



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

# Request for Quotation

RFQ NUMBER
EDD327891

PAGE
1

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

SHIP TO

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

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

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

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
ADDENDUM NO. 1						
THIS ADDENDUM IS ISSUED TO ADDRESS THE QUESTIONS RECEIVED PRIOR TO THE QUESTION SUBMISSION DEADLINE OF 04/27/2010.						
THE BID OPENING DATE IS EXTENDED:						
FROM: 05/13/2010						
TO : 05/19/2010						
0001	1	LS		920-45		
INTERNET FILTERING AND REPORTING SOLUTION						
EXHIBIT 10						
REQUISITION NO.: EDD327891						
ADDENDUM ACKNOWLEDGEMENT						
I HEREBY ACKNOWLEDGE RECEIPT OF THE FOLLOWING CHECKED ADDENDUM(S) AND HAVE MADE THE NECESSARY REVISIONS TO MY PROPOSAL, PLANS AND/OR SPECIFICATION, ETC.						
ADDENDUM NO. 'S:						
NO. 1 .....						
NO. 2 .....						
NO. 3 .....						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS		
SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

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

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

**INSTRUCTIONS TO BIDDERS**

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



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

# Request for Quotation

RFQ NUMBER  
 EDD327891

PAGE  
 2

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

VENDOR

RFQ COPY  
 TYPE NAME/ADDRESS HERE

SHIP TO

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

DATE PRINTED	TERMS OF SALE	SHIP VIA	FOB	FREIGHT TERMS
05/04/2010				

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

LINE	QUANTITY	UOP	CAT. NO.	ITEM NUMBER	UNIT PRICE	AMOUNT
NO. 4	.....					
NO. 5	.....					
<p>I UNDERSTAND THAT FAILURE TO CONFIRM THE RECEIPT OF THE ADDENDUM(S) MAY BE CAUSE FOR REJECTION OF BIDS.</p> <p>VENDOR MUST CLEARLY UNDERSTAND THAT ANY VERBAL REPRESENTATION MADE OR ASSUMED TO BE MADE DURING ANY ORAL DISCUSSION HELD BETWEEN VENDOR'S REPRESENTATIVES AND ANY STATE PERSONNEL IS NOT BINDING. ONLY THE INFORMATION ISSUED IN WRITING AND ADDED TO THE SPECIFICATIONS BY AN OFFICIAL ADDENDUM IS BINDING.</p> <p>.....            SIGNATURE</p> <p>.....            COMPANY</p> <p>.....            DATE</p> <p>NOTE: THIS ADDENDUM ACKNOWLEDGEMENT SHOULD BE SUBMITTED WITH THE BID.</p> <p>----- END OF ADDENDUM NO. 1 -----</p>						

SEE REVERSE SIDE FOR TERMS AND CONDITIONS

SIGNATURE	TELEPHONE	DATE
TITLE	FEIN	ADDRESS CHANGES TO BE NOTED ABOVE

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

## EDD327891

### Addendum No. 1

**Question #1:** On average or ballpark, considering 140,000 machines, about how many are truly online on a given day?

**Response:** The solution must be designed to accommodate peaks of 70,000 computers at each one of the two POPs.

**Question #2:** What is the average bandwidth used of the 3.0 Gigs internet connection?

**Response:** The solution must be designed to accommodate peak bandwidth use of 3.0 Gb/s at each one of the two POPs.

**Question #3:** While understanding 12 servers at each location is ideal, would it be possible to have 13 servers at one location and 11 servers at the other?

**Response:** The WVDE is amenable to changing this specification to the following:

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

**Specification is changed to:** The filtering solution **must** not exceed a total of 24 servers or appliances configured between or amongst the two POPs.

**Question #4:** Is the ideal situation to have all the reporting in one log database or one at each site? Considering a consolidated approach would provide a single interface for all logging but the log traffic would need to be sent through the network to that single site.

**Response:** The solution must provide a web-based reporting application and a minimum of one TB of log file storage at each POP. This may be in the form of identical reporting and storage capabilities at each location for redundancy or it may be independent reporting and storage capabilities at each POP with no transfer of log files between the two POPs.

**Questions #5:** Does WV have available SPAN or Mirrored ports? Or would WV consider the use of an in-line trap?

**Response:** We can configure SPAN ports. We currently have our filters in-line to prevent unfiltered Internet access in the event of failure of a filtering server.

**Questions #6:** Can you provide hardware specs (processors, etc) of your Dell 2850's?

**Response:** The specifications of the existing Dell 2850 servers is included in **Section I – Current Environment.**

**Question #7:** Is WVDOE willing to consider a multi-year agreement up-front or is a 12 month agreement the only option at present time?

**Response:** Generally, the term of RFQs such as this one are one year upon award, with renewal clauses for two additional one year periods, yielding a total term of three years.

**Question #8:** Can you verify whether the end user for this RFQ will be solely the schools of West Virginia, or if there will be other agencies included as an end user?

**Response:** The contract that results from the RFQ will provide Internet filtering for any device connected to the K-12 private network and those which are "off network" but have a mobile client installed that enforces Internet filtering. This includes computers owned by the public school districts and related administrative and support entities/organizations such as the WVDE and RESAs (Regional Education Service Agencies).

**Question #9:** Each POP is drawn with one PIX firewall. Are there two firewalls at each POP or just one? If there is more than one firewall, are they active/passive or active/active?

**Response:** There are two PIX firewall switch blades at each POP that run in active/passive mode.

**Question #10:** Section 1, first paragraph says that the PIX firewalls are modules in the 6513. However, your diagram shows the Packeteer in-line between the 6513 and the PIX. Are there additional PIX firewalls? Or how is this done? If they are modules in the 6513, are there two 6513s at each POP?

