REQUEST FOR PROPOSAL

For information about CPS, please visit our web site at http://www.cps-k12.org
Cincinnati Public School District – Request for Proposal – Device Management System

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Cincinnati Public School District – Request for Proposal – Device Management System

1. Introduction and Background

Cincinnati Public Schools invites you to bid on a Device Management System, as per the specifications on the following pages. Questions regarding the bidding process, please feel free to contact Bradley Price, at, (513) 363-0459.

Please hand deliver completed bid documents to Cincinnati Public Schools Purchasing Department, 2651 Burnet Avenue, Cincinnati, OH 42319. **Bids are due, Friday, August 2, 2013.**

The Cincinnati Public School District, (hereinafter also referred to as “CPS”), is the primary school district serving the metropolitan Cincinnati area. It is comprised of 57 schools, 2 office complexes (Burnet Ave. and Iowa’s Ave.), various auxiliary and satellite sites and serves approximately 32,600 students.

Specifics as to locations, machine counts and standards are provided in this RFP.

1.1 Intent of RFP

The purpose of this RFP is to select a Device/Service Management System and the professional services required to install, configure, and put the system into production and responses should include technical training for CPS ITM staff and ongoing technical support for Device/Service Management System that is selected.

Respondents may submit proposals addressing the entire contract opportunity or a portion thereof, provided however that CPS may select the vendor or combination of vendors that offers the most comprehensive approach at its discretion.

1.2 Vendor Inquiries

All RFP questions/clarification requests must be received, in writing, on or before Wednesday, July 24, 2013. No inquiries will be responded to after this date. All responses will be made available on the CPS website in the same location that the RFP is posted by Friday, July 26, 2013.

1.3 RFP Addenda

In the event that CPS makes modifications, clarifications, or additions to the RFP, all Vendors will receive written notification.

1.4 Proposal Acceptance, Proposal Evaluation and Vendor Selection

CPS reserves the right to accept or reject any or all proposals, or any part thereof, and to waive any formalities. CPS will not necessarily accept the lowest priced proposal.

Proposals that do not comply with the requirements stated within this RFP or which are submitted after the deadline are subject to disqualification.

CPS reserves the right to request additional information from vendors after the RFP deadline indicated, should such action be in the best interest of CPS.
Following the deadline for RFP submittals, CPS or its elected agent reserves the right to have further discussions related to price and services provided with any prospective vendor during the review process. CPS reserves the right to conduct these discussions with one or more respondents in order to arrive at a final selection.

CPS may select more than one vendor to provide services described in this RFP. CPS selection of any vendor shall be contingent upon the signing of a definitive agreement for services to be provided. No such selection shall bind either party to enter into such an agreement.

If Vendor has operations (production, sales, administrative) physically located in the City of Cincinnati then Vendor should develop procurement and contracting strategies aimed at supporting the district’s Supplier Diversity development program. Strategies shall include sourcing methods, goals, reporting and efforts to encourage local, small disadvantaged and minority business partnerships. Vendor shall use its best efforts to use such Business Enterprises.

Cincinnati City School District will have the ability to cancel this agreement, with 30 days prior written notice upon non-appropriation of funds, without penalties incurred.

All proposals and all supporting documentation submitted with the proposals shall become the property of CPS and will not be returned.

All proposals and supporting proposal documents become public information after award or rejection of all proposals and are available for inspection by the general public.

Non-selection of any proposal will mean that another acceptable proposal was deemed to be more advantageous to CPS, or that no proposal was accepted. Respondents whose proposals are not accepted will be notified.

Respondent’s responses to this RFP may be incorporated into the resulting contract at the discretion of CPS.

The respondent expressly understands that any data stored on any computer system owned by CPS shall remain the sole and exclusive property of CPS.

Expenses incurred by vendor in developing a response to this RFP are entirely the responsibility of the vendor and may not be charged to CPS.

