall not knowingly make or submit false material statements or information. If false or fraudulent information is provided, the awarded contract shall be cancelled and awarded to the next lowest bidder meeting specifications.

- 3.5 Renewals:** This contract may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing thirty (30) days prior to the expiration date. Such renewal shall be in accordance with the terms and conditions of the original contract and shall be limited to two (2) one year periods.
- 3.6 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

**Contract Manager:** Michael Durando  
**Telephone Number:** 661-716-7600  
**Fax Number:** 661-716-8600  
**Email Address:** mdurando@lightspeedsystems.com

## Customer Success | Case Study

School: San Diego Unified School District

State: California

District Size: 131,000 Students

Solution: High-Capacity Rocket, Web Filter, Mobile Filter

Focus: Filtering, Mobile Filtering, High-Capacity

# San Diego Unified Enhances Safe Mobile Learning and Filters More Than a Gig of Traffic with the Lightspeed Filter

## Overview

The San Diego Unified School District stretches across 228 facilities. It is the second-largest district in California, serving 131,000 students and employing more than 6,000 teachers. With a large mobile learning program, growing in scope thanks for an FCC Learning On-The-Go wireless pilot program, the district relies on the Lightspeed Systems Mobile Filter to ensure mobile users were safe and devices secure.

In addition, managing a large network like the one at San Diego Unified means filtering a lot of traffic—which can lead to bottlenecks and degraded network performance with some solutions. The district ensures fast, reliable filtering under the heaviest traffic loads, with the Lightspeed High-Capacity Rocket, Web Filter—and a team of dedicated and knowledgeable service and support professionals.

## Challenges

A recognized expert in network infrastructure and visionary in educational technology, Darryl LaGace, Chief Information and Technology Officer, joined San Diego Unified School District in 2008 to lead the Integrated Technology Support Services (ITTS) division. Before that, he had used Lightspeed solutions at Lemon Grove School District, where he designed and engineered a wireless WAN, LemonLINK, which links the community's schools, libraries, city services, and home.

From his work in Lemon Grove, Darryl knew that Lightspeed could help him meet his goals for the San Diego Unified network. "I knew the Lightspeed solutions were powerful and easy to use, the company was dedicated to schools, and the employees were helpful and knowledgeable," Darryl shares. "To face the new challenges I'd have running a complex network for a large district, I wanted to partner with a company I could trust, so I chose Lightspeed Systems solutions."

San Diego Unified was the first district to get a 10Gb high-speed network connection thanks to the K12HSN program, which grew out of Project DCP (Digital California Project). The program gives schools access to reliable high speed networks so they can "access online resources to support teaching and learning and promote academic achievement."

Darryl's vision for the San Diego Unified district network and his commitment to integrating technology in schools and ensuring access to all students would benefit from the HSN, as it meant the district would have the bandwidth to provide more online services to its users. But it also meant Darryl needed a solution that could handle the increased bandwidth and that could filter the heavy traffic loads.

## Solution

Lightspeed began development of a high-capacity filtering appliance that could handle the growing demands of schools like San Diego Unified. The new High-Capacity Rocket, Web Filter, 10Gb version handles filtering for the 65,000 workstations across the district and the 1Gb of throughput they currently create—and has the ability to scale to meet increasing usage and demands. (In fact, it can handle up to 10Gb of throughput.)

"On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level."

Darryl LaGace,  
Chief Information and Technology Officer,  
San Diego Unified School District



"Scalability is key to any solution," Darryl reports, "because we're always growing. Now we're in the midst of a mobile roll-out including 30,000 netbooks." In fact, San Diego Unified was selected as a pilot site by the FCC for the 2011 Learning On-The-Go wireless program. The mobile filtering with the Lightspeed solution will ensure that policies, protection and CIPA compliance extend to off-network users and devices, and will help Darryl report on the effectiveness of his program. "We have established a Mobile Learning Program to seamlessly integrate ubiquitous, one-to-one computing and other 21st century technology into all teaching and learning throughout the curriculum. The Lightspeed mobile filter helps us do that safely and securely. It also lets us report back on the activity of mobile users, which will be critical to monitoring and improving our program."