**Response:** The PIX firewalls are modules in the 6513 chassis. VLANs force the data to leave the 6513 chassis and then return to the chassis after it is checked by the packeteer.

**Question #11:** How is traffic load balanced from your network across the two POPs?

**Response:** There is no load balancing between POPs. The network is split roughly in two halves. All traffic in one half is routed to the ISP via one POP and traffic in the other half is routed to the other ISP location via the other POP.

**Question #12:** Are there 3x 1Gb/s circuits at each POP?

**Response:** A channelized Ethernet connection exists between the WVDE and the ISP which functions as a single 3 Gb/s connection.

**Question #13:** How are the circuits load balanced at each POP out to the Internet?

**Response:** The WVDE traffic is passed to the ISP via a 3Gb/s Etherchannel connection. It is the responsibility of the ISP to manage load balancing to its telecommunications providers.

**Question #14:** Where and how are those circuits terminated?

**Response:** The WVDE statewide private network is located in same facilities as our ISP. We connect to the ISP via Ethernetchannel using multiple Category-6 copper.

**Question #15:** Which LDAP systems are in use other than Windows AD?

**Response:** Currently, the WVDE is using only LDAP and Windows Active Directory.

**Question #16:** What OS will be required support by the mobile client software?

**Response:** Microsoft Windows XP and newer version of the Microsoft Windows operating systems. In your response, please include any other operating systems your mobile client can support.

**Question #17:** How many mobile users will be supported?

**Response:** As the Cost Worksheet indicates, 10,000 mobile users are anticipated initially. The actual number of mobile users in subsequent years will be determined by the various school districts.

**Question #18:** Does the customer utilize Cisco products in the POP networking infrastructure? If so, what are these products?

**Response:** We use Cisco 6513 chassis at each POP.

**Question #19:** What filtering products perform similar functions in the DOE network today?

**Response:** The WVDE uses only one product to perform filtering functions. Some schools or districts may have installed other filtering at the local level; however, the WVDE is neither involved with those decisions, nor necessarily

aware of those solutions. Currently the WVDE's filtering solution is provided by Netsweeper.

**Question #20:** Please define the needs for the 'informational page' as per page 6. (When is this page to be accessible, how is it accessed, what needs to be displayed, etc)

**Response:** In the **Internet Filtering** section, the intention of an "informational page" is to provide warnings or reminders to users as they access particular categories of web sites, even though the web site is not blocked. Another use is to periodically provide all users of one or more client groups with custom reminders about Internet safety tailored to the group.

**Question #21:** What methodology will be used by WVDE networking staff to load balance traffic to the filtering appliances?

**Response:** EIGRP protocol is currently used to round-robin load balance traffic across the Internet filtering servers.

**Question #22:** I see the vendor preference certificate. Can you supply the breakdown percentage of other factors totaling 100% on how the RFQ will be judged? I.e. cost, vendor pref, services, etc...

**Response:** RFQ's are awarded to the lowest responsible bidder. If a vendor utilized the resident vendor preference, the percentage that vendor is utilizing is added to the out of state vendor's cost.

**Question #23:** Regarding the following requirement: "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." How granular must delegation be?

**Response:** Granularity of rights for those that can login to the filtering management and reporting system should be similar to those consistent with typical network servers. For example, the system admin can create accounts, change all system settings, define roles, client groups, reports, schedules, create custom categories, assign filtering rules etc. An assistant admin may have most of those rights, but not permission to change system setting or set client groups. Other users may be considered group level admins and may only be able to set schedules, create reports, assign filtering rules, etc for the client groups of which they are a member. Others, at their group level, may only view the filtering rules, view reports, and be limited to only add or delete URLs to a group ALLOW or DENY list and not have rights to change the assignment of categories that are denied to the group. Others may only have rights to view reports for activity of clients in their group. This is not a comprehensive list of the possible degree of

granularity. There will be a wide range of desired levels of involvement by regional or district admins and access should be limited to functions they need to use and what they are trained to use.

**Question #24:** Regarding the following requirement: "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." Is delegated administration per custom category sufficient?

**Response:** Please see the response to question 23.

**Question #25:** What is the FTE. For WV. ?

**Response:** The current number of students enrolled in the public schools in West Virginia is 282,977.

**Question #26:** If one of the two major POP's was to ever fail, would the other POP designed to handle the full load of the entire state and if so, should the designed content filtering solution do so as well ? Basically, should the proposed solution be able to handle the full 140,000 workstation work load in case of a failure?

**Response:** No. The network is not designed to route all network traffic to the Internet via one POP.

**Question #27:** Would WV like a reporting server at just one POP or one at each POP?

**Response:** Please see the response to question #4.

**Question #28:** Will anyone be available from WV in order to transfer knowledge about your existing architecture and how the winning solution will integrate into WV. ?

**Response:** The network engineers at the POPs and the Internet filtering manager will be available during the planning and implementation phases of the winning solution.

**Question #29:** How many delegated Administrators will WV want to give access to on the entire network?

**Response:** 128 delegated managers

**Question #30:** How long of a time frame will WV be looking to hold onto log files?



**Response:** Ninety days of log files will be stored on the system in order to query for reports. The WVDE also requires that the solution provide a method to download log files for archival storage.

**Question #31:** Our solution will utilize the WCCP protocol on your existing Cisco routers. How many physical ports are available on your core routers today?

**Response:** We anticipate that 12 copper ports will be available on the core routers, but very few fiber ports.