Respondent shall make no public statement, explicitly or implicitly, indicating a vendor or potential vendor relationship with CPS unless sanctioned in writing by CPS.

CPS will consider the following criteria in evaluating proposals:

- The ability to satisfy requirements stated in the RFP
- A cost / benefit analysis
- Compliance with CPS statement of Equal Opportunity for Employment and Contractors
- Reliability and past performance of the vendor
- Demonstrated experience and ability to assist with the management and execution of services of this scope
- Proposed methodology
1.5 RFP Responses

CPS requires a uniform proposal format to make our evaluation as efficient and as fair as possible. Respondents must respond to ALL questions using only the tables provided in this RFP.

Submit a cover letter on your letterhead, signed by the responsible official in your organization, certifying the accuracy of the information in the response, and that the proposal will remain valid for 90 days from the proposal due date.

Please provide five (5) hard copies of your response, and one (1) virus free electronic copy (in MS Word format) of your response to the RFP. Hard copies must be on 8 ½ x 11 paper, single-sided, three-hole punched and unbound.

All paper copies and the electronic copy must be sent or hand-delivered to:

CPS - Education Center
2651 Burnet Avenue
Attn: Bradley Price – Purchasing Dept., Cincinnati, Ohio 45219-2551

Proposal copies must be received by Friday, August 2, 2013.

Unnecessarily elaborate responses beyond that sufficient to present a complete proposal are neither necessary nor desired. Elaborate brochures are not desired. Reproduced copies of standard manuals may not be substituted for the specific responses requested. Emphasis should be on completeness and clarity of the proposal. Failure to comply with the format guidelines may be considered indicative of the respondent’s willingness to support customer needs: Those who do not respond in keeping with the format guidelines may be omitted from the evaluation process at the discretion of CPS.

2 Purpose and Objectives

Cincinnati Public Schools is seeking a device management system to manage its fleet of Windows and Apple desktops, laptops, and tablets. The system should be able to perform application & license management, security, change and configuration, patch management, computer imaging, asset inventory, power management, and mobile device management. Cincinnati Public Schools is also interested in replacing its existing IT Help Desk ticketing system.

Cincinnati Public Schools is also interested in purchasing the professional services to install and configure the system, put it into production, technical training and ongoing technical support after system is installed. Cincinnati Public Schools will provide all necessary hardware, but hardware requirements should be given in the response.
# 3 System Specifications

