

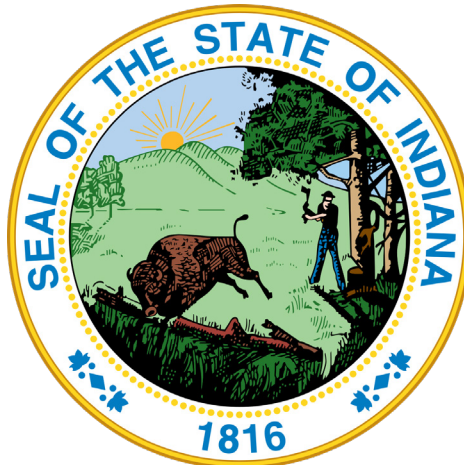


CLASSWALLET

Technical Proposal

Request for Solicitation #25-81058

**Indiana Department of
Administration
On Behalf Of
Indiana Treasurer of State**



Solicitation For: ESA & CSA Account Management

Submission Due Date and Time:
December 13, 2024 @ 3:00 PM ET

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State Director, ClassWallet**

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RFS 25-81058
TECHNICAL PROPOSAL QUESTIONS
ATTACHMENT F

Instructions: Vendor should provide a document formatted with Question #, RFS SOW Section, and Response Area followed by the vendor's narrative response to that question. The response must address all items detailed below and provide the information and documentation as required. The response must be structured to address each question listed below. A table of contents (see "4. Table of Contents") must also be completed as listed in this Attachment. Where appropriate, supporting documentation may be referenced by a page and paragraph number. However, when this is done, the body of the Technical Proposal must contain a meaningful summary of the referenced material. The referenced document must be included as an appendix to the technical proposal with referenced sections clearly marked. If there are multiple references or multiple documents, these must be listed and organized for ease of use.

Scope of Work Questions

Question #	RFS SOW Section	Response Area(s)
1	1.1: Transaction Processing and Reconciliation	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.1 Transaction Processing and Reconciliation from the Scope of Work document for this RFS.
2	1.2: Cash Flow	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.2: Cash Flow from the Scope of Work document for this RFS.
3	1.3: Activity Reporting	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.3: Activity Reporting from the Scope of Work document for this RFS.
4	1.4: Technology	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.4: Technology from the Scope of Work document for this RFS.
5	1.5: Ecommerce	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.5: Ecommerce from the Scope of Work document for this RFS.
6	1.6: Data Storage	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.6: Data Storage from the Scope of Work document for this RFS.
7	1.7: Transition	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.7: Transition from the Scope of Work document for this RFS.
8	1.8: Training	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.8: Training from the Scope of Work document for this RFS.
9	1.9: Support	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.9: Support from the Scope of Work document for this RFS.
10	1.10: Experience of Company	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.10: Experience of Company from the Scope of Work document for this RFS.

11	1.11: Project Management	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.11: Project Management from the Scope of Work document for this RFS.
12	1.12: Accessing and Utilizing State Data	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.12: Accessing and Utilizing State Data from the Scope of Work document for this RFS.
13	1.13: Business Continuity-Disaster Recovery Plan	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.13: Business Continuity-Disaster Recovery Plan from the Scope of Work document for this RFS.
14	1.14: End of Contract Turnover	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.14: End of Contract Turnover from the Scope of Work document for this RFS.
15	General Overall Assumptions	What assumptions and constraints have your company made in responding to the technical proposal. This should include assumptions made based on the scope of work outlined in the RFS and assumptions regarding the resources available from the State for this scope of work.

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Scope of Work Questions

Question #	RFS SOW Section	Response Area(s)
1	1.1: Transaction Processing and Reconciliation	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.1 Transaction Processing and Reconciliation from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet is the **only** Contractor to process vendor payments next day.

Additionally, we are excited to introduce our *ClassWalletBI™* Approval Automation Intelligence Product designed to streamline the transaction approval process by automatically approving/denying expenses, providing dynamic, cutting-edge data insights, and much more.

ClassWallet makes transaction processing and reconciliation fast and easy. We currently provide next-day payments to Indiana vendors and speedy funding of digital wallets for families, sometimes in as little as two (2) days. Furthermore, our *ClassWalletBI™* Approval Automation Intelligence Product is designed to streamline the approval process of expenses. It automatically denies or approves an expense made by an Indiana family based on pre-defined State criteria. It reduces the need for human intervention, thus removing the burden from the Indiana Treasurer of State (TOS) staff. Parents can check out and immediately get items they need for their children without delay, and vendors get paid without delay as well.

- **The solution must allow TOS to see account transaction activity as well as historical data of transactions by account.**

ClassWallet is pleased to currently provide six (6) approved TOS administrators with direct, real-time access to account information for the INESA and CSA programs, including transaction activity and historical data.

Through a **custom administrator dashboard**, TOS administrators can seamlessly view bulk and **individual account transactions and histories**, and generate a variety of detailed reports on-demand. This administrator access enables TOS to effectively monitor and analyze program activity, facilitating informed decision-making and enhancing overall program management.

As a best practice to maintain maximum data security, and as the **only Contractor in this space that adheres to the highest standards of NIST**, ClassWallet provides TOS with the ability to establish different user roles and access abilities to this information. This allows the State to set parameters around *who* can see *what* data within the dashboard. In short, only TOS approved staff will see this information.

Please read below for a snapshot of the different user roles and permissions available to TOS to protect data privacy. This can be customized at the State's discretion.

User Roles and Permissions Options

User Role	Funds Management	User Management	Approvals	Reporting	Transaction Capabilities	Vendor Profile	Report Access
Funding Administrator (State) - Master Role <i>Has the ability to limit the type of reports other users access</i>	✓	✓	✓	✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report
Approval Administrator (State)		✓	✓	✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report

User Role	Funds Management	User Management	Approvals	Reporting	Transaction Capabilities	Vendor Profile	Report Access
Approval Administrator (State) - Reporting & Insights Role				✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report
User (Account Holder)					✓		• Funds Received Report • Personal Transactions Report • Personal ACH Transaction Report
Direct Pay Vendor (School or Vendor)						✓	• Payment Report

Controlled Access. Only authorized users, as determined and approved by the State, are allowed access to the platform. Non-authenticated/unauthorized users CANNOT create an account without the State's permission.

It should be noted that in addition to the custom administrator dashboard, TOS also receives direct support from **Ricardo Fernandez**, the Senior Reporting & Insights Specialist for Indiana. Ricardo assists TOS with all custom, ad-hoc, and continuous reporting needs, generating over 60 custom reports for Indiana since inception.

We are committed to evolving our reporting capabilities even further, routinely requesting and applying feedback. At the request of TOS, we recently created several custom reporting options including a **Suspension Feature** and a **Refund Report**. The Suspension Feature enables TOS to quickly identify suspended accounts directly from their self-serve dashboard, whereas the Refund Report helps track these transactions efficiently. We are not stopping there—we have several more new reports in the pipeline to further bolster our offerings.

More details on our robust reporting capabilities for TOS, Indiana families, and vendors can be found in the Reporting section beginning on **page 22**.

The following is required for transaction processing:

- Transaction approval automatically begins the payment process.
- Funding appears in the client account within five (5) business days of receipt of funds.
- A process for client repayment of funds
- Partial (line item) approval with reportable identifiers and notification to the client.
- Ability to limit the number of items per transaction/order.
- Ability to approve/auto-approve orders based on product/service categories aligned with TOS.
- Ability to assign orders/tasks to various user queues.
- The bidder shall provide for the authorization and settlement of transactions through the appropriate authorization and settlement network.
- State what funding types and time frames are available for funding the account. Currently the state sends a file via ACH to fund multiple accounts for the INESA program.
- The account must be supported for all outstanding balances after the contract period.

ClassWallet equips Indiana with a powerful, automated platform designed to monitor and manage spending across thousands of users efficiently. Our system is tailored to streamline processes, accelerate payments, and facilitate quick and easy funds access for families. Key features of our platform include control and flexibility, transparency, and efficiency—all vital for meeting State requirements. Below, we address each specific transaction processing requirement, emphasizing how our platform continues to deliver robust solutions for Indiana administrators.

Key Differentiator

ClassWallet is the ONLY Contractor that runs ACH processing every 30 minutes, 8 am EST to 7 pm EST Monday through Friday.

This means vendors get paid automatically, the next day, for all transactions approved the prior business day up to 7 pm EST.

Paying Vendors

ClassWallet provides a seamless, next-day transaction process for vendors. **Upon transaction approval, our system automatically initiates the payment process**, enabling prompt transfer of funds from the family's account to the vendors. Our ACH processing runs every 30 minutes from 8 am EST to 7 pm EST, Monday through Friday, with all ACH payments to vendors processed for settlement the next day. The streamlined ClassWallet approach eliminates delays and reduces manual intervention, providing vendors with a best-in-class experience.

Many other Contractors in the market cannot say the same and may take **more than 30 days** to pay vendors.

	ClassWallet	Odyssey*	Student First - Merit
Vendor Payment Terms	Next Day	Net 30 - begins when vendor uploads a valid tracking # or receipt	TOS may wish to verify
Reconciliation	Automated	Vendors provide a monthly invoice for reconciliation. This must be sent to invoices@withodyssey.com on the 5th of every month	
ACH Payments	Processed every 30 minutes	TOS may wish to verify	TOS may wish to verify

* According to publicly available information

“Prompt payment and friendly support.”

*Jane DiBridge, Founder, Standards in Puzzles
in describing her experience with ClassWallet*

[REDACTED]

[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]

Funding Client Accounts

With ClassWallet, **funding appears in the client account within 24-48 business hours from receipt of funds**. This significantly exceeds the 5 business days requirement, providing a speedy and reliable funding process.

ClassWallet is designed to quickly and efficiently fund client accounts. Our system accommodates a variety of funding methods, including the state's preferred ACH transfer.

Even further, ClassWallet collaborates with vendors and advocates for Indiana families to facilitate prompt **repayment of funds**. When a refund is necessary, we work diligently with vendors to credit funds back to the original payment method as quickly as their processes allow, making funds readily available for future educational expenses.

Our Vendor Management team plays a pivotal role in smoothing this process, tracking the vendor's quality of service, maintaining open lines of communication, and tracking refunds to keep a clear record of any adjustments made to the client's account. Vendors with a delayed refund process will be automatically tracked and flagged. [REDACTED]

Please see the page below.

Funding Families

Once ClassWallet is in receipt of Program funds, eligible Indiana families receive the funds within their ClassWallet account in 5 business days or less. This is the current standard procedure for Indiana. **In fact, during the Program's launch in 2022, we created new accounts and processed over \$231,000 within two (2) days of receiving the funding file.**

Key Differentiators

- ClassWallet's platform enables TOS to assign orders or tasks to different user queues, facilitating efficient and custom workflow management.
- ClassWallet supports line-item approval for both ecommerce and DirectPay by scanning and converting images to actionable data.

[REDACTED]