When it comes to complex network infrastructures and high throughput volumes like at San Diego Unified, a standard off-the-shelf filtering solution just isn't adequate. It also takes support and services professionals, willing to work with a district along the way. Darryl is known for his perseverance and his creative, hands-on approach to getting things done; Lightspeed doesn't just sell a solution and then walk away, either. "Not only did the Lightspeed engineers come to my site to assist with my initial install, they also worked closely with me every step of the way as I upgraded my network infrastructure and implemented new solutions. They even created new product features based on my requests," Darryl explains.

The Lightspeed High-Capacity filtering appliance gives San Diego Unified a highly functional, fast solution for web filtering and mobile filtering—with additional features that both Darryl and his users appreciate. As Darryl says: "The Lightspeed appliance has administrative features that benefit me, such as tiered administration, reporting, and granular policy control; but it also has features that benefit my users, such as a safe YouTube video library. And it has mobile filtering, which benefits both me and my users by letting us provide safe mobile learning."

## Conclusion

Darryl's expertise and vision are transforming the San Diego Unified network and increasing the engaging, safe use of technologies both in classrooms and outside of classrooms across the district. Lightspeed Systems has worked together with Darryl and his team for years, ensuring that our solutions and the services grow to along with their plans and needs.

"The size and complexity of the San Diego Unified network meant we faced some new challenges—but the Lightspeed solution and team have met them every step of the way. On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level. I'm confident and excited moving forward with my network and wireless programs with the Lightspeed solution and team behind me." Darryl happily sums up.

## About Lightspeed Systems

Lightspeed Systems Inc., founded in 1999, develops comprehensive network security and management solutions for the education market. We are committed to helping schools operate their networks effectively and efficiently, so educators can provide safe online teaching and learning environments.

## Exceptional Service and Support

Our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any Lightspeed Systems solution, you can depend on:

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

## Professional Development & Training

**Professional Services:** We provide customized, collaborative professional development services to address your specific needs. For more information, please contact [ps@lightspeedsystems.com](mailto:ps@lightspeedsystems.com)

**Training:** To help you fully leverage your investment in Lightspeed Systems solutions, we offer an array of training options.

- Online introductory training and user demonstration videos.
- Administrator certification.
- Regional training throughout the U.S.

## Contact Us

Learn more about our products and services at [www.lightspeedsystems.com](http://www.lightspeedsystems.com)

## We Welcome Your Calls and Emails

Lightspeed Systems  
1800 19<sup>th</sup> St., Bakersfield, CA 93301

Main: 877.447.6244

Support: 800.444.9267

Sales: [sales@lightspeedsystems.com](mailto:sales@lightspeedsystems.com)

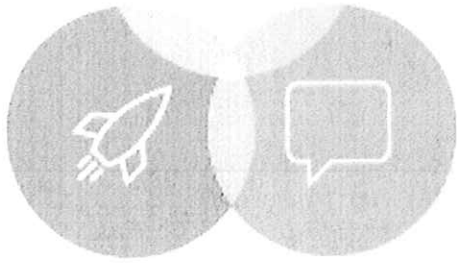
Support: <http://wiki.lightspeedsystems.com>



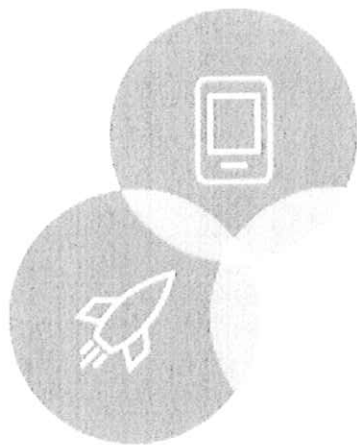
See the powerful reporting, policy creation, and customization features of Total Traffic Control, and our component solutions, for yourself. Schedule an online demonstration: [www.lightspeedsystems.com/demo](http://www.lightspeedsystems.com/demo)



## Optional Integrations



By pairing the Lightspeed Systems Rocket Web Filter with My Big Campus, teachers get a safe, filtered collaborative LMS environment, as well as a resource library to provide access to often-blocked education resources, such as YouTube videos.



By pairing the Lightspeed Systems Rocket Web Filter with Mobile Device Management, the District could easily manage mobile device policies and apps and balance management between IT and instructors.