<table>
<thead>
<tr>
<th>Not required but may be desirable</th>
<th>Comply Y or N</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>3.1 Application &amp; License Management</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Track/manage installed apps &amp; licenses</td>
<td></td>
<td></td>
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<tr>
<td>• Detect missing apps and remotely install</td>
<td></td>
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<tr>
<td>• Monitor usage</td>
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<tr>
<td>• Ability to redeploy apps by groups or policies</td>
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<td></td>
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<tr>
<td>• Prevent installation of unauthorized apps</td>
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<tr>
<td><strong>3.2 Security Change &amp; Configuration Management</strong></td>
<td></td>
<td></td>
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<tr>
<td>• Remotely monitor and enforce configuration policies</td>
<td></td>
<td></td>
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<tr>
<td>• Impose enterprise level security</td>
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<td></td>
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<tr>
<td>• Alerts based on predefined conditions</td>
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<tr>
<td>• Example: user deletes or disables antivirus software.</td>
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<tr>
<td><strong>3.3 Automated Patch Management</strong></td>
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<tr>
<td>• Centrally manage/install patches, track/report on patch status</td>
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<tr>
<td>• Automate all required OS updates (Mac or PC)</td>
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<tr>
<td>• Ability to customize deployment variables such as day/time and reboot behavior.</td>
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<tr>
<td>• Support for 3rd party patches such as Adobe, Java and Apple etc.</td>
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<td><strong>3.4 Computer Imaging</strong></td>
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<tr>
<td>• System should support push (IT initiated) and pull (user initiated) image deployments.</td>
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<tr>
<td>• Deploy disk image to Mac while in use.</td>
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<tr>
<td>• Should support thick and thin imaging.</td>
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<tr>
<td>• Windows images should be in the WIM format.</td>
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<tr>
<td>• System should support multicasting.</td>
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<tr>
<td>Requirement</td>
<td>Comply Y or N</td>
<td>Explanation</td>
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<td>-------------</td>
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<tr>
<td><strong>3.5 Asset Inventory</strong></td>
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<tr>
<td>● Hardware and software data points To include manufacturer make, model, serial number, CPU, memory, OS version Apps installed.</td>
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<tr>
<td>● Ability to customize inventory criteria.</td>
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<tr>
<td>● Ability to export data for analysis/reporting/archiving</td>
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<tr>
<td>● Integrate assessed data into third party apps such as Microsoft SCCM and Web Help Desk.</td>
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<tr>
<td>● Automatic asset discovery support for all platforms, including remote discovery support, with support for smart network segmentation of hardware and software elements.</td>
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<tr>
<td>● Asset change tracking.</td>
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<td>● Asset history logging.</td>
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<td>● Comprehensive asset reporting by individual and complex field cross-referencing.</td>
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<td>● Import/Export data processes with potential automated interface development.</td>
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<tr>
<td>● Software license tracking support.</td>
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<tr>
<td>● Comprehensive SNMP scanning for asset discovery of all network devices.</td>
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<td>● Customizable reporting dashboard/management portal.</td>
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<tr>
<td>● Support/Maintenance agreement tracking and reporting per assets.</td>
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<tr>
<td>● Persistent asset history, activity, and change log integration.</td>
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<td>● Software alerting support, including license notification and unauthorized software installations.</td>
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<td>● Online user monitoring and broadcast message support.</td>
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<td>● Ability to pull reports by our criteria, not “canned” reports.</td>
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<td>● Should support RFID technologies.</td>
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<tr>
<td><strong>3.6 Power Management</strong></td>
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</tbody>
</table>
### 3.7 Manage PC, Mac, Android, Windows mobile devices from single console
- Remote access to all these from single console.

### 3.8 IT Help Desk/Ticketing System
- On premise or SaaS.
- Enable users to use self-help functions to resolve common issues.
- Document, record, centralize work for future reference.
- Ticket lifecycle management.
- Comprehensive and customizable routing, escalation, and priority rules and parameters.
- Fully customizable self-help/quick list request templates.
- Comprehensive permission control schema for administrator and management rights.
- Provides individual item grant/deny/hide/view interface options.
- Integrated satisfaction survey and reporting.
- Administrator knowledgebase with smart search and automatic integration.
- User knowledgebase with smart search and self-resolution proposal.
- Knowledgebase should support standard HTML formatting including the ability to embed pictures and video.
- Integrated/automated self-help Internet search options with approved result management.
- Automatic screen shot and asset service request attachment.
- Conversation tree ticket tracking logs.
- Native social integration (Facebook, Twitter, Live Chat, email).
- Chat messaging and email drop box automatic request creation processes.
- Task management with Parent/Child authoring requests and tracking.
- Ticket/request merge and split functions including task and project.
- End User web portal integration (non-client based) for near full function.
- Integrated asset remote control from within application.
- Include: multiple view screen sharing, simultaneous multiple asset remote view and control, support for remote initiator on mobile devices.
- User and asset (independent) request history and trending available from within requests.
- All functionality on both ends fully supported within Windows-and-Mac OS environments.
- Mobile device management functionality.
- Dynamic resource allocation.
- Request fulfillment integration. (Procurement, school moves, asset moves, etc.).
- Ability to setup group queues.
- Ability to create customizable reports for trend analysis.
- Auto notifications to email or sms for such things as ticket assignment or when a SLA is about to be breached.
- Send messages to users
- HTML-5 (web based) user remote options (allows a user to access their work PC by a secure and integrated method similar to join.me or gotomypc style). Include logging and auditing functions.
- Automated password service (including mobile device options).
- Calendar integration.
- Task and Project management with integrated Gantt charting.
- Service Level Agreement (SLA) management.
- Comprehensive Configuration Management Database (CMDB)
### 3.9 Mobile Device Management
- Mobile device enrollment services.
- Supports automated Wifi configuration deployment.
- Cross platform support for majority mobile devices (IOS/Android/Windows).
- Asset management integration including software application installation tracking.
- Custom policy creation and enforcement for all user, administrative, and application profiles.
- Group and Context organizational options.
- Integrated to Device Security for security policy management, including asset tracking, remote wipe, and remote secure.
- Automated BYOD device enrollment
- Manage and deploy mobile profiles