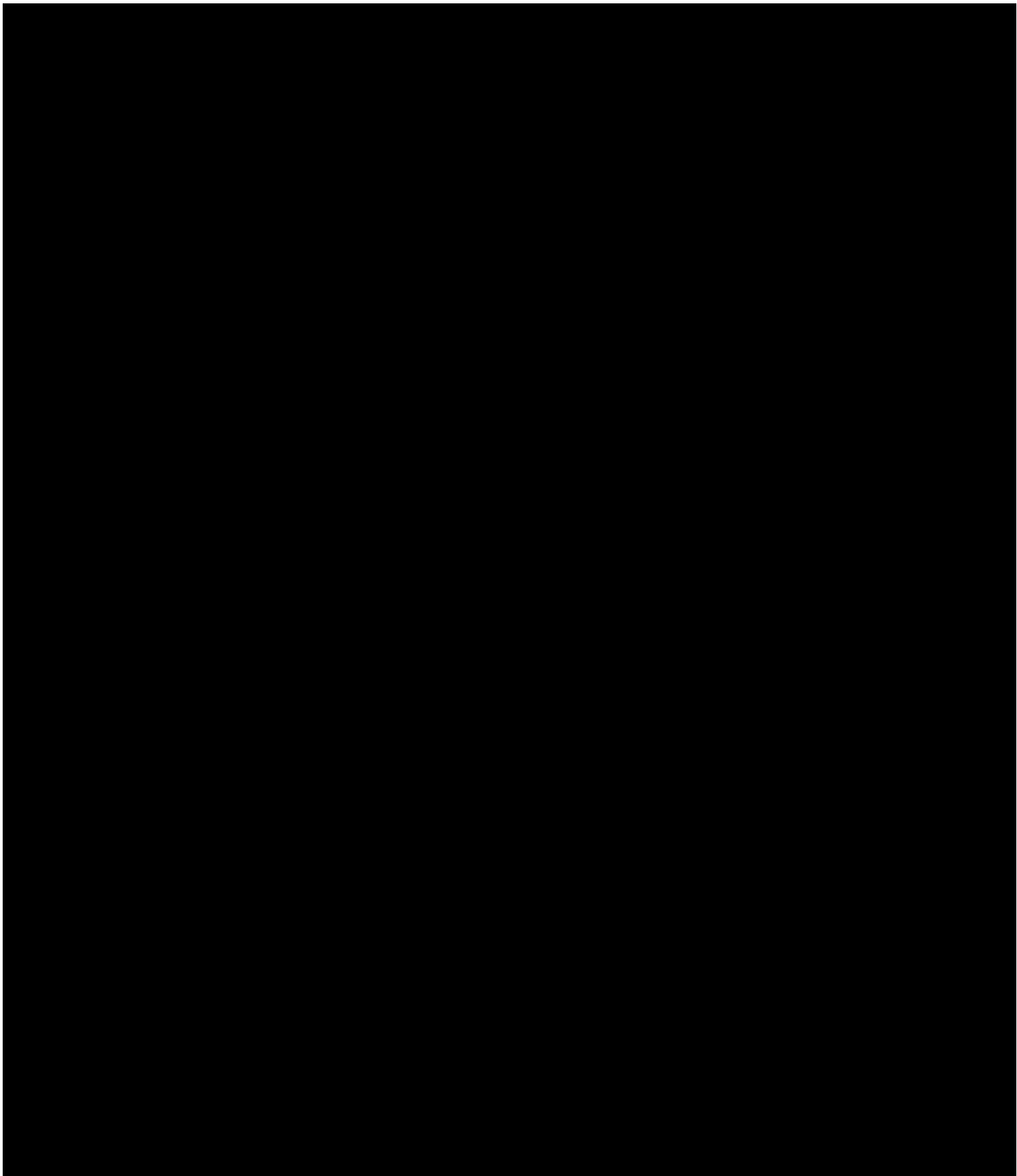
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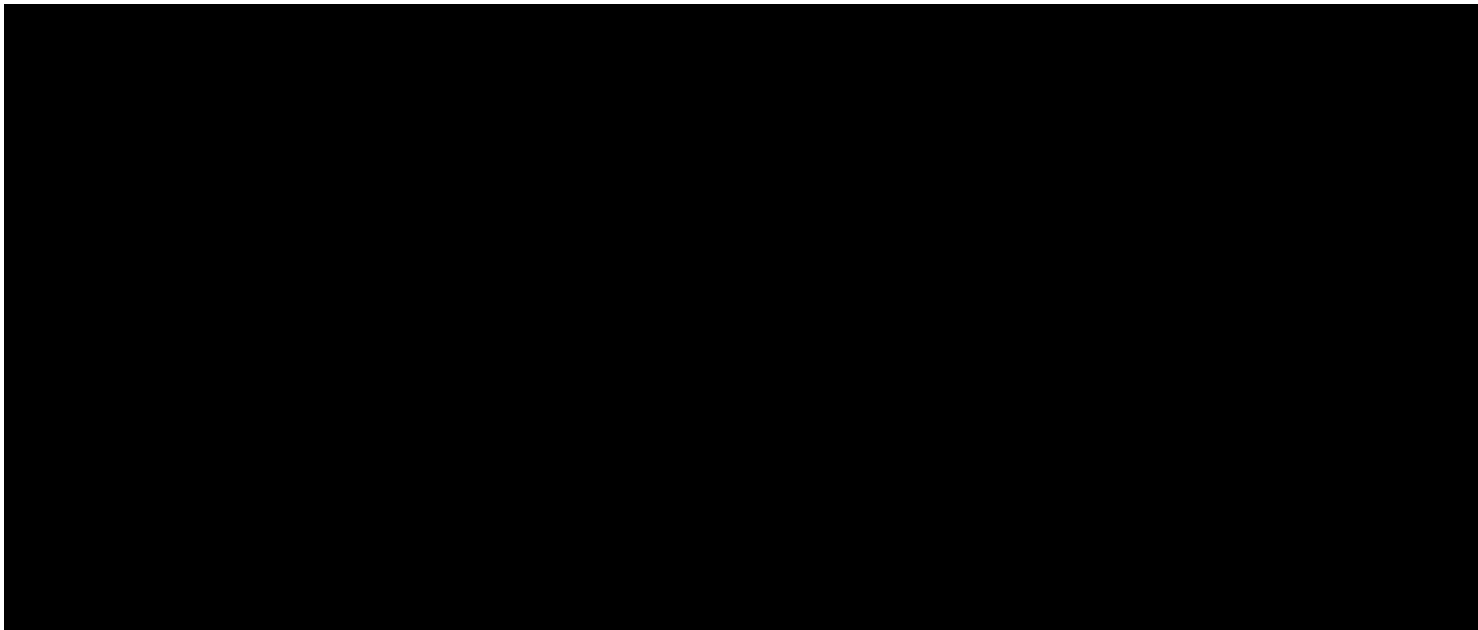
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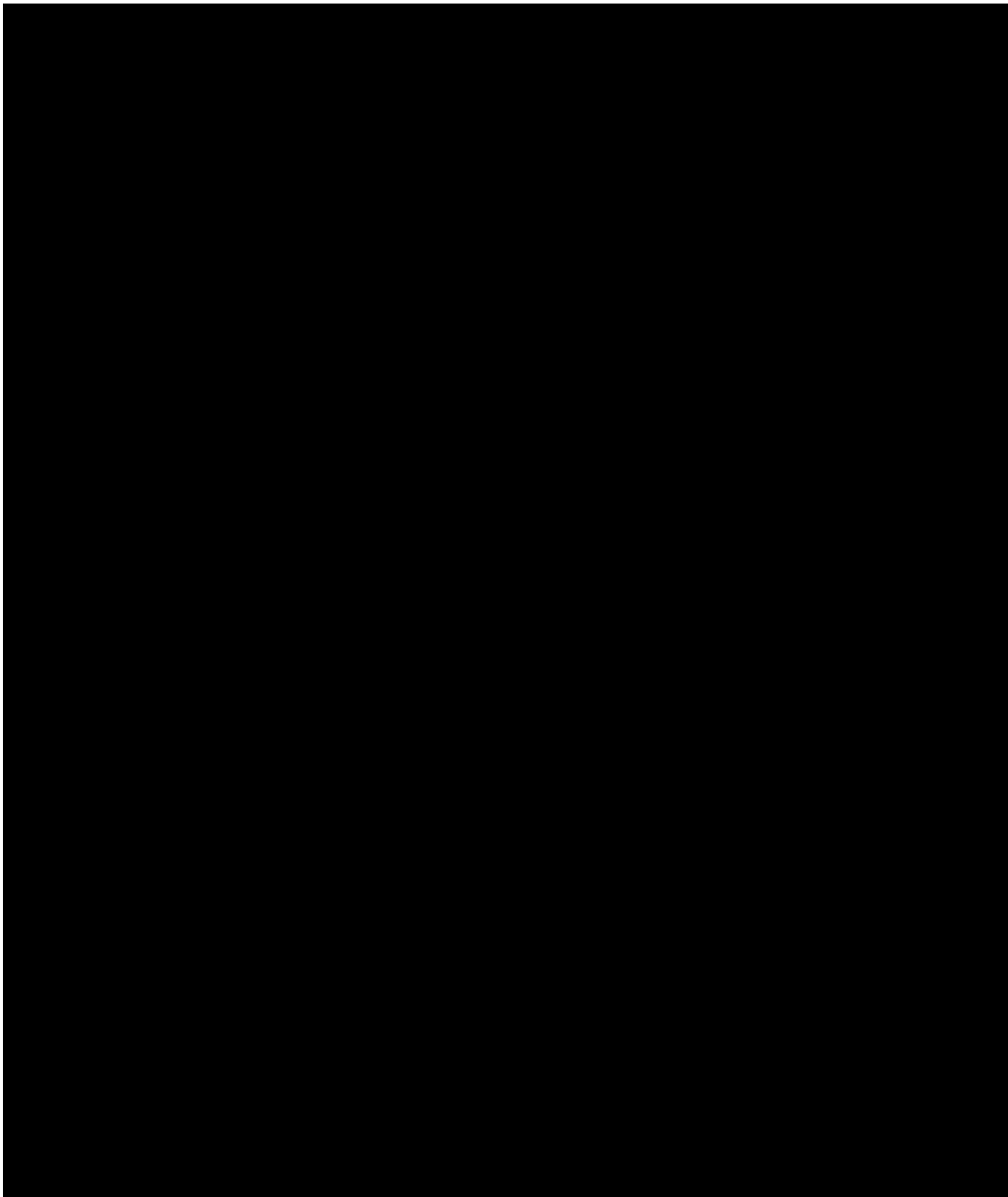
[REDACTED]

[REDACTED]

[REDACTED]







[REDACTED]

[REDACTED]

ClassWallet's platform **enables TOS to assign orders or tasks** to different user queues, facilitating efficient and custom workflow management.

ClassWallet is built to **facilitate the authorization and settlement of transactions** through appropriate and secure networks. In fact, using our robust technology and staff, we can automate the authorization of some transactions based on pre-set criteria, while others receive manual approval. The settlement of transactions occurs through secure payment gateways and established financial

networks, allowing funds to transfer accurately and securely between involved parties. Primarily, ClassWallet handles ACH transactions through Usio, a Nacha Certified¹, Third-Party Sender with multiple options for robust solutions including real-time payments and extended cutoff periods. This process prioritizes transparency and efficiency, minimizing delays and keeping funds readily available for approved purchases.

Funding Types and Time Frames

ClassWallet's platform provides various funding types and timeframes tailored to the INESA and CSA programs. Currently, the State uses ACH transfers to fund multiple accounts on our platform. This enables an automated funding process. Funds sent via ACH are typically available in two (2) business days, and always less than five business days.

If the State prefers, we can also support other funding mechanisms, such as:

- Manual entry of individual awards, allowing for customized funding allocation when needed.
- Scheduled recurring payments, enabling automated and consistent funding distribution based on predefined schedules.
- Bulk uploads of funding data (with ability to create bulk student accounts and revert funds), facilitating efficient processing of large volumes of funding information from various sources.

The TOS has flexibility with ClassWallet to fund in any matter the State chooses, without disruption.

ClassWallet is dedicated to supporting the INESA and CSA programs **beyond the contract period**. The final contract and subsequent agreements with TOS will outline the specific processes for managing outstanding balances after the contract period. These may include options such as transferring balances to a new platform, issuing refunds to beneficiaries, or maintaining accounts on the ClassWallet platform under new terms. ClassWallet is committed to collaborating closely with TOS to prioritize the best interests of INESA and CSA beneficiaries and to maintain seamless, uninterrupted access to education funds.

¹ <https://www.nacha.org/content/nacha-certified>

Question #	RFS SOW Section	Response Area(s)
2	1.2: Cash Flow	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.2: Cash Flow from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet is the **only** ESA Contractor that offers Indiana TOS three (3) secure funding options.

ClassWallet has a strong track record of facilitating seamless and secure cash flow for the INESA and CSA programs. Our leadership team has extensive experience in the payments industry, and we've processed over \$4.5 billion in transactions. We hold SOC 1 Type II and SOC 2 Type II certifications, demonstrating our commitment to data security and financial controls. Additionally, we undergo annual audits by a leading global firm, RSM International, to help ensure transparency and accountability.

- **Describe in detail how the flow of money will occur from the State to the accounts being funded.**

ClassWallet is committed to continuing its support in facilitating the flow of money from the State to the accounts being funded under the INESA and CSA programs. As previously mentioned, ClassWallet establishes a non-interest bearing, segregated, "For Benefit Of (FBO)" account specifically structured for the benefit of the State. When participating students receive their awards, ClassWallet promptly credits their digital wallets with the full amount. We do so within 5 business days of receiving the funds from the State, and have done it in as quickly as 2 business days.

To provide TOS with flexibility in managing program funds, ClassWallet offers the following 3 funding options for the FBO account:

Option 1: Prepaid	All program funds are transferred to the FBO account and then drawn upon as program expenditure approvals occur and payments are issued. Unused funds are returned to the State at the completion of the program term.
Option 2: Partial Funding with Re-Up (<i>Most popular among ClassWallet ESA clients</i>)	A predetermined portion, not the entirety, of the program funds are transferred into the FBO account and drawn upon as expenditure approvals occur and payments are issued. ClassWallet invoices the State to replenish the account to the predetermined amount once a pre-established floor balance or threshold has been met. Unused funds are returned to the State at the completion of the program term.
Option 3: Invoiced ACH Processing (IAP)	There is no advance transfer of funds by the State. ClassWallet invoices the State incrementally on a regular cadence (e.g., weekly, semi-monthly) for transactions submitted by Participating Students within the predetermined time period. Once the State funds the FBO account for the corresponding invoice, ClassWallet pays for the expenses corresponding to that invoice.

- **Provide a list of all financial institutions that may be used during this contract.**

To facilitate efficient and compliant fund distribution, ClassWallet partners with renowned financial institutions. Throughout this contract, we utilize the services of BankUnited (NYSE: BKU) for robust banking solutions. Additionally, we collaborate with Usio (NASDAQ: USIO) as our dedicated ACH processor and digital wallet card program manager. Should digital wallet card services be desired, we issue Mastercard digital wallet cards through our trusted partner, Sunrise Banks NA.

The ClassWallet leadership is comprised of payments industry executives with decades of transaction processing experience. We maintain exacting standards for third-party payment processing and banking partners, promoting best-in-class service delivery and fiscal peace of mind for our clients.

- **Any financial institution or vendor providing financial transaction processing must demonstrate their ability to abide by all state and federal banking regulations.**

Key Differentiators

1. ClassWallet is the **only** Contractor whose banking partner is a Qualified Public Depository (QPD). QPDs are held to a higher and more stringent standard of funding collateralization for public funds on deposit, similar to an Approved Depository in the State of Indiana.
2. ClassWallet is the **only** Contractor that insures funds on deposits up to \$150 Million using IntraFi.

ClassWallet works with financial institutions and vendors who abide by all state and federal banking regulations, as applicable. To demonstrate our commitment to regulatory compliance and secure management of funds, ClassWallet's platform incorporates the following features:

- We hold all state client funds in dedicated, non-interest bearing FBO accounts at BankUnited (NYSE: BKU), a Florida Qualified Public Depository (QPD), meaning it meets strict requirements to hold public funds. A Florida QPD is analogous to an Indiana Approved Public Depository.
- We secure client deposits with IntraFi, providing FDIC insurance coverage up to \$150M, in excess of the standard \$250k per account.
- We partner with Usio (NASDAQ: USIO) as our ACH processor and digital wallet card program manager.
- We issue Mastercard digital wallet cards through Sunrise Banks NA.

Our multifaceted approach to security and compliance promotes the protection and integrity of ESA funds.

Question #	RFS SOW Section	Response Area(s)
3	1.3: Activity Reporting	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.3: Activity Reporting from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet will be releasing its new reporting feature in Q2 2025. This feature will enable TOS administrators who are familiar with data analysis tools (e.g., Tableau) to create their own customized reports. Administrators will be able to choose the data they want to see, organize it in tables, and create visual dashboards. Additionally, they can use ClassWallet APIs to combine data from their existing systems, and other third-party systems, with ClassWallet's transaction data for even more detailed analysis.

ClassWallet currently provides Indiana families, vendors, and TOS with a 24/7 reporting portal in their personal dashboard that offers on-demand access to a **variety of “off-the-shelf” reports in real-time**, including custom program and financial reports. In addition to this reporting portal, we provide TOS with a **dedicated reporting analyst**, Ricky Fernandez, to customize any specific reporting needs.

ClassWallet recognizes the significant opportunity to enhance the value we deliver to Indiana through advanced reporting capabilities. We are excited to bring innovative custom reporting solutions to Indiana. Please see below for specific examples.

“ClassWallet provides efficient fund and account management and provides reports that allow us to report our results up to a variety of stakeholders.”

*Kelly Goodman
Director of the Texas PDSES Program
Texas Education Agency*

The proposed process must be able to deliver a wide range of real-time and historical reporting including:

- **Detailed activity at the account level including a running ledger balance in chronological order.**

ClassWallet's system provides detailed activity at the account level, including a running balance ledger. The images below show an example of a ledger style *Users Balance Report* and different filters available for tracking activity. All activity is tracked in the ledger. Every entry includes the date, a description of the transaction, and the amount.



- **Automated and on-demand periodic financial reports (daily, weekly, monthly, etc.) as required. Report examples include:**
 - **A daily client funds loaded/unloaded report.**
 - **A funds received/distributed report.**
 - **User transaction report that includes date, transactions processed and a running balance.**
 - **Balance report.**
 - **Account holder monthly statement.**

ClassWallet provides TOS with on-demand access to financial reports within their dashboard. These reports can be configured to encompass any of the required data points and can be automated for delivery at any specified frequency.

TOS is currently equipped with a multitude of standard and customizable report options to provide State administrators with both aggregate and detailed report views. Available reports include, but are not limited to:

Report Type	Description		Mode of Availability
User Funds Distributed	Funds distributed in aggregate and at user level.		✓ Filtering ✓ Printing ✓ Downloading (CSV) ✓ Emailing to the designated email address (link provided)
User Transactions	In aggregate and at user level.		
Users Balance	Provides detail about user level allocation, spend, and balance based on individual allocation.	Report enhanced to include the addition of a “purse suspension” field into the existing "User Balance" report. Available as of November 25, 2024	
Distributions Balance	Aggregate amount of funds distributed, spent, expired, and remaining per allocation.		
Distributions Balance by User	List of users' current balances.		
Spend by Distribution	List of all completed orders without line-item information.		