*These optional, integrated solutions can add value to the Lightspeed Systems Web Filtering and Reporting solution. Contact us for more information.*

## Conclusion

Thank you for the opportunity to present our solution in response to the West Virginia Department of Education solicitation for a web filtering and reporting solution.

We believe our Lightspeed Systems Web Filter running on a Rocket appliance can provide the safety and flexibility the County needs—and we look forward to the opportunity to present our solution and answer any questions.

We comply with all requirements outlined in the Solicitation.  
We make no exceptions to the requirements presented.

I look forward to the opportunity to discuss and demonstrate our unique and powerful solution.

Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

*p.s. On the following page, I have included some brief information on optional integrated solutions: our LMS (My Big Campus) and our Mobile Device Management solution. I'd be happy to provide additional information or pricing.*



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

## Solicitation

NUMBER

EDD392953

PAGE

1

ADDRESS CORRESPONDENCE TO ATTENTION OF:

CONNIE OSWALD  
304-558-2157

RFQ COPY

TYPE NAME/ADDRESS HERE

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DEPARTMENT OF EDUCATION

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

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DATE PRINTED

05/16/2013

BID OPENING DATE:

06/13/2013

BID OPENING TIME 1:30PM

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
THE STATE OF WEST VIRGINIA AND ITS AGENCY THE WEST VIRGINIA DEPARTMENT OF EDUCATION REQUEST A QUOTE TO PROVIDE AN INTERNET FILTERING AND REPORTING SOLUTION THAT CONSISTS OF SOFTWARE, LICENSING, SOFTWARE UPGRADES/UPDATES, DATABASE UPDATES AND TECHNICAL SUPPORT PER THE SPECIFICATIONS AND INSTRUCTIONS TO BIDDERS ATTACHED.						
BID OPENING: JUNE 13, 2013 AT 1:30 PM						
0001	1	JB		920-45		
INTERNET FILTERING & REPORTING SOLUTION THAT						
CONSISTS OF SOFTWARE, LICENSING, SOFTWARE UPGRADES/UPDATES, DATABASE UPDATES AND TECHNICAL SUPPORT.						
***** THIS IS THE END OF RFQ EDD392953 ***** TOTAL:						

SIGNATURE

TELEPHONE

661.431.1657

DATE

6/11/13

TITLE

Regional Sales Manager

FEIN

77-0516848

ADDRESS CHANGES TO BE NOTED ABOVE

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



RE Solicitation EDD392953  
Web Filtering & Reporting Solution  
For State of West Virginia and West Virginia Department of Education

To Whom it May Concern:

West Virginia and its Department of Education is seeking a Web Filtering and Reporting Solution, and Lightspeed Systems is proposing the Lightspeed Systems Web Filter and Rocket appliances to meet the State's needs for safe learning, CIPA compliance, monitoring and reporting, and acceptable use.

Internet filtering for schools has evolved over the past years, and the Lightspeed Systems Web Filter has changed along with it. With unique features to balance learning and safety, Lightspeed Systems can provide West Virginia DOE with the powerful web filtering solution it seeks—and a lot more.

Lightspeed Systems is focused only on schools. This means that our products have the features schools need at a price schools can afford. It also means that you can count us to understand web filtering, your challenges, and your needs—and to work with you to provide the best solution along with the best service.

As our proposal reflects, the Lightspeed Systems Web Filter running on a Rocket appliance can deliver the scalability, filtering capabilities, administration, reporting, and services and support that West Virginia DOE needs. Our solution can integrate seamlessly into the current and anticipated infrastructure, as outlined in the RFP.

We will work with you throughout evaluation, implementation, and on-going maintenance to ensure that the transition goes smoothly and that your expectations are exceeded.

You're sure to receive many responses to the solicitation. The Lightspeed Systems solution is different because it was made for schools by people who truly care about education. Our solutions protect and engage millions of students around the world; we'd love to add the students in West Virginia to that list.

Please contact me anytime to discuss the solution further or for a live demo.

Thank you,

A handwritten signature in black ink that reads 'Mike Durando'.

Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

### 2.1.1 Section II- Technical Requirements

The vendor bid must provide an Internet filtering solution capable of filtering 200,000 total computers in a network consisting of two POPs with 280,000 users. The solution must be configured to support 100,000 client computers and 140,000 users using 10 gigabits/see of bandwidth at each POP.