### 3.10 Technical Training
- Provide technical training to CPS ITM staff.
  - Training for the installation and configuration of clients.
  - Training on web interface.

### 3.11 Technical Support
- Explain the technical support that comes with the software package.
## ESTIMATED TOTAL EQUIPMENT COUNTS

<table>
<thead>
<tr>
<th>Desktops/Laptops</th>
<th>Tablet Devices</th>
</tr>
</thead>
<tbody>
<tr>
<td>22,534 / 7,885</td>
<td>3,094</td>
</tr>
</tbody>
</table>
## 4 Vendor Qualifications

### 4.1 General

Provide responses to questions shown in the blank portion of each question table. Boxes will expand to accommodate responses.

- **Provide your organization’s name and headquarters address, as well as the name, title, phone number and email address of the person completing this proposal.** List all additional offices located within a 60-mile radius of Cincinnati corporation limits, and indicate primary services provided at each location.

- **Indicate number of years in business and years at present headquarters location.** Provide details of your organization’s business structure and ownership, including state of incorporation if applicable. If your organization is a subsidiary of division, provide parent company information.

- **Indicate gross sales revenues for each of the last three years.** Include as separate, attached documentation a copy of your latest financial statement and, if available, a “comprehensive” version of your Dun & Bradstreet report as separate supportive documentation.

- **Describe any existing Cincinnati Public Schools relationships and contacts.**
- Indicate if your organization is a minority-owned, woman-owned and/or small/disadvantaged business enterprise as described in Exhibit “B” attached hereto? If applicable, describe details of any creative partnership(s) with minority-owned, woman-owned and/or small/disadvantaged business enterprises that your organization will be utilizing in developing a response to this RFP. If applicable, describe your organization’s history of partnering with such enterprises to provide services.

### 4.2 References and Customer Types
Provide responses to questions shown in the blank portion of each question table. Boxes will expand to accommodate responses.

- Provide a minimum of three customer references. References should be equal to CPS in terms of customer size, complexity and environment type (school districts preferred). CPS should not be used as a reference in this area. **You must include the organization name, contact name, phone number, fax number and email address for each reference provided. CPS will be contacting these references.**

- Provide an accounting of all customers located within the Cincinnati-Middletown Ohio MSA (as defined by the U.S. Census Bureau and website http://www.census.gov/population/estimates/metro-city/03msa.txt) by name and primary service provided for each. This listing is for informational purposes – CPS will only be contacting those customers provided as references in question 4.2.1 above.

### 4.3 Distinguishing Characteristics
Provide responses to questions shown in the blank portion of each question table. Boxes will expand to accommodate responses.

- Describe specific capabilities and characteristics your organization has that set it apart from the competition.
### 4.4 Professional Services

Provide responses to questions shown in the blank portion of each question table. Boxes will expand to accommodate responses.

- In how many accounts of size similar to CPS has your company installed your Device Management System?

- Describe the technical resources you would have available to implement your solution at Cincinnati Public Schools.

- Are implementation services performed on site or remotely?