Report Type	Description	Mode of Availability
Full Activity	All account distribution and spending data by date and type (including other source funds also).	
Admin Running Balance	Running total of all funds in and out of the Funding Administrator Account.	
Users Report	A list of all users within the organization.	
Debit Transactions	Transactions linked to any ClassWallet supplied Digital Wallet Card.	
Balance Report	User level Deposits vs. Spend producing a current balance view.	
Financial Report	Total funds on the platform.	
Affidavit Report	(Funding Admin Only) Status of Affidavit action including accepted, rejected, ignored (skipped for now), and No action.	
Direct Pay Vendor Report	List of all Direct Pay vendors including registry dates and bank account status (linked or not linked) as well as other pertinent information (websites, addresses, vendor type etc)	
Customer Service Activity	Service inquiries, response times, call volumes, average speed of answer, average talk time, etc.	

- **A dashboard that displays real-time activity summaries.**

We currently provide each key stakeholder group, TOS, Indiana families, and vendors, with access to their own ClassWallet self-serve dashboard.

(1) The INESA and CSA “Off-the-Shelf” Reporting Package - Current

TOS administrators currently benefit from a custom administrator dashboard with access to a variety of “off-the-shelf” reporting in the reporting portal. These reports include important data requested by TOS and other key pieces of information deemed important based on our experience in the ESA space for 7 years. TOS administrators get a bird's-eye and detailed view of program activity and insights, with the ability to see overall program metrics while being able to drill down to specific users. Through role-based permissions, TOS can assign specific user types (e.g., administrators, case managers, finance officers) with varying levels of access, safeguarding confidential data and maintaining program integrity.

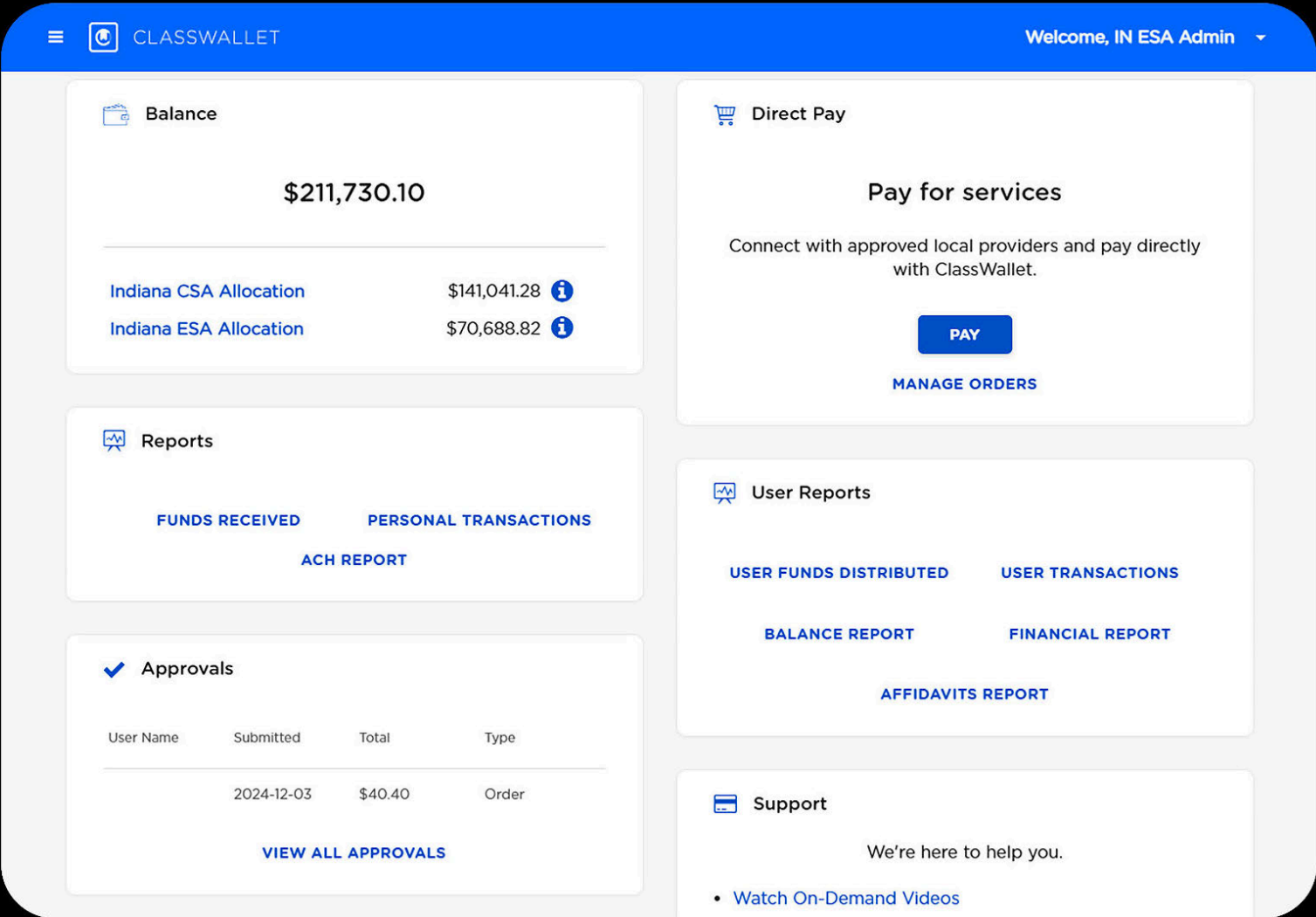


Figure 7: Administrator Portal View

Action	User Name	Organization	Net Deposits	Net spend	Net Spend (Pending)	Current Balance
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$2,500.00	\$0.00	\$0.00	\$2,500.00
		Indiana Office of the State Treasurer	\$21,190.00	\$15,360.00	\$0.00	\$5,830.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$1,630.56	\$1,630.56	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00
		Indiana Office of the State Treasurer	\$0.00	\$0.00	\$0.00	\$0.00

Figure 8: Administrator Balance Report

As previously mentioned in Section 1.1, ClassWallet is perpetually innovating and incorporating important feedback from Indiana to expand our “off-the-shelf” report offerings. Please see **page 25** for an overview of reports Indiana currently has access to, including those going live in January 2025.

Simultaneously, both **Indiana families and vendors** have personal dashboards that give them access to real-time, tailored views of their own transactions and account statuses, promoting transparency and informed decision-making without compromising data security.

Our Technology Investment	What We Can Deliver Immediately for Indiana TOS
Data Integration: Seamlessly integrated data from Indiana and third-party systems for powerful reporting	DIY Reporting: Self-service reporting and data visualization dashboards, scheduled to be live by the RFS contract award date.

[Redacted content]

[Redacted content]

[REDACTED]

[REDACTED]

- [REDACTED]
- [REDACTED]
- [REDACTED]
- [REDACTED]

[REDACTED]

[REDACTED]

Overall, ClassWallet provides the State with a truly best-in-class reporting suite that enables TOS to deliver insights to all stakeholders - auditors, administrators, state agencies - when, where and how they need them.

- **Online Query: Display account transaction details in chronological order and running balances available to any user:**

- Account Identifiers
- Student Name
- Transaction Date
- Transaction Time
- Transaction Type
- Vendor
- Amount
- Status – Pending/Approved/Disallowed (language as appropriate)
- Category
- Balance
- Date Last Transaction







Data Point	Description	Can Be Queried and Displayed through ClassWallet Reporting
Account Identifiers	Unique identifiers associated with the account	✓
Student Name	Name of the student linked to the account	✓
Transaction Date	Date of the transaction	✓
Transaction Time	Time of the transaction	✓
Transaction Type	Type of transaction (e.g., purchase, refund)	✓

Data Point	Description	Can Be Queried and Displayed through ClassWallet Reporting
Vendor	Name of the vendor or service provider involved	✓
Amount	Transaction amount	✓
Status	Transaction status (e.g., pending, approved, denied)	✓
Category	Category of the transaction (e.g., tutoring, supplies)	✓
Balance	Current account balance	✓
Date of Last Transaction	Date of the most recent transaction	✓

- **Online Audit Log: Include all activity at the account level financial as well as nonfinancial (with running ledger balance) available for State use only.**
 - **Account identifiers**
 - **Transaction date/time**
 - **Activity that includes several transaction data points (transaction type, vendor, amount, status, category, running totals by type are examples), item changes (old and new data), communication.**
 - **Account risk profile (low/moderate/high) which would include several criteria to determine risk.**

ClassWallet's platform currently has the capability to generate a detailed Online Audit Log via our Order Changelog as seen in **Figure 13**, as required by the State. This log captures both financial and non-financial account activity, providing a comprehensive, chronological record of all account interactions. It includes the specific data points requested, such as account identifiers, transaction date/time, and activity details. While the Order Changelog is standard functionality and does not include a running ledger balance, User Information meets this need by offering a historical view of all account-level actions. This provides transparency and facilitates in-depth audits, empowering State administrators with a complete record of account activity.

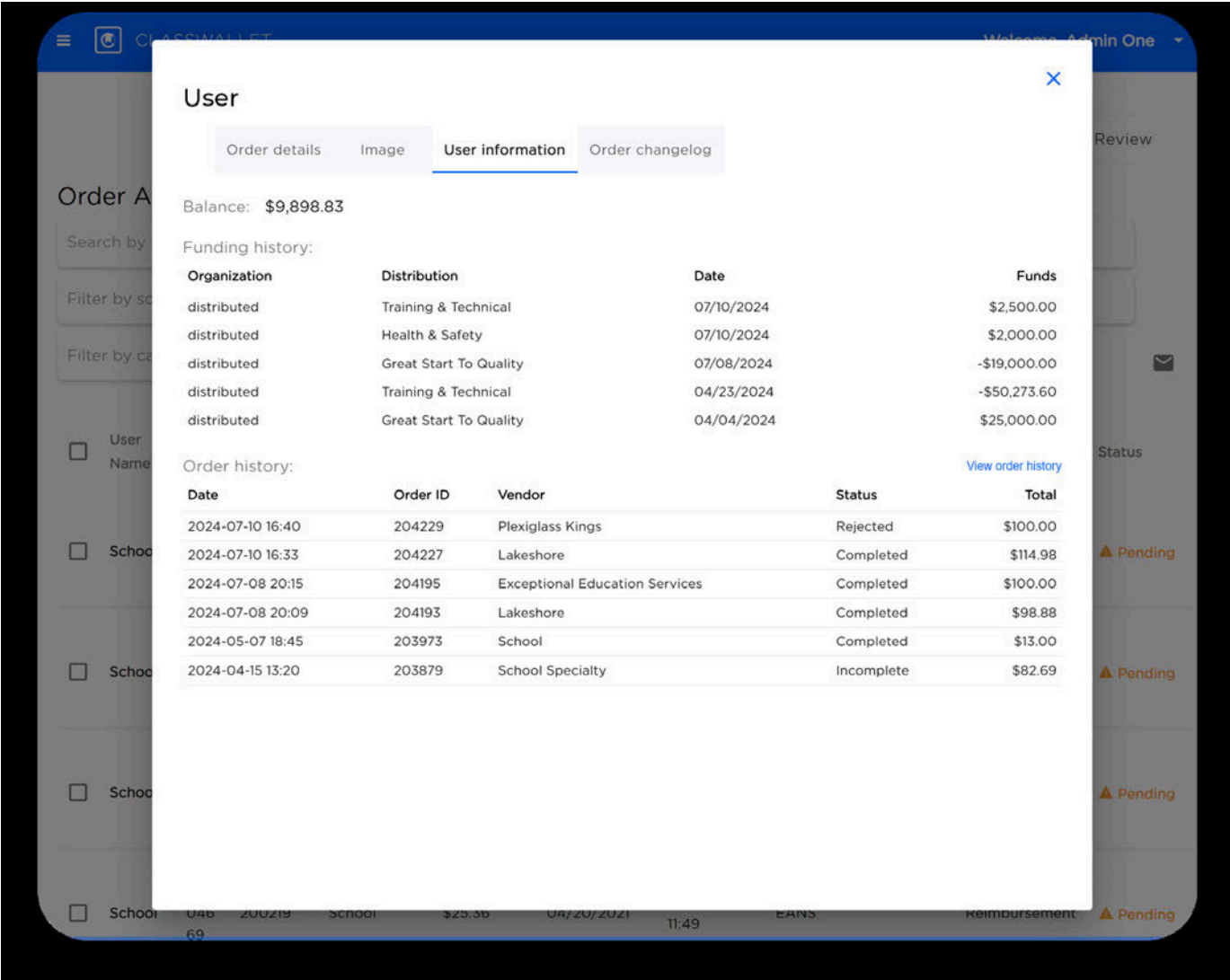


Figure 14: User Information provides a historical view of all account-level actions

Data Point	Description	Included in ClassWallet Audit Log
Account Identifiers	Unique identifiers associated with the account	✓
Transaction Date/Time	Date and time of each transaction or activity	✓
Activity Details	Specific actions performed (e.g., purchase, refund, login, data change)	✓
Transaction Data Points	Relevant details for financial transactions (type, vendor, amount, status)	✓

Data Point	Description	Included in ClassWallet Audit Log
Item Changes	Old and new values for any modified data	✓
Communication Records	Logs of any communication related to the account	✓
Account Risk Profile	Assessment of account risk based on predefined criteria	Release scheduled for Q1 2025

The solution shall provide daily reports in a downloadable format. Excel and PDF are examples.

ClassWallet's powerful Auditing and Reporting system can currently provide daily reports in a downloadable format (e.g., Excel or PDF). [REDACTED]

[REDACTED] We can provide these reports at any frequency determined and in the formats requested, whether it be a recurring report or ad-hoc report. All reports are standardized and customized to TOS, and can be made accessible and downloadable in real time.

Question #	RFS SOW Section	Response Area(s)
4	1.4: Technology	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.4: Technology from the Scope of Work document for this RFS

Key Differentiator

ClassWallet is the **only** contractor with a **patent** to put multiple funding streams, like ESA and CSA, into a single wallet for a single family.