Our solution is capable of filtering more than 200,000 workstations, more than 280,000 users, and more 10 gigabits of bandwidth at each POP.

The vendor must provide evidence of at least on current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 computers and 140,000 users with 10 gigabits/second of Internet bandwidth. This evidence must include details regarding the size and scope of the successful project(s) as well as contact name(s) and phone number(s) for customer(s) where the successful Internet filtering solution was implemented. The vendor must submit a memo from the successful customer (on customer's letterhead, dated and signed) describing the size and scope of the successful project, as well as any issues (if any) and how they were resolved.

We have installations at several large schools and consortiums. Please see the references included on pages 9-10 as well as the included case study on San Diego Unified School District.

The filtering solution must be a POP based installation capable of providing a level of service appropriate for an Internet Service Provider (ISP); a filtering solution which involves the installation of filtering software or hardware within school districts or individual schools is not acceptable.

Our solution is configurable to meet the needs of the state of West Virginia, and can be installed as a POP-based solution.

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.

Our solution includes all the hardware and software required to exceed the state's requirements.

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.

Our solution includes vendor-provided, proprietary Lightspeed Systems Rocket appliances.

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

Our solution will work in this environment.

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

Our solution will work in this environment.

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

Our solution will work in this environment and will not exceed 12 appliances at each POP.

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

**Our solution will work in this environment.**

In the event the winning bid does not meet the requirements of the 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.

**We comply with this requirement.**

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.

**We comply with this requirement.**

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 proxy server configuration.

**Our solution provides cross-platform filtering for mobile devices, so matter what network or internet connection they are on. This does not require use of a VPN.**

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

**Our solution can filter based on IP.**

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

**Our solution can integrate with authentication systems, including Active Directory and LDAP.**

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 100,000 computer and 140,000 users at 10 gigabits/sec of throughput.

**Our solution will be configured to provide full redundancy.**

### **2.1.2 Internet Filtering**

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

**Our solution provides a web-based management interface.**

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.

Our solution can be configured to block Internet access in the event of a failure.

The Internet filtering solution provided as a result of the RFQ must be verified by the vendor to meet the requirements of the Children's Internet Protection Act (CIPA) (refer to <http://www.fee.gov/guides/childrens-internet-protection-act>) and the West Virginia Board of Education Policy 2460 which is available online at <http://wvde.state.wv.us/policies/policy.php?p=2460&alt=1>.

Specifically, CIPA states that technology protection measures (filtering solutions) must block or filter Internet access to pictures that are: (a) obscene; (b) child pornography; or (c) harmful to minors. The filtering solution must block access to this CIPA specified content.

CIPA also states that schools receiving E-Rate must monitor the online activities of minors. Therefore, the Internet filtering solution must include the ability to configure logging of all allowed and blocked Internet requests.

Our solution is fully CIPA compliant. It blocks access to CIPA specified content; it provides monitoring and reporting on the Internet activity of minors; and it even includes a feature to help teach students about appropriate social networking and digital citizenship (a latest addition to CIPA requirements).

The filtering solution must be verified by the vendor to comply with the Children's Online Privacy Protection Act (COPPA) (refer to <http://www.ftc.gov/ogc/coppa1.htm>). The filtering process must not require the collection of any personal information from any users under the age of 13.

We take children's privacy seriously. Our solution is fully COPPA compliant.

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.

Yes, our solution can granularly allow/block web sites by categories or individual URLs, using either HTTP or HTTPS protocols.

The vendor must include all categories that the 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.

Our solution always includes our full database of billions of URLs organized into education-specific categories.

The vendor must provide, but is not limited to, the pre-populated categories of the following classification 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)

Our solution includes those categories, and many more.

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.

Our solution can be configured with custom allow/block lists to impose filtering policies regardless of our database categorization.

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

An unlimited number of custom categories is supported.

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.

Yes, wildcards can be used to create URL Pattern lists to allow or block access to certain sites.

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

Yes, the Lightspeed Rocket Web Filter has the option to block any P2P protocol traffic.

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 while accessing those search engines.