- Will a project manager be assigned to this implementation?

- Describe qualifications of your Project Managers and the number of similar implementations they have managed.

- Please provide references where your company has project managed and provided the professional services for implementing your device management system.
5 Vendor Pricing Commitments

5.1 Rates
Provide responses to questions shown in the blank portion of each quote table.

| Provide a fixed cost for software which will include District licensing. |
| Provide a fixed cost for Professional Services which will include installation, configuration and putting into production. |
| Provide pricing for technical training for 10-20 persons, 20-30 persons, 30-40 persons and 40-50 persons. |
| Provide pricing for maintenance after the product is in production. |

Note that CPS ITM and all individual sites equipment inventory may change based on current needs and budget. Any additional equipment is to automatically become part of the agreement.
RESOLUTION ON EQUAL AND FAIR OPPORTUNITY
IN CONTRACT EMPLOYMENT AND BUSINESS OPPORTUNITIES

WHEREAS, the Board of Education of Cincinnati Public Schools desires to provide all citizens or lawfully admitted permanent residents equal and fair opportunities to participate on a level playing field in employment and development opportunities sponsored by the Cincinnati Public Schools, including the Facilities Master Plan to rebuild or renovate all schools over the next ten years; and

WHEREAS, discrimination based on race, color, gender, national origin, and other factors as referenced in “Equal Employment Opportunity and Affirmative Action Policy” (4001) is prohibited by various federal and state laws, and by policy of the Cincinnati Public Schools Board of Education; and

WHEREAS, Cincinnati Public Schools recognizes its obligation concerning its employment and contracting practices, and the employment and contracting practices of its contractors and their subcontractors, to ensure that applicants, employees, bidders, and contractors are not discriminated against on the basis of race, color, gender, national origin, and other factors; and

WHEREAS, Cincinnati Public Schools wishes to ensure that its contractors and their subcontractors recruit, train, hire and promote all personnel in an equitable fashion and that economically disadvantaged and small business enterprises are afforded an equitable opportunity to share in all forms of contract opportunities;

NOW THEREFORE BE IT RESOLVED, That Cincinnati Public Schools shall encourage all of its contractors and their subcontractors to embrace goals shown in Exhibit A, to take affirmative action to achieve and maintain levels of minority and female employment, reasonably attainable by means of applying good faith efforts, subject to administrative updates annually or more frequently based on factual availability determinations; and

FURTHER BE IT RESOLVED, That Cincinnati Public Schools shall assure that economically disadvantaged and small business enterprises have the maximum practicable opportunity to participate in construction contracting opportunities by establishing provisional benchmarks for their participation, as shown in Exhibit B, reasonably attainable by means of applying good faith efforts, subject to administrative updates annually or more frequently based on factual availability determinations and that every effort will be made to attain the highest percentage of the ranges; and

FURTHER BE IT RESOLVED, That Cincinnati Public Schools shall utilize relevant and factual data to determine the availability of economically disadvantaged and small business enterprises and minority and female employees in our relevant geographic area versus our utilization levels; and

BE IT FINALLY RESOLVED, That the Cincinnati Board of Education directs the Superintendent and the Treasurer, in conjunction with the Supplier Diversity Office, to administer the implementation of this resolution in accordance with the Cincinnati Public Schools’ Equal Opportunity Program.

Harriet Russell
### Provisional Contractor Employment Goals for Minorities and Women*

<table>
<thead>
<tr>
<th>Trade</th>
<th>Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td>All Construction Trades</td>
<td>20 percent, based on Board Resolution April 28, 2003 to be reasonably attained by means of applying good faith efforts.</td>
</tr>
<tr>
<td>All Other Occupations</td>
<td>Targets, to be determined by CPS administration, reasonably attainable by means of applying good faith efforts.</td>
</tr>
</tbody>
</table>

*Note: The Cincinnati Public Schools will update the above goals periodically, based on factual availability determinations. These employment goals will be used as a partial basis in determining Bidder’s responsibility, except that the failure of Bidder to comply with this requirement shall not be the sole basis of the rejection of a Bidder as not responsible.