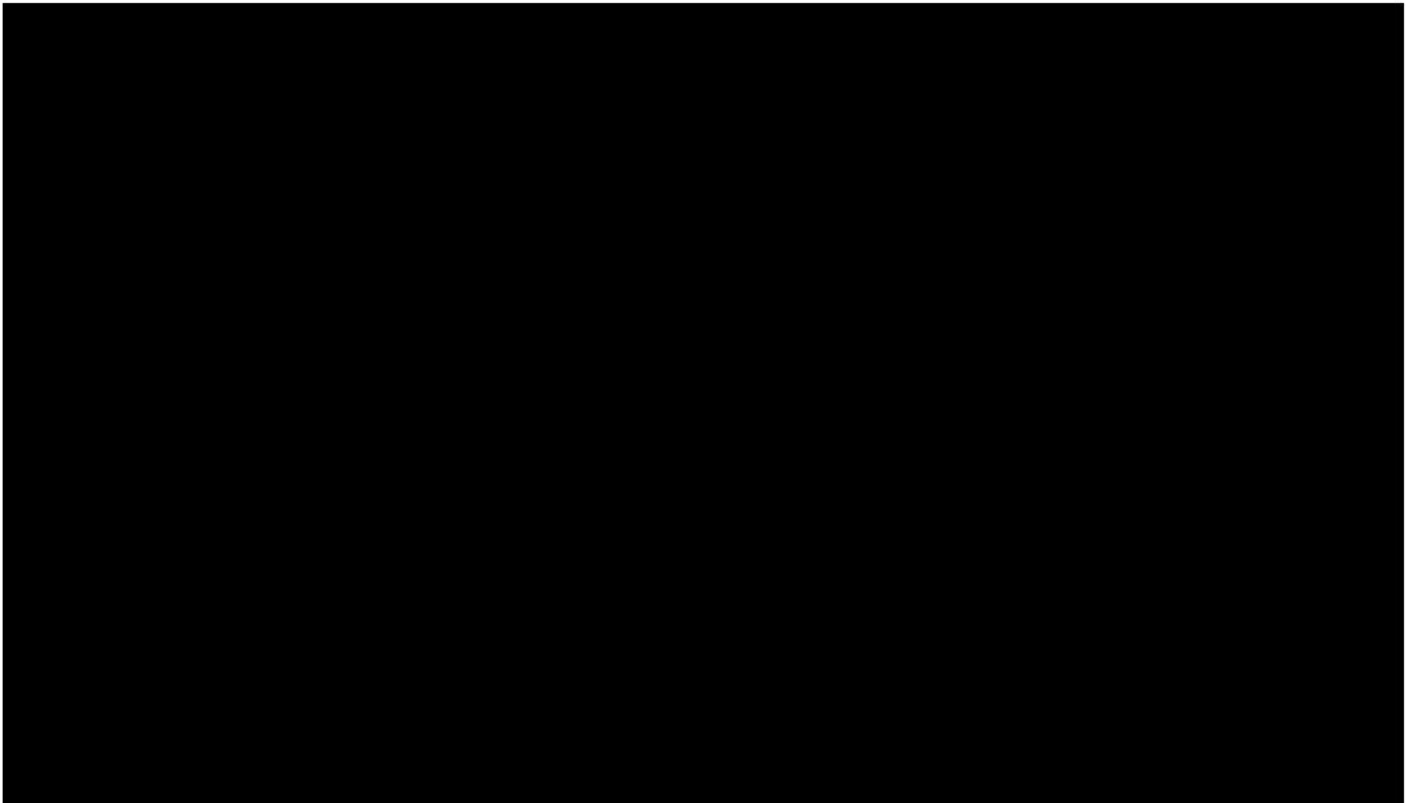
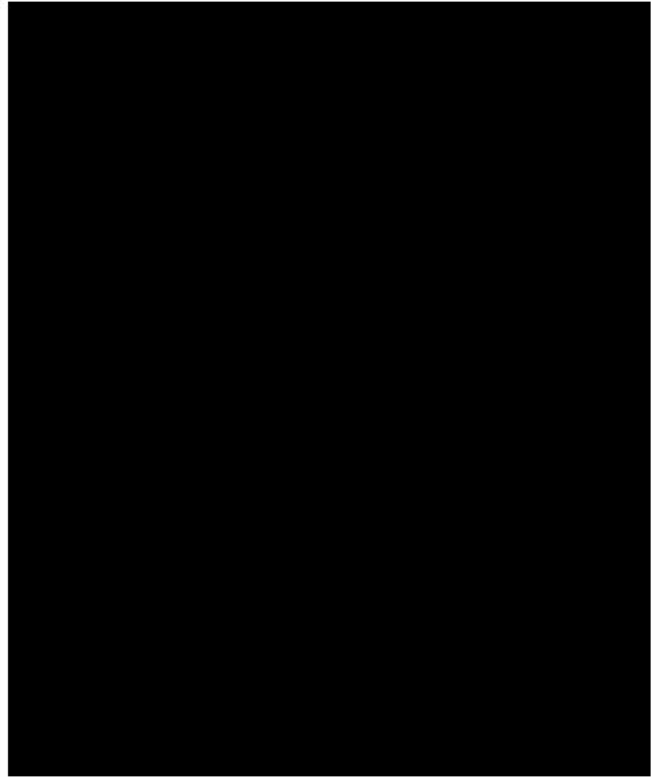
ClassWallet excels in providing advanced, user-friendly technology solutions for educational scholarships, with a proven track record serving the State of Indiana for over three years. Our digital wallet platform exceeds expectations, offering seamless API integrations, real-time transactions, and a simple design for families with multiple children. Supported by innovative features, like the ability to separate ESA and CSA funds, our commitment to excellence makes us a trusted choice for the State of Indiana, delivering uninterrupted service while safeguarding sensitive student and financial information. Some key differentiators of the ClassWallet digital wallet include:

- **Multi-student functionality.** Manage spending accounts for multiple children in one central location with real-time wallet status and user-friendly navigation.
- [REDACTED]
- **Robust security measures.** SOC 1 and SOC 2, NIST certifications, secure collection and tokenization of banking information, and RSA 4096 encryption. Additionally, establish different user roles for maximum data security.
- **Proven commitment to cybersecurity.** Successful completion of state-certified NIST-based audits, including a Michigan NIST audit with an Authority to Operate. Plans to complete the Arizona StateRAMP in 2025.

ClassWallet's software is designed as a mobile-first, cloud-based solution, accessible through standard web browsers and operating seamlessly on commonly used devices. This eliminates the need for specific hardware requirements, leveraging existing infrastructure without additional costs. Our platform is designed to adhere to the highest industry standards in ADA compatibility, providing accessibility for all individuals, including those with disabilities.

The successful respondent shall provide the State of Indiana with web-based user-to machine access. Such access shall provide for the following:

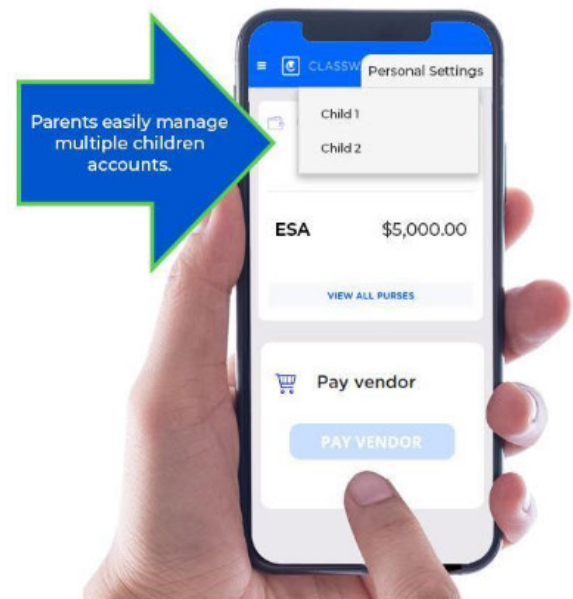
ClassWallet has been providing the State of Indiana with a sophisticated digital wallet for the past 3+ years, and we are committed to continuing this service. Our platform offers web-based user-to-machine access, seamlessly integrating with your application intake system via API integrations. This supports real-time transactions between eligible students and qualified vendors, maintaining the high standards of service you have come to expect from us.



A Snapshot of the ClassWallet System

Ease of Use for Families with Multiple Accounts.

ClassWallet provides flexibility for families to manage multiple spending accounts in one central location. This multi-account functionality is designed to offer ease-of-access, real-time wallet status, and user-friendly navigation. Whether you have multiple children or need to manage different types of scholarship funds (such as ESA and CSA) for a single child, our platform allows you to seamlessly switch between accounts and purses.



As shown in the image on the right, families can navigate between each account to conduct their fund management activities all within the same login experience. **Note: Client and vendor accounts can be suspended/deactivated/reactivated as needed.**

Innovation Impact

1. As the ESA and CSA grow in size, ClassWallet supports your capability to offer both opportunities to more families through a single wallet. We are the **only** Contractor on the market with the Intellectual Property to deliver this capability for TOS.
2. Let's not stop there. Imagine a future where every Indiana citizen has seamless and secure access to government benefits through a single, user-friendly "citizen" digital wallet. ClassWallet's technology can help Indiana create this single digital wallet for all citizens to access and manage government benefits. By expanding the digital wallet program, Indiana can empower its citizens and make government benefits more accessible and impactful. TOS is already leading the charge.

• Direct real-time access to banking information.

ClassWallet understands the importance of providing direct real-time access to banking information for the TOS. The TOS can currently log into the system through the BankUnited portal to view ESA and CSA account balances and other relevant financial details.

We are committed to providing the TOS with the necessary tools and access to manage the State's banking information efficiently and securely.

- **The ability to segregate access and service availability by user, department, account and application, with access approval being administered and controlled by an authorized Indiana State Treasurer's Office official.**

As a best practice to maintain maximum data security, ClassWallet currently provides the State with the ability to establish different user roles and access abilities (i.e., segregate access) dependent on the stakeholder. This is a best practice for current clients. Doing so allows you to set parameters around *who* can see *what* data.

As previously mentioned, we currently leverage various APIs, including Google Workspace Single Sign-On, to provide Single Sign-On solution capabilities with all the necessary ClassWallet, TOS, and external systems. Please see the following page for more user role details.

User Roles and Permissions Options

User Role	Funds Management	User Management	Approvals	Reporting	Transaction Capabilities	Vendor Profile	Report Access
Funding Administrator (State) - Master Role <i>Has the ability to limit the type of reports other users access</i>	✓	✓	✓	✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report
Approval Administrator (State)		✓	✓	✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report

User Role	Funds Management	User Management	Approvals	Reporting	Transaction Capabilities	Vendor Profile	Report Access
Approval Administrator (State) - Reporting & Insights Role				✓			• Debit Transactions • Balance Report • Financial Report • User Funds Distributed • User Transactions • Users Balance • Distributions Balance • Distributions Balance by User • Schools Balance • Spend by Distribution • Full Activity • Admin Running Balance • Users Report • DirectPay Vendor Report
User (Account Holder)					✓		• Funds Received Report • Personal Transactions Report • Personal ACH Transaction Report
Direct Pay Vendor (School or Vendor)						✓	• Payment Report

Controlled Access. Only authorized users, as determined and approved by the State, are allowed access to the ClassWallet platform. Non-authenticated/unauthorized users cannot create an account without the State's permission.

- **Ability to make proprietary software enhancements to increase TOS capability.**

ClassWallet is equipped to make software enhancements to increase TOS capability. We welcome suggestions from the State regarding features to be accelerated or prioritized. ClassWallet is always collaborating with clients for software enhancements and we look forward to the opportunity to continue to do this with TOS. Please see **Exhibit M** that outlines our history of collaborating with clients.

- **The use of appropriate security and encryption technologies.**

ClassWallet is the only contractor that is both SOC 1 and SOC 2 certified, a much higher standard of security that is third-party verified vs. self-attesting to “adhering to SOC standards.”

ClassWallet employs advanced security and encryption technologies to maintain the protection and confidentiality of all platform users' financial and personal data. Security measures include:

- **Banking/Financial Protection:** ClassWallet securely collects and tokenizes banking information, confirming that actual account and routing numbers are never used for settlement. Additionally, our partner banks must be PCI and SOC 1 and SOC 2 certified, adhering to high industry security standards. We use asymmetric keys (RSA 4096) for encryption. We use the public key for encryption, and the private key for decryption via Amazon Web Services Key Management Service (AWS KMS). As an added measure of security, our developers never access the private key. The need to decrypt is much reduced due to the tokenization of account info at the bank. The encryption process also includes using random salts for each encrypted account.
- **Encryption Technologies:** We utilize industry-standard encryption protocols to protect data both at rest and in transit, keeping sensitive information secure. This includes field-level encryption using AES with a fixed key manager (AWS KMS). This enables the highest integrity and security, meaning that any data exfiltrated from the environment without authorization is completely useless to an attacker. Combined with dual key access systems and certificate trust stores we provide the strongest data security in the industry, in motion and at rest.
- **Background Checks:** ClassWallet conducts thorough background checks on all employees, including criminal and credit checks. ClassWallet uses E-Verify for any domestic W2, 1099, or other contractor that would ever have a ClassWallet email address. E-Verify is an Internet-based system that compares information entered by an employer from an employee's Form I-9, Employment Eligibility Verification, to records available to the U.S. Department of Homeland Security and the Social Security Administration to confirm employment eligibility.

- **Employee Access Controls:** We implement stringent controls around employee access to ClassWallet information and property. Every employee must be validated before accessing any application. We use Google Identity Provider for credential validation and provide key employees with physical security hardware keys for two-factor authentication.

ClassWallet Access Controls
Hardened end points
Single sign-on requirement for all external software
Password manager
Login authenticator
Hardware keys

To combat phishing and other security issues related to the use of passwords, we use Microsoft Intune to securely manage assigned computers.

ClassWallet also uses Google Workspace single sign-on. ClassWallet staff are not prompted to enter a password when they try to access the application they are authorized to use. Instead, they are redirected to an external identity provider (IdP) to authenticate their identity and use the application.

In addition, ClassWallet is SOC 1 Type 1 and SOC 2 Type 2 certified and has completed state-certified, NIST-based audits, including a Michigan NIST audit that certified our adherence to NIST guidelines and issued an Authority to Operate. Additionally, we are on track to complete the Arizona StateRAMP in the coming months.

This independent verification is what sets ClassWallet apart from its competitors.

	ClassWallet	Student First	Odyssey	Merit
SOC 1 Type I certified (financial)	Yes	Yes	TOS may wish to verify	TOS may wish to verify
SOC 2 Type II certified (security & compliance)	Yes	TOS may wish to verify		

	ClassWallet	Student First	Odyssey	Merit
Has completed a state-certified NIST-based audit	Completed Michigan NIST audit, which certified ClassWallet adheres to NIST guidelines and issued an Authority to Operate	Only “self-attest” to meeting NIST standards (according to publicly available information)		
Has completed a StateRAMP	On track to complete the Arizona StateRAMP in 2025 calendar year			



Why self-attestation (i.e., “We adhere to NIST guidelines”) is the highest risk: There has been no independent audit that demonstrates the Contractor actually has safeguards in place to fortify cybersecurity and protect customer data and privacy. Independent verification of meeting NIST standards empowers the State to partner with a Contractor of operational excellence and maturity, rather than assuming considerable cybersecurity risk by interacting with Contractors that merely self-attest to meet this standard but provide no assurances or independent verification.

Why Authority to Operate/StateRAMP/FedRAMP is lower risk than SOC: If a Contractor has a SOC certification, it has been audited for how it handles customer data. If a Contractor has completed an Authority to Operate/StateRAMP/FedRAMP, it has been audited for both how it handles customer data AND how it fortifies its own systems against cybersecurity threats.

SOC 2 is based on AICPA's Trust Service Principles. These focus on security, availability, processing integrity, confidentiality, and customer data privacy. **NIST offers a broader set of controls and standards than SOC**, such as those in NIST 800-53 for federal information systems and NIST 800-171 for protecting CUI in non-federal systems.