The Lightspeed Rocket Web Filter can enforce safe search options on Google and Bing web searches as well as image search results from those search providers.

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

This can be achieved with our Tiered Administration feature in the Web Filter. This allows each group to be managed individually.

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.

Yes, administrators can be assigned to individual Tiers, or to the entire Root Tier structure of the web filter.

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.

Additional users can be given limited rights to the system in our Tiered Administration. Additionally we have a number of features that limit the need for this access such as automated reporting and Web Zones.

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

Yes, the Lightspeed Rocket Web Filter allows you to customize the Access Page based on policy assignment, which is tied to group membership.

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.

Informational pages can be customized by both the client group and the categorization of the site.

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

The Lightspeed Rocket Web Filter can be configured to only filter the traffic that is being generated by the district.

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

This is exactly how the Lightspeed Rocket Web Filter is designed to operate.

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.

All "on the fly" evaluation features in The Lightspeed Rocket Web Filter can be selectively disabled.

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

The Lightspeed Rocket Web Filter Dashboard shows statistics for traffic being passed, total sessions, filtered sessions, Parent/Child sync, Recent Search Queries, and CPU, Memory, and Disk utilization.

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

The Lightspeed Rocket Web Filter includes "Advanced Rule Sets" which are Day/Time based policies.

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

The Lightspeed Rocket Web Filter is a Transparent Bridge network device; thus, all traffic is passed to the firewall in an unmodified state.

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.

Yes, the solution meets those requirements.

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 the configuration change, or be accomplished manually with no more than 5 mouse clicks after the configuration change is saved.

The Lightspeed Rocket Web Filter offers a Parent/Child synchronization model, which allows administrators to make a change on a parent device, and have that change immediately be propagated out to the child filtering devices. There is no further need for intervention to make these changes happen.

### 2.1.3 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.

Yes, the Lightspeed Rocket Web Filter ships with 1TB of storage space built in for reports, but you can also utilize any iSCSI capable storage device to move report retention off the appliance if desired.

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

Yes, all reports can be exported to generic text format.

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.

Yes, our solution can provide full URL detail.

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

Yes, all reporting is accessible via the web-based interface.

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

Yes, the Lightspeed Rocket Web Filter allows you to create reports based on any of these criteria by applying filters.

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

Yes, the Lightspeed Rocket Web Filter allows scheduled running of ANY report in the system.

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

Yes, the Lightspeed Rocket Web Filter allows you to create custom reports at any time which can then be accessed quickly through a favorites section of the reporting interface.

#### **2.1.4 Invoicing**

The costs for software and the annual licensing for Internet filtering shall be invoiced upon delivery and acceptance by the WVDE. The technical support costs are payable in arrears according to the state of West Virginia terms of payment and shall be invoiced not more than one time per month."

We comply with these requirements.

#### **2.1.5 Vendor Requirements**

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

If the successful vendor is not the direct source, the vendor must provide documentation of being an authorized reseller to provide the equipment, filtering updates, maintenance and technical support. This documentation must be provided upon request from Agency.

We are the direct source of these solutions and will provide all services performed.

#### **2.1.6 Service Requirements**

The vendor must provide modification or replacement of software that fails to perform according to be specifications. The vendor also must provide any software upgrades, at no cost to the WVDE, 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 WVDE, which may be necessary due to possible end-of-life designation by the manufacturer.

The proposed solution includes all updates and maintenance at no additional cost.

The hardware proposed includes an advance-replacement three-year warranty.

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 solutions. The WVDE will be responsible for purchasing additional servers and network hardware when necessary to accommodate increases in bandwidth or increases in the number of clients to be filtered.

The filtering solution installation, configuration and testing at both the Charleston and Morgantown POP sites must be completed by the vendor within 20 days after the award of the contract. The vendor is responsible for

any transportation, and lodging costs of the installer, as well as for any freight or shipping charges for equipment.

We agree to these requirements.

The Internet filtering solution must support the bandwidth requirements of 10 gigabits/sec and 100,000 client computers/ 140,000 users at each one of the two POPs as identified in the specifications in Section II- Technical Requirements.

We understand and comply with these technical requirements.

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

We understand these requirements, and provide this service and support at no additional cost.

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.