1 Construction trade categories include the following: Asbestos workers, boilermakers, carpenters, elevator construction, floor layers, glaziers, lathers, marble, tile & terrazzo workers & helpers, millwrights, operating engineers, painters, pipe fitters, plasterers, plumbers, sheet metal workers, other trades.
Exhibit B

To the Cincinnati Public Schools
Resolution on Equal and Fair Opportunity
In Contract Employment and Business Opportunities

Provisional Annual Contract Benchmarks in Construction for Economically Disadvantaged and Small Business Enterprises

<table>
<thead>
<tr>
<th>Business Category</th>
<th>Goal/Benchmark Ranges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Construction—Economically Disadvantaged and Small Business Enterprise</td>
<td>25-30 percent</td>
</tr>
<tr>
<td>Construction—Minority Business Enterprises</td>
<td>20-25 percent</td>
</tr>
<tr>
<td>Construction—Women Business Enterprises</td>
<td>4-9 percent</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Business Category</th>
<th>Goal/Benchmark Ranges</th>
</tr>
</thead>
<tbody>
<tr>
<td>Professional Services</td>
<td>Contracts Valued Less Than $25K: 50%</td>
</tr>
<tr>
<td>Goods and Services</td>
<td>50%</td>
</tr>
<tr>
<td>Nonprofessional Services</td>
<td>50%</td>
</tr>
</tbody>
</table>

The Cincinnati Public Schools will update the above goals periodically, based on factual availability determinations.

Note: CPS relies on the SBA definition of socially and economically disadvantaged business. Socially disadvantaged individuals are those who have been subjected to racial or ethnic prejudice or cultural bias within American society because of their identities as members of groups and without regard to their individual qualities. Please see 13 CFR 124,103 for further definition.

Note: CPS will attempt to achieve these goals at both the prime and subcontractor level. CPS will utilize good faith efforts to evaluate the activity of CPS procurement agents and prime contractors. Evidence of good faith efforts is outlined below:

1) The purchasing agent or contractor has attended any pre-bid conference which was scheduled for this project.
2) The purchasing agent or contractor selected portions of the work which are commercially feasible and which reasonably could be expected to be performed by SMWBs in order to increase the likelihood of meeting the SMWB goals, (i.e., breaking contracts into economically feasible units to facilitate SMWB participation).
3) The purchasing agent or contractor has advertised in general circulation, trade associations, and minority and women owned business-focused media concerning the prime and subcontracting opportunities.
4) The purchasing agent or contractor provided written, timely notice to a reasonable number of identified SMWBs that their interest in this contract was being solicited.
5) The purchasing agent or contractor provided interested SMWBs with adequate information about plans, specifications and requirements of the contract opportunity in a timely manner.
6) The purchasing agent or contractor has followed up the initial solicitations of interest by contacting SMWBs to determine with certainty whether the SMWBs were interested in providing a quote, bid or proposal, to associate with contractor either as a joint venture partner or similar business associations, subconsultant or subcontractor to provide goods and services needed by Cincinnati Public Schools.
7) The purchasing agent or contractor negotiated in good faith with interested SMWBs and did not reject SMWBs as unqualified without sound reasons, based on thorough exploration of SMWB capabilities.
8) The purchasing agent or contractor made efforts to assist interested SMWBs in obtaining bonding, lines of credit, or insurance required by Cincinnati Public Schools or the contractor.
9) The purchasing agent or contractor has effectively used the services of the available minority and women’s community organizations; SMWB contractors’ groups; local, state, and federal MFBI assistance offices; and other organizations that provide assistance in recruitment and placement of SMWBs.
10) The purchasing agent or contractor has effectively used the services of SMWBs in the past.