- **The availability of system user support (e.g., telephone helpline).**

Key Differentiator

ClassWallet is the **only** contractor that helps Indiana families via screen share. When an Indiana family has a technical challenge, our support systems enable a screen share that allows our agents to walk the family step-by-step on how to navigate through the issue while both the family and the agent are viewing the same screen.

ClassWallet provides Indiana with more than 100 customer support agents specifically trained in INESA and CSA regulations and procedures. Each member of the team is required to complete 8 hours of training to support the INESA and CSA program, which translates to best-in-class system user support for all users.

Our dedicated Customer Service team provides support via phone, email, social media, and chat. Additionally, Indiana benefits from our [REDACTED] [REDACTED] [REDACTED]

[REDACTED] [REDACTED]
[REDACTED]
[REDACTED] [REDACTED]
[REDACTED]



Support Hours | Monday through Friday 8 A.M. - 8 P.M. EST

Saturday 8 A.M. - 12 P.M. EST & our [REDACTED]



Languages | English and Spanish



Modes | Phone & Email + Live Chat + Social Media + Online troubleshooting



Accessibility Features | Aligned to WCAG 2.1 Compliance

Over the past 3 years serving Indiana, we have maintained a high level of customer satisfaction, with an average Net Promoter Score (NPS) of 64, which is rated “Great” on the NPS scale of -100 to 100.

For more information on the Customer Support Team and Walter, please see **page 97**.

Last 12 Months in INESA & CSA

Volume

1,751
USERS

2
PROGRAMS

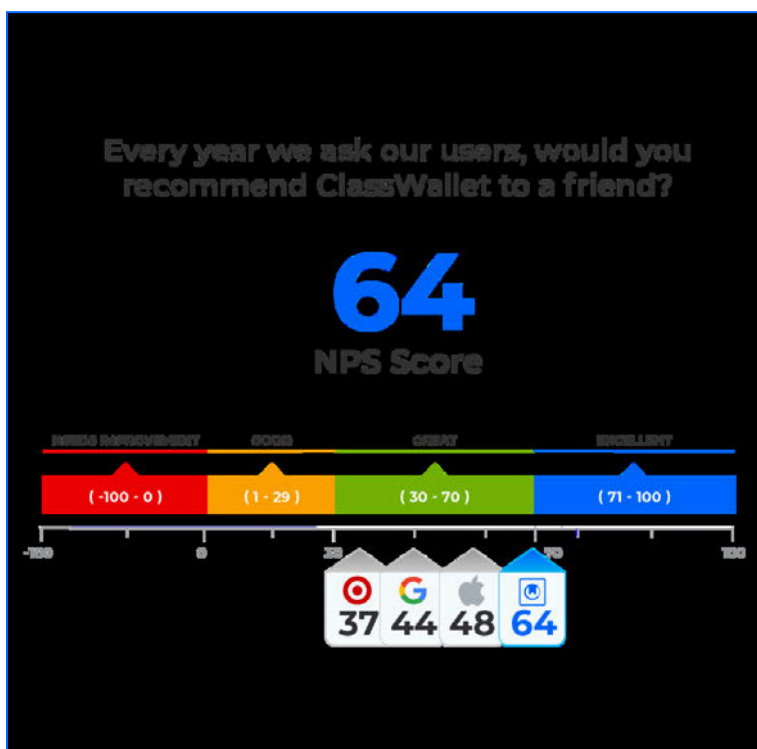
7,363
TRANSACTIONS

Response Time

23
Seconds
Average Speed to Answer



<5
Hours
Average Time for Case Resolution



- **Support of any standard current web-browser software.**

Since the digital wallet is core to the foundational success of the INESA and CSA program, accessibility is paramount. The ClassWallet platform, refined and battle-tested over the past 10 years, is compatible with all modern standards-based web clients (browsers): Chrome, Edge, Firefox, Opera, and any other web client that can support encrypted web sessions. Our platform is designed to adhere to the highest industry standards in ADA compatibility, providing accessibility for all individuals, including those with disabilities.

Mobile Accessibility and Inclusion

43% of Indiana families access ClassWallet through their **mobile device**.

Importantly, we provide secure mobile access to our digital wallet. This is critical for maximum convenience and equitable access for all families, including those who can only access their scholarship funds via mobile phone. Many Contractors in the domain cannot say the same and TOS may wish to request a demo to confirm claims about specific features.

	ClassWallet	Student First	Odyssey	Merit
Requires the parent to download application-specific software	No	Student First markets its TheoPay ecommerce feature as requiring parents to download a Chrome plug-in web extension	TOS may wish to verify	
Works on a mobile phone	Yes	Student First markets TheoPay as a plug-in web extension; Chrome browser on mobile phones does NOT support extensions	TOS may wish to verify	
Works across all web browsers (e.g., Chrome, Safari, Firefox, Microsoft)	Yes	Student First markets TheoPay as a Chrome (only) web extension	TOS may wish to verify	
Works on Mac and PC	Yes	Typically, Chrome web extensions are not user friendly on Mac	TOS may wish to verify	
Works on a shared computer (i.e., school, library, community center)	Yes	Typically, shared computers do not allow web extensions due to security and privacy vulnerabilities	TOS may wish to verify	

	ClassWallet	Student First	Odyssey	Merit
Allows users to enter a credit card to complete an order if Scholarship balance is insufficient	Yes	Student First markets its TheoPay as requiring parents to use only a TheoPay virtual card	TOS may wish to verify	
Simple checkout	Yes	TOS may wish to verify Publicly available TheoPay checkout instructions are as follows: 1. Log into Chrome. 2. Download the TheoPay Chrome extension. 3. Visit an ecommerce store that has accepted TheoPay terms and conditions. 4. Build a cart. 5. Sign into the TheoPay Chrome extension. 6. Receive a virtual debit card, good for 5 minutes. 7. Copy and paste the 16 digit virtual debit card number and CVV2 into the ecommerce checkout. 8. If any items in the cart are rejected, build a new cart and repeat steps 4 through 8. 9. Repeat steps 3 through 7 for each store and for each child.	TOS may wish to verify	
For returns or refunds, funds are credited back to the digital wallet	Yes	TOS may wish to verify Publicly available information informs that all funds are credited back to the virtual debit card	TOS may wish to verify	

- **System access should be ADA compliant.**

Key Differentiator

ClassWallet is the **only** Contractor that utilizes session-based design that makes accessibility modifications based on a user's individual needs, and therefore is the only Contractor in which Indiana families can customize the INESA and CSA website to their individual accessibility needs

ClassWallet's platform prioritizes accessibility for all Indiana families, supporting maximum inclusion. We utilize *accessiBe*, a tool designed to maintain ADA compliance and enhance the platform's accessibility for users with disabilities. Our dedication to continuous improvement in accessibility and usability reflects our commitment to serving and caring for all users.

Please see below for a snapshot.

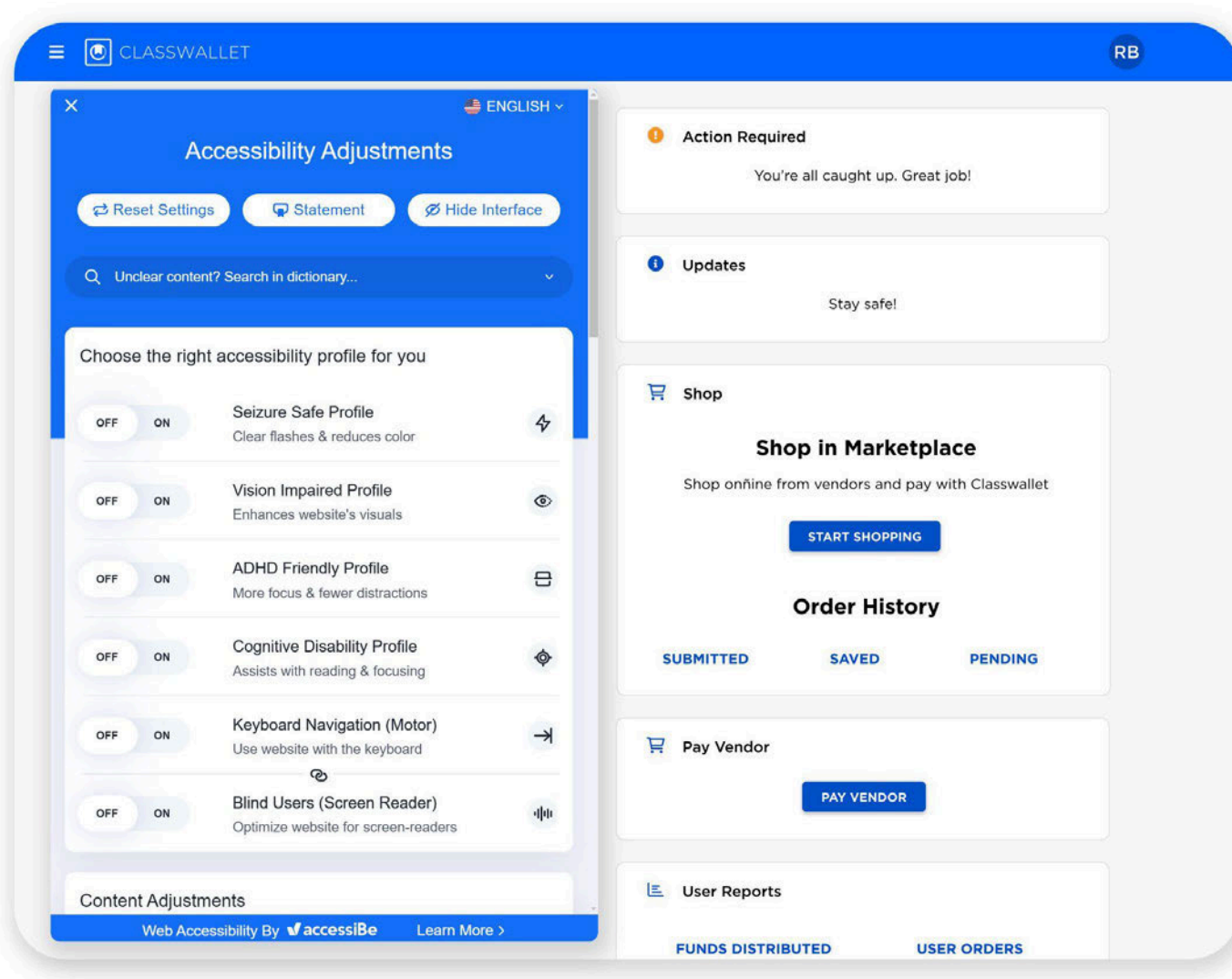


Figure 15: ClassWallet Platform Accessibility Adjustments

Key Differentiator

ClassWallet is the **only** Contractor that is compatible with screen readers, and therefore, accessible for Indiana citizens that are either blind or have visual impairments.

Please see below for a snapshot.

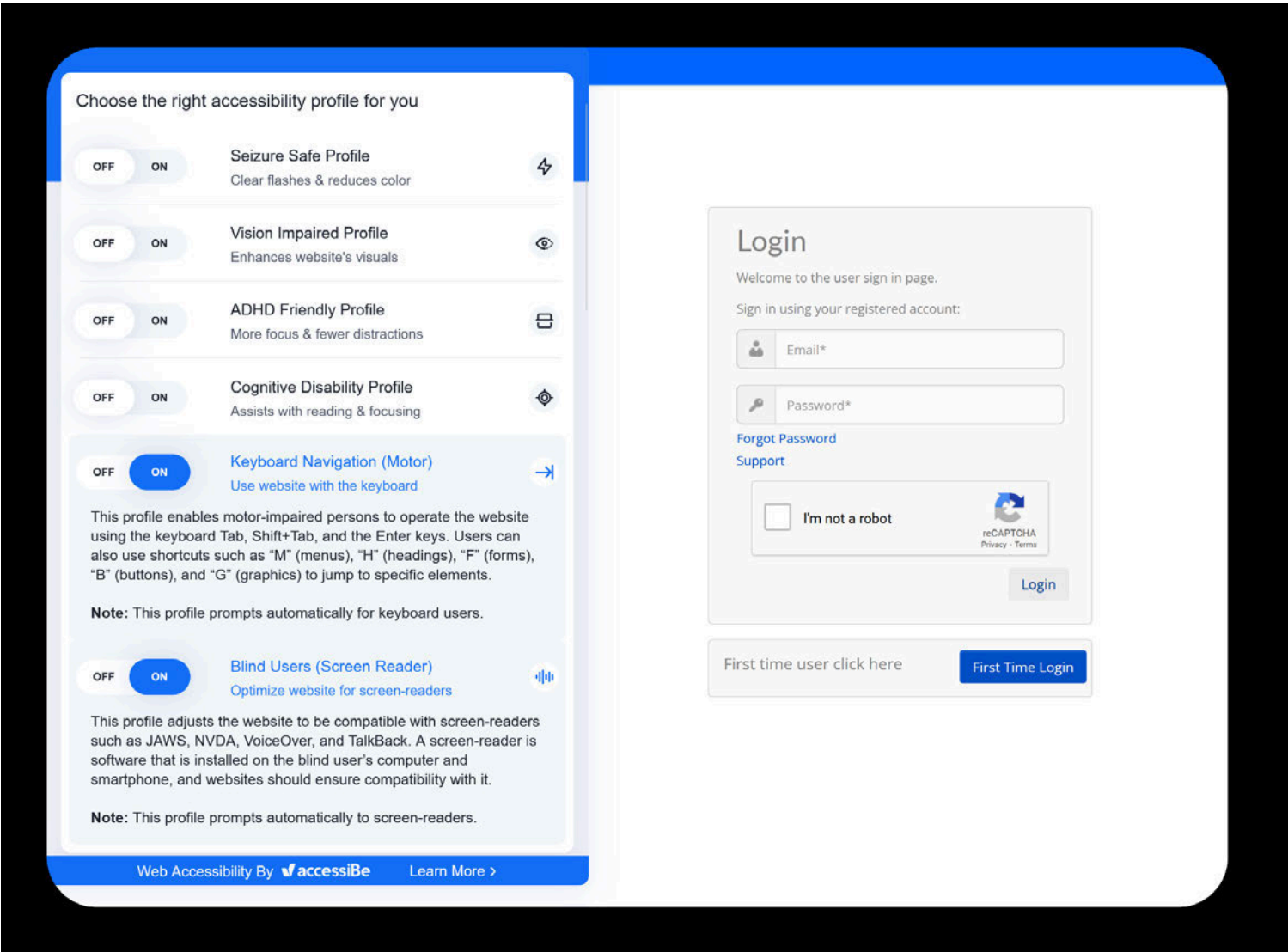


Figure 16: ClassWallet Platform Accessibility Profiles Descriptions

- **The successful bidder shall provide the State of Indiana with machine-to-machine data access methods. Such access methods shall include the following methods:**
 - **Must integrate with Active Directory Federation System (ADFS) or Security Assertion Markup Language (SAML) authentication for seamless login to users.**
 - **Must have an Application Programming Interface (API) to receive and send data for each of the student applications. ACH7:00**
 - **API must be flexible to extend for data exchange to/from INESA application portal.**
 - **SFTP (Secure File Transfer Protocol): Must use additional encryption technology.**
 - **HTTPS (Hypertext Transfer Protocol with SSL)**

ClassWallet supports seamless login for users by integrating with **Security Assertion Markup Language (SAML)** authentication methods. This enables secure and convenient single sign-on (SSO) access for users. If the TOC prefers to be the identity provider, we can easily facilitate SSO from the State's site to the State's authenticated users.