We offer 24/7/265 toll-free telephone and email support.  
Normal support hours are: Mon-Thurs: 5am-1am; Friday: 5am-8pm; Sat: 11am-8pm; Sun: 4pm-1am. (All times are Eastern Time). On-call support is available for all other hours.

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.

Administrators can opt to give all users or specified users (typically educators) the ability to submit sites for review and possible recategorization right from the page they receive when a page is blocked. Those requests are sent to the administrator and Lightspeed Systems and are shown in the Blocked for Review report.

Requests for review and categorization can also be made to Lightspeed Systems by any users at <http://archive.lightspeedsystems.com/resources/Databases.aspx> or by emailing [content@lightspeedsystems.com](mailto:content@lightspeedsystems.com)

### 2.1.7 Vendor Response

The vendor shall complete the Cost Worksheet.

Completed and included along with this proposal in a separate envelope.

The vendor must provide evidence of at least one current, successful installation of the Internet filtering solution in a network configuration servicing 100,000 or more computers/ 140,000 users with 10 gigabits/second or more on Internet bandwidth. The following table shall be used in the vendors response.

Project Name	Contact name and phone number	# of computers filtered	# of users supported	Internet bandwidth
San Diego	Barbara Allen	120,000	140,000	10 GB

Unified School District	619-668-8635			
Erie 1 BOCES	Ron Ternowski 716-821-7049	120,000	213,000	6 GB

**3. MISCELLANEOUS:**

- 3.1 No Substitutions:** Vendor shall supply only Contract Items submitted in response to the RFQ unless a contract modification is approved in accordance with the provisions contained in this Contract.
- 3.2 Vendor Supply:** Vendor must carry sufficient inventory of the Contract Items being offered to fulfill its obligations under this Contract. By signing its bid, Vendor certifies that it can supply the Contract Items contained in its bid response.
- 3.3 Reports:** Vendor shall provide quarterly reports and annual summaries to the Agency showing the Agency's items purchased, quantities of items purchased, and total dollar value of the items purchased. Vendor shall also provide reports, upon request, showing the items purchased during the term of this Contract, the quantity purchased for each of those items, and the total value of purchases for each of those items. Failure to supply such reports may be grounds for cancellation of this Contract.
- 3.4 Cancellation:** The Director of Purchasing reserves the right to cancel this contract immediately upon written notice to the vendor if the commodities and /or services supplied are of an inferior quality or do not conform to the specifications of the bid and contract herein.

The vendor shall not knowingly make or submit false material statements or information. If false or fraudulent information is provided, the awarded contract shall be cancelled and awarded to the next lowest bidder meeting specifications.

- 3.5 Renewals:** This contract may be renewed upon the mutual written consent of the spending unit and vendor, submitted to the Director of Purchasing thirty (30) days prior to the expiration date. Such renewal shall be in accordance with the terms and conditions of the original contract and shall be limited to two (2) one year periods.
- 3.6 Contract Manager:** During its performance of this Contract, Vendor must designate and maintain a primary contract manager responsible for overseeing Vendor's responsibilities under this Contract. The Contract manager must be available during normal business hours to address any customer service or other issues related to this Contract. Vendor should list its Contract manager and his or her contact information below.

Contract Manager: Michael Durando  
Telephone Number: 661-716-7600  
Fax Number: 661-716-8600  
Email Address: mdurando@lightspeedsystems.com

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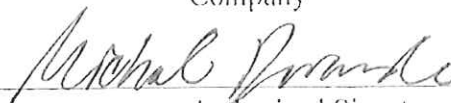
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Lightspeed Systems

\_\_\_\_\_  
Company



\_\_\_\_\_  
Authorized Signature

June 11, 2013

\_\_\_\_\_  
Date

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 Revised 6/8/2012

## Customer Success | Case Study

School: San Diego Unified School District

State: California

District Size: 131,00 Students

Solution: High-Capacity Rocket, Web Filter, Mobile Filter

Focus: Filtering, Mobile Filtering, High-Capacity

# San Diego Unified Enhances Safe Mobile Learning and Filters More Than a Gig of Traffic with the Lightspeed Filter

## Overview

The San Diego Unified School District stretches across 228 facilities. It is the second-largest district in California, serving 131,000 students and employing more than 6,000 teachers. With a large mobile learning program, growing in scope thanks for an FCC Learning On-The-Go wireless pilot program, the district relies on the Lightspeed Systems Mobile Filter to ensure mobile users were safe and devices secure.

In addition, managing a large network like the one at San Diego Unified means filtering a lot of traffic—which can lead to bottlenecks and degraded network performance with some solutions. The district ensures fast, reliable filtering under the heaviest traffic loads, with the Lightspeed High-Capacity Rocket, Web Filter—and a team of dedicated and knowledgeable service and support professionals.

## Challenges

A recognized expert in network infrastructure and visionary in educational technology, Darryl LaGace, Chief Information and Technology Officer, joined San Diego Unified School District in 2008 to lead the Integrated Technology Support Services (ITTS) division. Before that, he had used Lightspeed solutions at Lemon Grove School District, where he designed and engineered a wireless WAN, LemonLINK, which links the community's schools, libraries, city services, and home.

From his work in Lemon Grove, Darryl knew that Lightspeed could help him meet his goals for the San Diego Unified network. "I knew the Lightspeed solutions were powerful and easy to use, the company was dedicated to schools, and the employees were helpful and knowledgeable," Darryl shares. "To face the new challenges I'd have running a complex network for a large district, I wanted to partner with a company I could trust, so I chose Lightspeed Systems solutions."

San Diego Unified was the first district to get a 10Gb high-speed network connection thanks to the K12HSN program, which grew out of Project DCP (Digital California Project). The program gives schools access to reliable high speed networks so they can "access online resources to support teaching and learning and promote academic achievement."

Darryl's vision for the San Diego Unified district network and his commitment to integrating technology in schools and ensuring access to all students would benefit from the HSN, as it meant the district would have the bandwidth to provide more online services to its users. But it also meant Darryl needed a solution that could handle the increased bandwidth and that could filter the heavy traffic loads.

## Solution

Lightspeed began development of a high-capacity filtering appliance that could handle the growing demands of schools like San Diego Unified. The new High-Capacity Rocket, Web Filter, 10Gb version handles filtering for the 65,000 workstations across the district and the 1Gb of throughput they currently create—and has the ability to scale to meet increasing usage and demands. (In fact, it can handle up to 10Gb of throughput.)

"On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level."

Darryl LaGace,  
Chief Information and Technology Officer,  
San Diego Unified School District



San Diego Unified  
SCHOOL DISTRICT

"Scalability is key to any solution," Darryl reports, "because we're always growing. Now we're in the midst of a mobile roll-out including 30,000 netbooks." In fact, San Diego Unified was selected as a pilot site by the FCC for the 2011 Learning On-The-Go wireless program. The mobile filtering with the Lightspeed solution will ensure that policies, protection and CIPA compliance extend to off-network users and devices, and will help Darryl report on the effectiveness of his program. "We have established a Mobile Learning Program to seamlessly integrate ubiquitous, one-to-one computing and other 21st century technology into all teaching and learning throughout the curriculum. The Lightspeed mobile filter helps us do that safely and securely. It also lets us report back on the activity of mobile users, which will be critical to monitoring and improving our program."

When it comes to complex network infrastructures and high throughput volumes like at San Diego Unified, a standard off-the-shelf filtering solution just isn't adequate. It also takes support and services professionals, willing to work with a district along the way. Darryl is known for his perseverance and his creative, hands-on approach to getting things done; Lightspeed doesn't just sell a solution and then walk away, either. "Not only did the Lightspeed engineers come to my site to assist with my initial install, they also worked closely with me every step of the way as I upgraded my network infrastructure and implemented new solutions. They even created new product features based on my requests," Darryl explains.

The Lightspeed High-Capacity filtering appliance gives San Diego Unified a highly functional, fast solution for web filtering and mobile filtering—with additional features that both Darryl and his users appreciate. As Darryl says: "The Lightspeed appliance has administrative features that benefit me, such as tiered administration, reporting, and granular policy control; but it also has features that benefit my users, such as a safe YouTube video library. And it has mobile filtering, which benefits both me and my users by letting us provide safe mobile learning."

## Conclusion

Darryl's expertise and vision are transforming the San Diego Unified network and increasing the engaging, safe use of technologies both in classrooms and outside of classrooms across the district. Lightspeed Systems has worked together with Darryl and his team for years, ensuring that our solutions and the services grow to along with their plans and needs.