Our platform facilitates the reception and transmission of data for each student application through a flexible and adaptable interface. This interface is designed to streamline data exchange and integrate smoothly with external systems, including the INESA and CSA program portal. Our platform utilizes **HTTPS (Hypertext Transfer Protocol with SSL)** to secure data transmission over the web, encrypting data in transit to safeguard it from unauthorized access and maintain secure communication.

All methods must include security technologies sufficient to provide for the confidentiality of the information during transmission and for non-repudiation. Any additional software required to provide this security must be made available to the State of Indiana by the successful bidder and included in the pricing.

ClassWallet is committed to providing robust security measures that maintain the confidentiality of information during transmission and non-repudiation. Absolutely ZERO additional software is required to provide this security. Below are the key points from our security practices that align with these requirements:

StateRAMP Certification: ClassWallet is the only contractor that is on track to complete a StateRAMP audit (Arizona Office of the State Treasurer) in 2025, meeting the industry standard for the most comprehensive data security. StateRAMP certification is increasingly becoming the industry standard requirement, as evidenced in Arizona for the Arizona ESA program.

Access Control (AC) / Identification & Authentication (IA): ClassWallet uses modern security authorization and authentication methods to confirm that only authorized individuals have access to information. This includes hardened endpoints, single-sign-on, password managers, authenticators, and hardware keys.

Systems & Communications Protection (SC): ClassWallet employs Zero-Trust principles, meaning that no part of the system is inherently trusted. This includes strong authentication and encryption in transit and at rest, keeping information confidential during transmission.

Audit & Accountability (AU): ClassWallet uses comprehensive logging and data feeding into Security Information and Event Management (SIEM) systems in real-time. This means that all actions are accountable and can be audited, providing non-repudiation.

Planning (PL) / Awareness & Training (AT): ClassWallet has a dedicated security team focused on planning and training. They confirm that all team members are aware of security best practices and are trained to maintain the security of the systems.

Risk Assessment (RA) / Contingency Planning (CP) / Incident Response (IR): ClassWallet involves business leaders, project managers, and architects in risk assessment and constantly plans for the worst. This includes real-world auditable drills of incident response and disaster recovery, enabling the company to be prepared for any security breaches.

Experienced Applied Engineering: ClassWallet's engineering team is experienced and disciplined, making certain that the code base is tight and that all security measures are properly implemented. This includes understanding where frameworks stop and applied security starts.

NIST Compliance: ClassWallet aligns its security practices with NIST standards, meaning that all controls and processes are in line with the best practices in the industry. This includes regular audits and inspections to maintain compliance.

Dedicated Security Team: ClassWallet has a dedicated security team led by a seasoned Chief Security Officer. This team engages with every department and team member to confirm that security is a foundational principle across the entire enterprise.

Customized Training: ClassWallet provides department-specific customized training on an ongoing basis to all team members. This helps everyone to be involved in the security culture and understand their role in maintaining security.

Comprehensive Data Audit Trails: ClassWallet builds comprehensive data audit trails into its systems, logging and reviewing all actions. This is a requirement of their systems architecture processes and internal audit policies.

These security measures demonstrate ClassWallet's commitment to maintaining the confidentiality of information during transmission and providing non-repudiation, meeting the requirements set forth by the State of Indiana.

Provide a complete itemized listing of minimum hardware requirements needed to run your software and a recommended hardware listing necessary for optimal performance. Also include an estimated cost for the hardware components and cite any additional costs for non-vendor specific hardware necessary to facilitate implementation.

ClassWallet's software is designed as a cloud-based solution, meaning **no specific hardware requirements are imposed on the State of Indiana**. Our platform is accessible through standard web browsers and operates seamlessly on commonly used devices, including desktops, laptops, and tablets.

Since ClassWallet does not require any specific hardware, there are no additional costs associated with hardware components for implementation. Our cloud-based system is designed to be accessible and efficient, leveraging existing infrastructure without the need for specialized equipment.

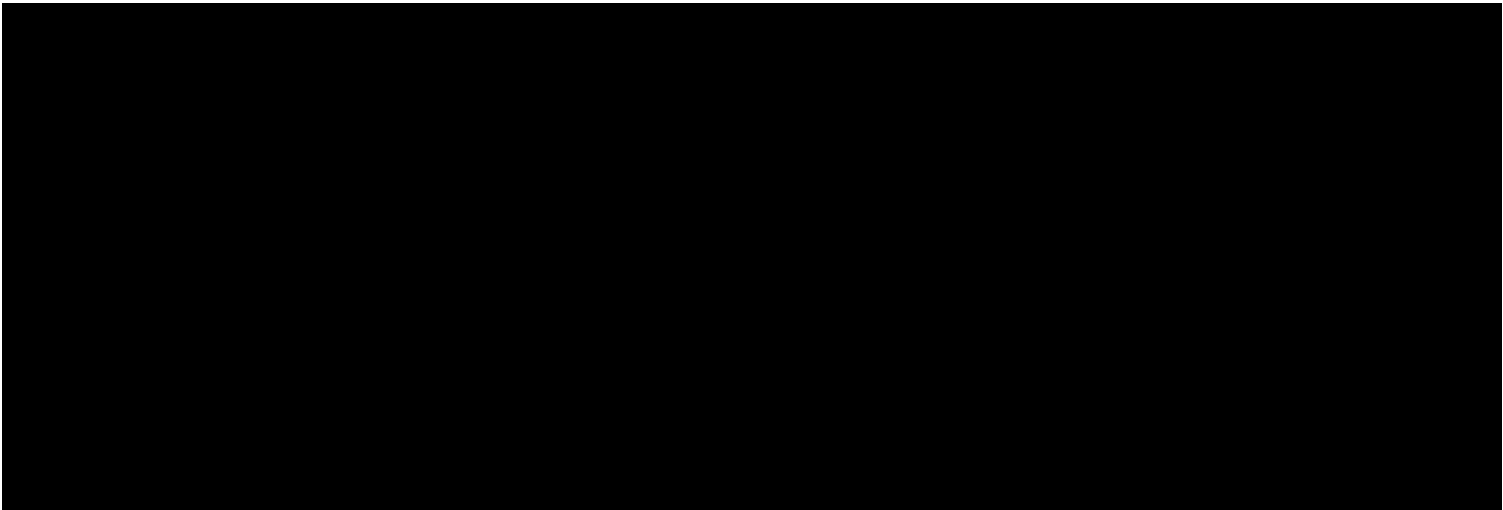
Question #	RFS SOW Section	Response Area(s)
5	1.5: Ecommerce	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.5: Ecommerce from the Scope of Work document for this RFS.

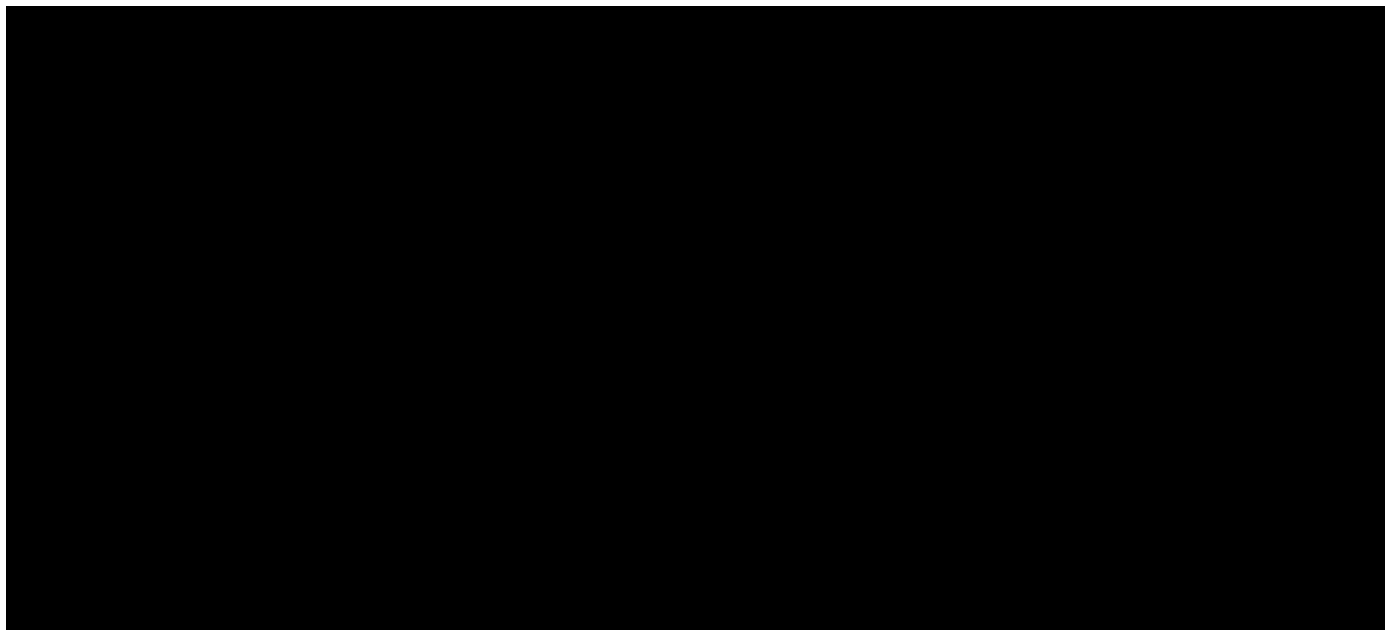
Key Differentiator

ClassWallet is the **only** Contractor that offers an "Open Marketplace" Digital Wallet Card "Powered by Mastercard" that enables parents to shop anywhere, both online and in-person. The Digital Wallet card comes with a complementary mobile app with several features that help parents quickly review their funding balance, identify if an item meets program guidelines, and much more.

Including ecommerce, ClassWallet provides Indiana with four (4) secure and versatile spending solutions to meet Indiana's needs.

- Ecommerce Marketplace:** Our built-in ecommerce platform offers the most choice for parents to meet their children’s personalized learning needs. We have integrated over **140 of the most popular retail and education vendors for families**, including well-known retailers like Amazon, Best Buy, Lakeshore, School Specialty, and Staples, to the most respected niche-education online stores like History Unboxed, Steve Spangler Science, and Carolina Biological.
- DirectPay:** Our DirectPay feature empowers families to easily pay for educational services and goods directly from a vast network of local Indiana service providers (tutors, therapists, etc.) and vendors, offering an extensive reach across urban, suburban, and rural communities.





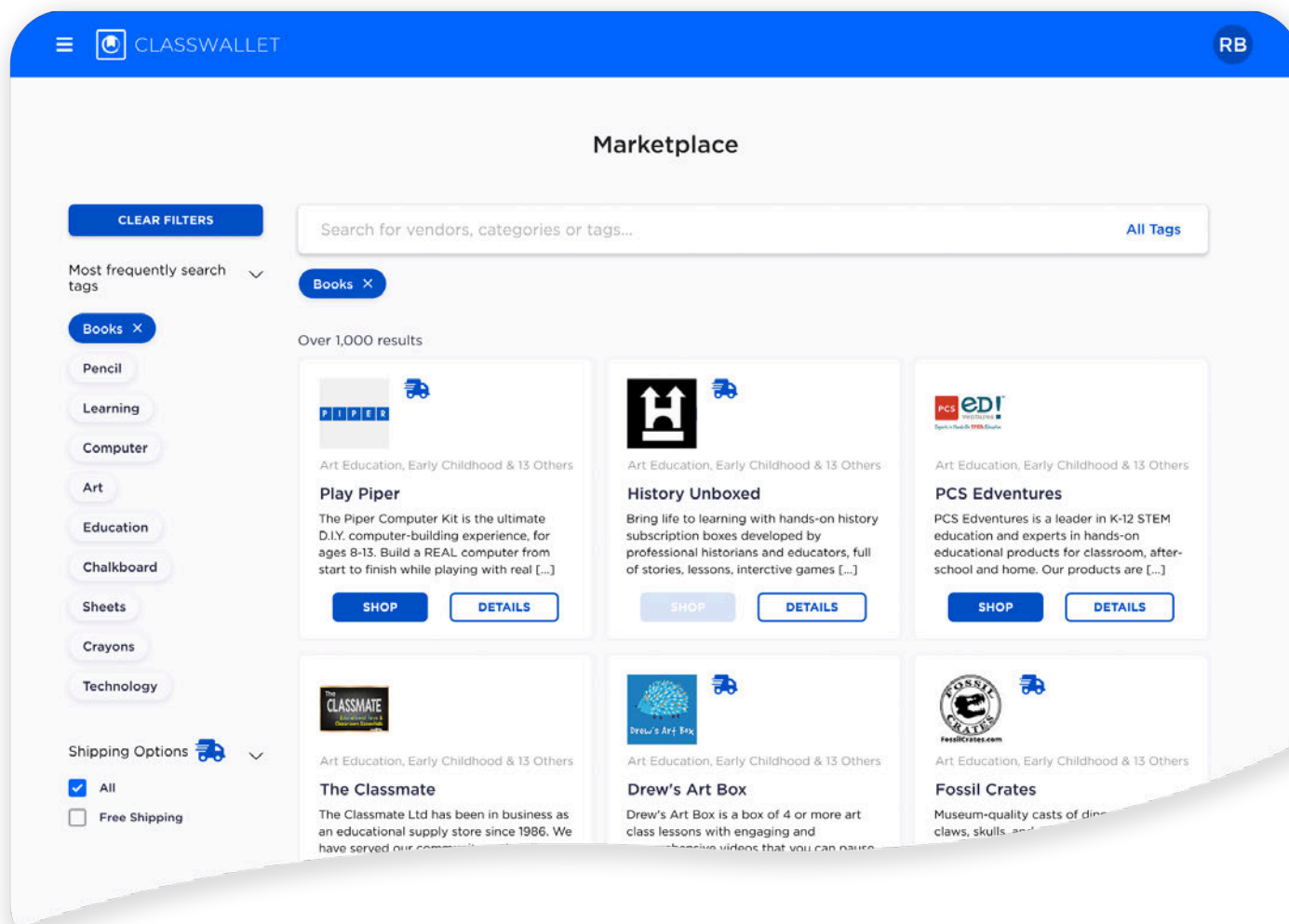
4. **Reimbursement:** The ClassWallet platform enables families to submit reimbursement requests for eligible purchases by uploading relevant documentation, selecting a state-approved expense category, and submitting for review, with the ability to track and reconcile activity through multiple reports.

Thirty percent of purchases are made through an ecommerce platform.

- **Integrate ecommerce “marketplace” for parents within the same platform.**
-

ClassWallet’s marketplace is designed to offer Indiana families the most expansive choices to meet their students' personalized learning needs, seamlessly integrating an ecommerce option within our digital wallet platform. **Currently, 43% of INESA and CSA families access ClassWallet exclusively through a mobile device.** This high mobile adoption rate underscores our platform's user-friendly design and strong mobile capabilities, meaning that families can research, compare, select, and make qualified purchases tailored to their unique educational needs, anytime, anywhere and on any device. Note: If desired by TOS, we will restrict certain purchases down to the product type or product code.

Please see below for a view of the ecommerce marketplace.



Commitment to Equitable Access

23.6% of Indiana households, and over **40%** of Indiana households in some counties, do not have access to Internet or a home computer, reinforcing the importance of an INESA and CSA that are accessible by mobile phone.

The learning needs of children are incredibly diverse and deeply personal. Our commitment to mobile accessibility promotes equity, making it easier for all families, regardless of their circumstances, to access the educational resources they seek. Our ecommerce experience features a wide array of online educational retail options, with many marketplace websites curated to allow purchases of eligible items only.

ClassWallet's Four Ways to Spend

(1) Ecommerce Marketplace

Our built-in ecommerce marketplace offers a seamless online shopping experience with over **140 ecommerce vendors available**, including the most popular retailers and education partners in the country including Lakeshore, School Specialty, Best Buy, Staples and so much more. To date, Indiana administrators have approved over 50 of these ecommerce vendors, with more than 16 integrated just for Indiana. Please see **Exhibit N** for this list of existing vendors.

Making it easy for parents: To make it very easy for parents, all ClassWallet ecommerce vendor websites can be curated enabling Indiana families to confidently shop for educational materials that meet program guidelines knowing there will be zero wait time between checkout and the goods arriving on their doorstep in days.

Our platform is designed for Indiana families to easily make a significant portion of their purchases through our ecommerce platform, thanks to its variety of accessibility options and user-friendly interface. It mirrors the shopping experience families experience at their favorite online stores. After 7 years of implementing ESA programs, we know families expect a marketplace that provides them with:

- The same shopping experience with online stores as if they were shopping on that store's website with their own money.
- Access to their favorite stores to buy educational materials.
- A wide variety of the most popular educational specialty stores to meet their children's personalized learning needs.
- Free shipping programs.
- Access to clearance and discount items.

When TOS partners with ClassWallet, the State of Indiana provides an ecommerce marketplace to Indiana families that results in:

- Highly satisfied Indiana families.
- Increased program success for the State.

Please find a diagram of how our families purchase educational items through our ecommerce marketplace in **Exhibit O**.

(2) DirectPay

With DirectPay, families can effortlessly pay for educational services from many local Indiana vendors, including tutors, therapists, schools, enjoying broad accessibility to various communities across the State.

We have onboarded over 590 DirectPay vendors on behalf of TOS. Of these, 80% are local Indiana businesses. In our experience, families will expect TOS to provide the following:

- Mobile-friendly experience, critical to the majority who use a smartphone as their primary device.
- Access to meaningful school and service provider information such as description of services, payment terms, etc.
- Ability to search by geotag location - *Coming in March 2025*

Please find a diagram of how our families pay local schools and education service providers through DirectPay in **Exhibit O**.

[Redacted]

[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]
[Redacted]	[Redacted]

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[Redacted]	[Redacted]	[Redacted]	[Redacted]	[Redacted]
[Redacted]	[Redacted]			

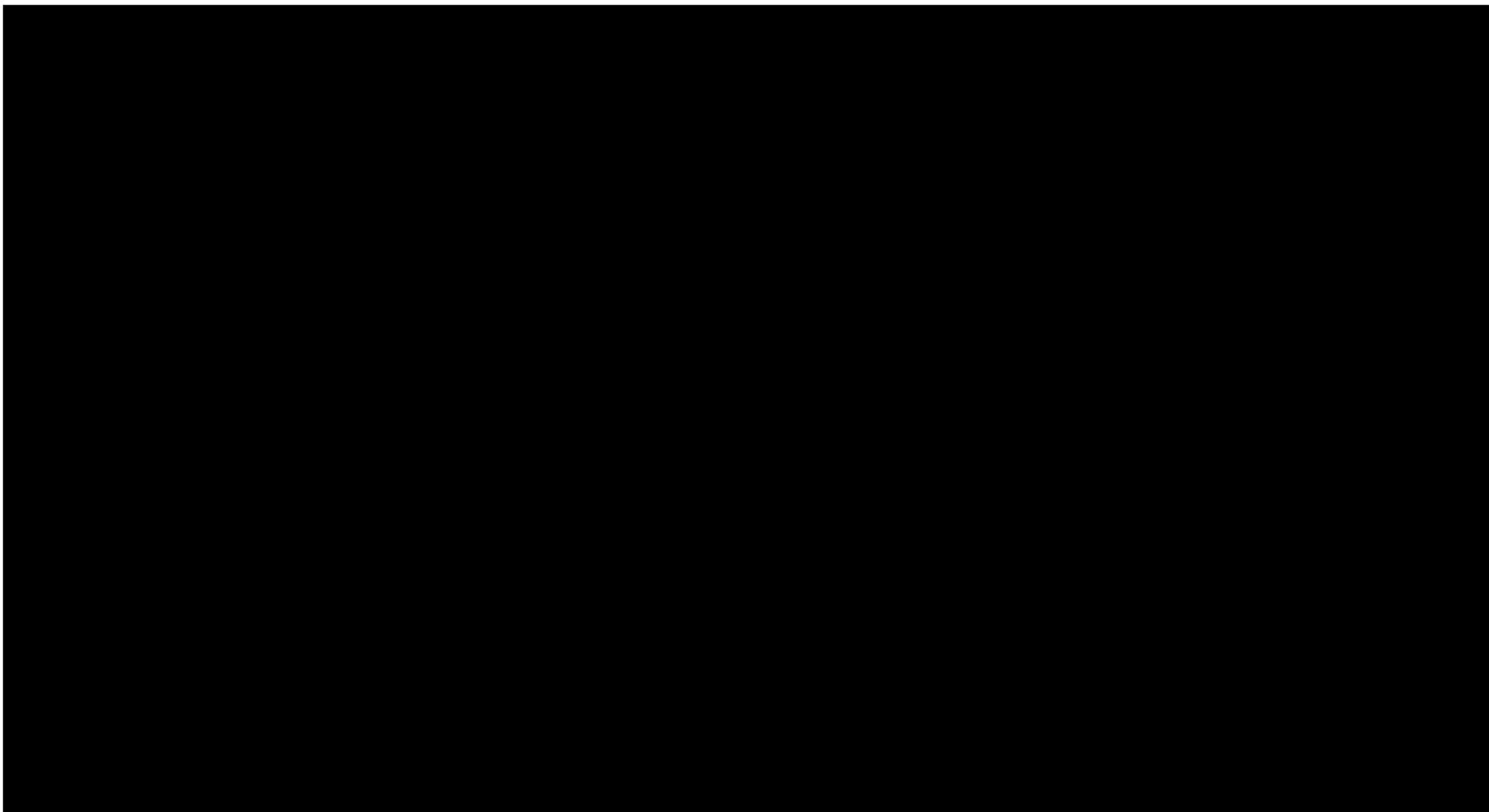
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]
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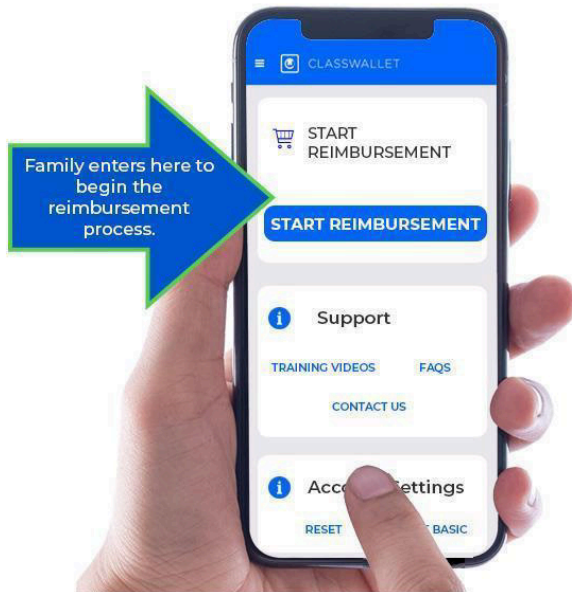


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(4) Submitting a Reimbursement

The ClassWallet platform is designed to facilitate a seamless and efficient reimbursement process for Indiana families, allowing them to easily and quickly get reimbursed for eligible purchases. To initiate a reimbursement request, families can log into their ClassWallet account and click on the “Start Reimbursement” tile.



State-required and relevant documentation must be uploaded to complete a reimbursement request. This can be accomplished in two ways: by taking a photo of the documents using a smartphone or tablet and submitting them through the mobile-friendly website, or by scanning the documents using a desktop printer and uploading them through the ClassWallet online application. Common types of documents include merchant receipts, detailed invoices or bills of sale, tuition invoices, and fee statements. A variety of typical image file types (e.g., PDF, JPEG, PNG) are accepted.

Once documentation is uploaded and the appropriate State-approved expense category is selected, the reimbursement request is submitted. The ClassWallet system reviews the request instantly, providing immediate notification of the status. Payments and

reimbursements are processed swiftly, typically within 5 days of approval.

To further optimize the process, multiple expenses can be combined into a single reimbursement request. There is no limit to the number of receipts that can be uploaded at once.

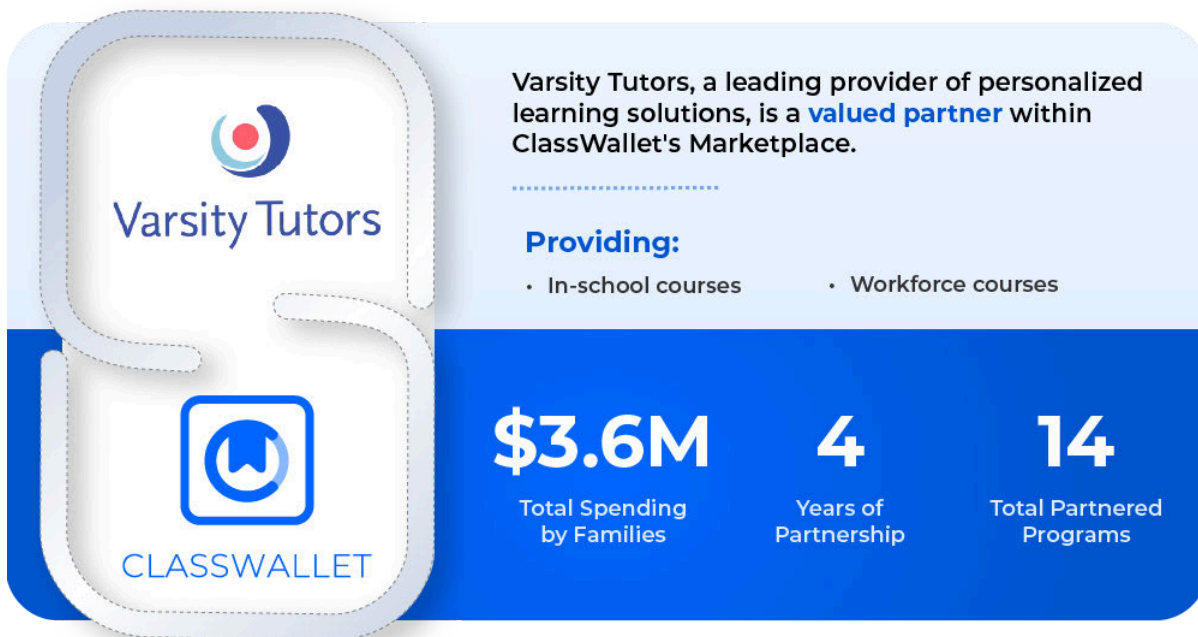
Please find a diagram of how families submit for reimbursement on our platform in **Exhibit P**.

Partnership with Varsity Tutors: Robust Virtual Tutoring Services & Workforce Development Courses for Indiana

ClassWallet is the only ESA and CSA vendor that has fully integrated with Varsity Tutors, the country's largest virtual tutoring platform. Varsity Tutors offers unparalleled, high-quality virtual tutoring delivered by subject-matter expert tutors at a scale, quality, and reliability unmatched in the industry. Their proprietary technology allows live video tutoring sessions, and every student benefits from 24/7 on-demand chat tutoring and a robust suite of supplemental learning resources. Tutoring services—both scheduled and on-demand—are accessible before, during, and after school hours,

including evenings and weekends. This especially supports students in rural and underserved communities who do not have access to quality in-person tutoring services.

Quote from Varsity Tutors Founder & CEO. *"Varsity Tutors has been a trusted partner of ClassWallet for more than 4 years and has delivered tutoring to over 2,000 students in 12 states through the programs they manage. We are thrilled to continue to collaborate with ClassWallet to further expand access to the resources we offer and drive even more student growth and success."* - Chuck Kohn, Founder & CEO



Supporting both ESA and CSA students: Varsity Tutors' robust offerings provide personalized tutoring AND workforce development courses. Not only will all program participants be able to access 1:1 tutors tailored to their academic needs, Indiana CSA participants will be able to use their ClassWallet digital wallet funds to access virtual tutors to prepare for the following career certifications:

Police Officers Exam
Firefighter Exam
Armed Services Vocational Aptitude Battery
Amazon Web Services
Linux+
A+
Network+
Security+

Real Estate
Certified Professional Coder
Commercial Drivers License
Certified Personal Trainer
Certified Medical Assistant
Cisco Certified Network Associate
Certified Ethical Hacker
Certified Dental Assistant

Microsoft Azure Administrator
 Microsoft 365 Fundamentals
 Microsoft Azure Data Fundamentals
 Microsoft Power Platform Fundamentals
 Microsoft Azure AI Fundamentals
 Microsoft Security, Compliance, and Identity

Fundamentals
 Microsoft Power BI Data Analyst
 Microsoft Dynamics 365 Fundamentals (CRM)
 Certified Phlebotomy Technician
 Certified Nurse Assistant
 Pharmacy Technician Certification Exam
 Human Resources Management Certificate



Career-focused programs and certifications tailored for tomorrow's workforce.

Prepare Indiana students for the workforce with industry-recognized certifications! With Varsity Tutors, students gain access to top-tier instruction and resources to earn certifications that jumpstart their careers.

Why Choose Varsity Tutors for Indiana Schools?

Varsity Tutors offers flexible, targeted 1-on-1 tutoring options that work seamlessly with teachers, administrators, and parents to support students' academic success.

- ✓ **Public Service:** Prepare for careers with Police Officer, Firefighter, and other essential public service exams.
- ✓ **Technology & IT:** Build skills with certifications like AWS, CompTIA (A+, Network+, Security+), CCNA, and CEH.
- ✓ **Military Careers:** Support for ASVAB and AFOQT exams to open pathways in service.
- ✓ **Microsoft Expertise:** Gain credentials in Azure, Power BI, 365, Dynamics, AI, and Compliance fundamentals.
- ✓ **Business, Professional, & Wellness Careers:** Earn certifications in HR, CDL, Real Estate, or become a Certified Personal Trainer to unlock diverse career opportunities.