"The size and complexity of the San Diego Unified network meant we faced some new challenges—but the Lightspeed solution and team have met them every step of the way. On top of the quality product, the Lightspeed team has provided an amazing level of support and service at a local level. I'm confident and excited moving forward with my network and wireless programs with the Lightspeed solution and team behind me." Darryl happily sums up.

## About Lightspeed Systems

Lightspeed Systems Inc., founded in 1999, develops comprehensive network security and management solutions for the education market. We are committed to helping schools operate their networks effectively and efficiently, so educators can provide safe online teaching and learning environments.

## Exceptional Service and Support

Our unparalleled service and support mean our solutions will continue to deliver, long after their easy implementation. With any Lightspeed Systems solution, you can depend on:

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

## Professional Development & Training

**Professional Services:** We provide customized, collaborative professional development services to address your specific needs. For more information, please contact [ps@lightspeedsystems.com](mailto:ps@lightspeedsystems.com)

**Training:** To help you fully leverage your investment in Lightspeed Systems solutions, we offer an array of training options.

- Online introductory training and user demonstration videos.
- Administrator certification.
- Regional training throughout the U.S.

## Contact Us

Learn more about our products and services at [www.lightspeedsystems.com](http://www.lightspeedsystems.com)

## We Welcome Your Calls and Emails

Lightspeed Systems  
1800 19th St., Bakersfield, CA 93301

Main: 877.447.6244  
Support: 800.444.9267  
Sales: [sales@lightspeedsystems.com](mailto:sales@lightspeedsystems.com)  
Support: <http://wiki.lightspeedsystems.com>



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





## Conclusion

Thank you for the opportunity to present our solution in response to the West Virginia Department of Education solicitation for a web filtering and reporting solution.

We believe our Lightspeed Systems Web Filter running on a Rocket appliance can provide the safety and flexibility the County needs—and we look forward to the opportunity to present our solution and answer any questions.

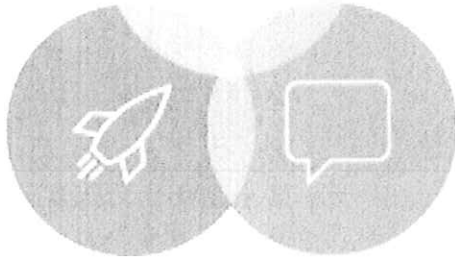
We comply with all requirements outlined in the Solicitation.  
We make no exceptions to the requirements presented.

I look forward to the opportunity to discuss and demonstrate our unique and powerful solution.

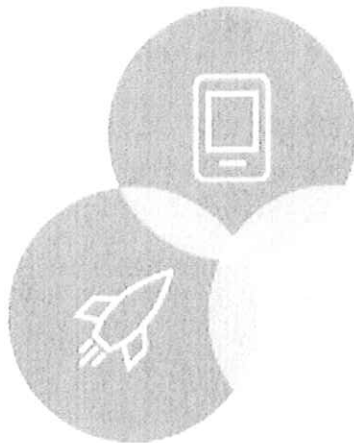
Mike Durando  
Regional Sales Manager  
[mdurando@lightspeedsystems.com](mailto:mdurando@lightspeedsystems.com)  
661.431.1657

*p.s. On the following page, I have included some brief information on optional integrated solutions: our LMS (My Big Campus) and our Mobile Device Management solution. I'd be happy to provide additional information or pricing.*

## Optional Integrations



By pairing the Lightspeed Systems Rocket Web Filter with My Big Campus, teachers get a safe, filtered collaborative LMS environment, as well as a resource library to provide access to often-blocked education resources, such as YouTube videos.



By pairing the Lightspeed Systems Rocket Web Filter with Mobile Device Management, the District could easily manage mobile device policies and apps and balance management between IT and instructors.

*These optional, integrated solutions can add value to the Lightspeed Systems Web Filtering and Reporting solution. Contact us for more information.*

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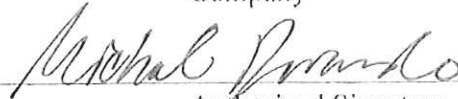
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