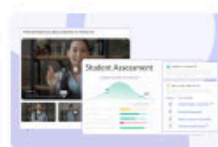
24/7 On-Demand
Chat Tutoring



Live Group Classes



Live 1-on-1 Tutoring



Personalized Learning
Plans

- **Parents make online purchases 24/7 from approved ecommerce vendors that are integrated with the platform.**

ClassWallet continues to empower parents with round-the-clock 24/7 access to a wide array of approved ecommerce vendors, all seamlessly integrated for hassle-free purchasing. Whether it's late-night browsing for school supplies or early morning orders for educational tools, our marketplace is always available, providing families with the flexibility and convenience they need to support their children's education. With ClassWallet, Indiana parents can shop with confidence, knowing they have continuous access to a diverse range of approved vendors, any time of day.

- **TOS will have the ability to determine what ecommerce vendors shall be approved.**
 - **Curated shopping list approved by TOS.**

Key Differentiator

ClassWallet is the **only** Contractor that does **both**:

- Enables vendors to curate catalogs according to INESA and CSA guidelines; *and*
- Supports vendors who do not have curation capabilities by enabling TOS to apply "Allowed" and "Not Allowed" labels to every item from every ecommerce vendor.

ClassWallet empowers TOS with the ability to:

- Handpick which of the 140+ ecommerce vendors the State wants to make available to Indiana families on the ClassWallet platform.
- Eliminate the need to review ecommerce purchases, making it easy for parents by giving them the knowledge that their purchases will be allowed.

How we do this:

- Vendors can curate catalogs to display items according to TOS direction.
- For vendors that do not have this capability, ClassWallet enables TOS to automatically flag every item in every catalog as "Allowed" or "Not Allowed," providing parents with immediate feedback on their cart.
- We recently implemented fully curated sites for Office Depot, Staples, and Lakeshore Learning, demonstrating our unique capability to tailor the marketplace to TOS's specifications—a capability that sets us apart from other contractors.

The Vendor Management Team

At ClassWallet, our Vendor Management team is instrumental in fostering and maintaining a diverse and robust marketplace that Indiana families value. This team is responsible for evaluating, onboarding, and managing vendors to maintain our high standards for delivery and align with the educational needs of Indiana families. Our careful onboarding process means that only vendors who meet TOS's criteria and offer relevant, valuable educational resources are added to the marketplace.

Since March 2024, our team has worked diligently to expand the marketplace for the INESA and CSA program, initially onboarding all of Indiana's existing vendors and facilitating the addition of 16+ more to date. This effort resulted in a 40% increase in the number of onboarded vendors, significantly enhancing the marketplace's diversity and supporting the State's initiative to provide more options for Indiana families.

Streamlined Onboarding

Once approved, our team works closely with new vendors to facilitate a smooth onboarding process. Vendors are able to get integrated with our platform via automated processes in under 5 minutes. From there, our team provides clear guidance and support, making it easy for vendors to understand and meet our platform's requirements. This collaborative approach enables vendors to start offering their products and services to Indiana families as quickly as possible.

Ongoing Management and Support

Our commitment to vendors doesn't stop at onboarding. The Vendor Management team maintains open lines of communication, providing ongoing support and addressing any issues that may arise. We also work closely with vendors to facilitate prompt refund processes, advocating for Indiana families and encouraging vendors to credit funds back as swiftly as their processes allow.

Maintaining High Standards

Our Vendor Management team performs extensive due diligence to confirm vendors:

- Integrate with the ClassWallet system properly.
- Meet service level agreement expectations.
- Provide high-level customer service to Indiana families.
- Meet advanced shipping speed and shipment tracking expectations, recognizing that in today's world customers have come to expect rapid and accurate shipping.

We actively monitor several key performance indicators (KPIs), which can be customized to meet the specific needs of the State. Our ongoing efforts and commitment to vendor management are highlighted in the following table.

Vendor Key Performance Indicators (KPIs)

Key Performance Indicator (KPI)	Description	Positive Impact to Families	Other Contractors
Vendor Lead Time	The time it takes for a vendor to ship an order once it is received (e.g., once the order is approved through ClassWallet). ClassWallet tracks the number of days it takes the family to receive the good(s).	Quality and timely delivery of goods	TOS may wish to verify current capability
Pricing and Competitiveness	ClassWallet evaluates vendor prices to help families receive good value for products and services. We believe families should be charged a fair market value for the quality of the goods and services they purchase. We work with vendors to establish pricing commensurate with what they would provide to their most favored customers (MFC).	Enables family purchasing power and efficient use of their funds	
Customer Service	ClassWallet tracks and scores how well vendors manage concerns brought to them by program users.	Family satisfaction	

Key Performance Indicator (KPI)	Description	Positive Impact to Families	Other Contractors
Order Accuracy	ClassWallet evaluates vendor performance in delivering complete and accurate orders.	Meeting student expectations and needs	

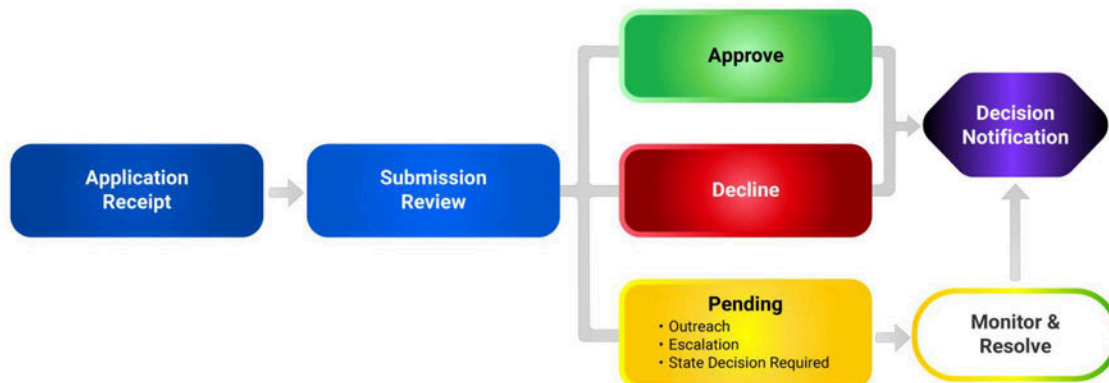
Our focus is maintaining the level of quality and service that has defined our successful relationship with Indiana. While our competitors may promise to onboard a wide array of vendors to an open marketplace, ClassWallet prioritizes vendors who meet the high standards that Indiana expects.

The Validation Services Team

In addition to our Vendor Management team, we are pleased to offer our in-house Validation Services team as a new and added value for TOS, if desired. This team carefully reviews and either approves or rejects new vendor applications based on Indiana's specific criteria, alongside verifying family expenditures for eligibility. If entirely new vendors (those outside of both the ClassWallet and TOS vendor network) want to join the INESA and CSA programs, our in-house Validation Services team will create an application process and screen these vendors for you. Approved vendors will then be onboarded by the Vendor Services team.

Evaluating Vendors

Our Validation Services team employs a rigorous evaluation process to assess potential vendors. Once a vendor completes the application, we use a decision matrix to apply TOS-determined qualification guidelines to determine eligibility.



Those who qualify will move to the next step. Those who do not qualify will have the ability to appeal the denial. The State will be engaged for any complicated or escalated situations.

This process means that only vendors offering relevant, high-quality goods and services are integrated into our marketplace. Unlike some competitors who promise a safe, open marketplace but cannot maintain the integrity of each vendor, we offer Indiana families hundreds of vendors while carefully vetting each one to maintain quality. Please see **Exhibit B** for a draft of our custom vendor application and decision matrix.

Guided by TOS's directives, our team has created a robust marketplace without compromising simplicity. We've streamlined the onboarding process, making it easy for vendors to integrate and serve families while quickly and securely receiving payments.

- **Payment gateway – tools enable to process payments online through digital wallet.**

ClassWallet's platform includes a secure and efficient payment gateway that enables online payment processing through digital wallets. Additionally, we support Automated Clearing House (ACH) transactions, providing a seamless and convenient payment experience for users. Recognizing that unbanked households are more prevalent among low-income adults, we understand that some families may not be able to receive ACH direct deposit payments or may be uncomfortable providing account and routing information. To promote program equity, ClassWallet has the capability to automate check payments, offering a flexible solution that accommodates the diverse needs of all families.

- **Inventory management software – visibility to out of stock items.**

At ClassWallet, we understand the importance of maintaining control over approved ecommerce vendors and enabling families to have a user-friendly shopping experience. Our platform is designed to provide visibility into inventory levels, so families avoid ordering products that are unavailable. This is achieved through the diligent work of our expert Vendor Management team, who actively monitor and manage stock levels across all vendors.

Our Vendor Management Team works closely with vendors to keep their catalogs current and monitor cancellations, making adjustments as needed. This collaboration helps families and administrators stay informed about product availability.

In addition, our Vendor Management team performs due diligence to confirm that vendors:

- Integrate with the ClassWallet system properly, enabling inventory updates to be reflected

in real time.

- Meet service level agreement expectations, including timely updates on stock status.
- Provide high-level customer service to Indiana families, addressing any issues related to out-of-stock items promptly.
- Meet advanced shipping speed and shipment tracking expectations, recognizing that today's customers expect rapid and accurate shipping.

We are focused on maintaining the level of quality and service that has defined our successful relationship with Indiana. By prioritizing vendors who meet the high standards that Indiana expects, ClassWallet enhances the educational experience for students and fosters a user-friendly platform for families. Please see **page 73** for more information on our Vendor Management team.

- **Order fulfillment tools –**
 - tracking mechanism for shipping orders,
 - tracking shipment,
 - handling returns and
 - refunds to INESA digital wallet.

At ClassWallet, we are committed to providing advanced order fulfillment tools tailored to meet the needs of the State. While these capabilities are new and not currently offered, they will be fully ready for production in time for introduction of the new INESA and CSA program contract. Our platform will include the following robust features:

1. Tracking Mechanism for Shipping Orders:

- Our system will offer real-time tracking for shipping orders, allowing families and administrators to monitor the status of their deliveries efficiently.

2. Tracking Shipment:

- We will provide detailed shipment tracking, allowing users to follow their orders from the moment they are dispatched until they arrive at their destination. This feature is anticipated to launch in 2025.

3. Handling Returns:

- Our platform will include a user-friendly return process, making it easy for families to initiate and manage returns as needed.

4. Refunds to INESA and CSA Digital Wallet:

- In the event of a return, our system facilitates seamless refunds directly to the INESA and CSA digital wallet, providing a smooth and convenient experience for users.

These features will work together to create a cohesive and efficient order fulfillment process, meeting the specific needs of the TOS and providing a high level of service to families.

Analytic reporting – reports supporting purchases per category and vendor.

ClassWallet’s platform includes an Order Approval Queue that allows TOS administrators to filter by multiple options, including category and vendor.

1. Track Purchases by Category:
- Monitor spending trends across different educational categories, such as textbooks, tutoring services, and educational software.
2. Analyze Purchases by Vendor:
- Evaluate the performance and utilization of various vendors, helping to identify preferred suppliers and optimize resource allocation.

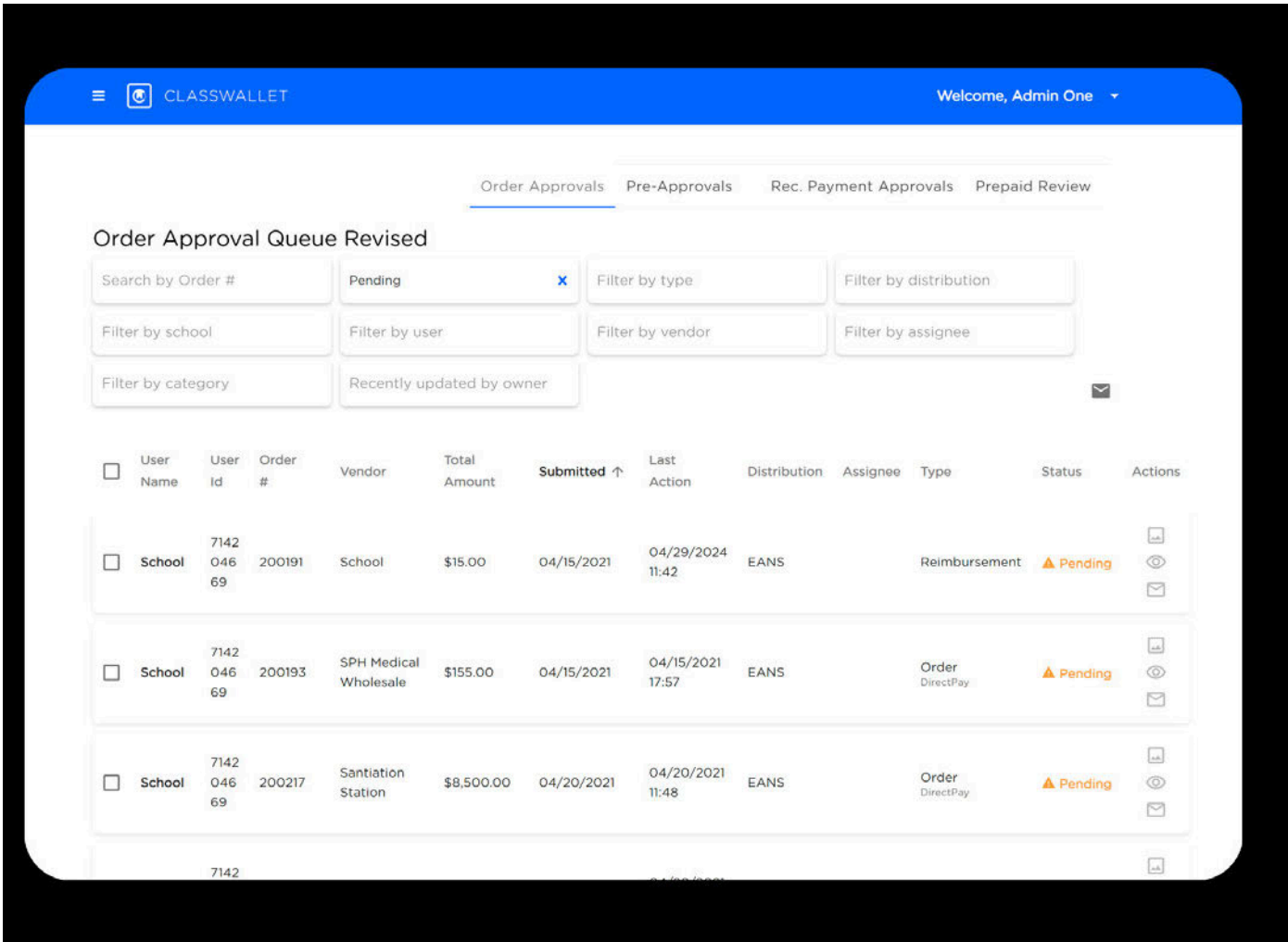


Figure 17: Order Approval Queue

- **Ability for TOS to individually review and approve/deny individual purchases.**

ClassWallet's platform offers flexible and robust options for TOS to review and manage individual purchases, maintaining the integrity and compliance of the INESA and CSA programs. Here are three easy ways this can be accomplished:

- (1) TOS Administrator Review:** Our platform currently allows TOS staff to individually review and approve or deny individual purchases. TOS can:
- *Review Purchases:* Access detailed information about each purchase request, including item descriptions, vendors, and costs.
 - *Approve or Deny Purchases:* Make informed decisions to approve or deny purchases based on program guidelines and educational needs.

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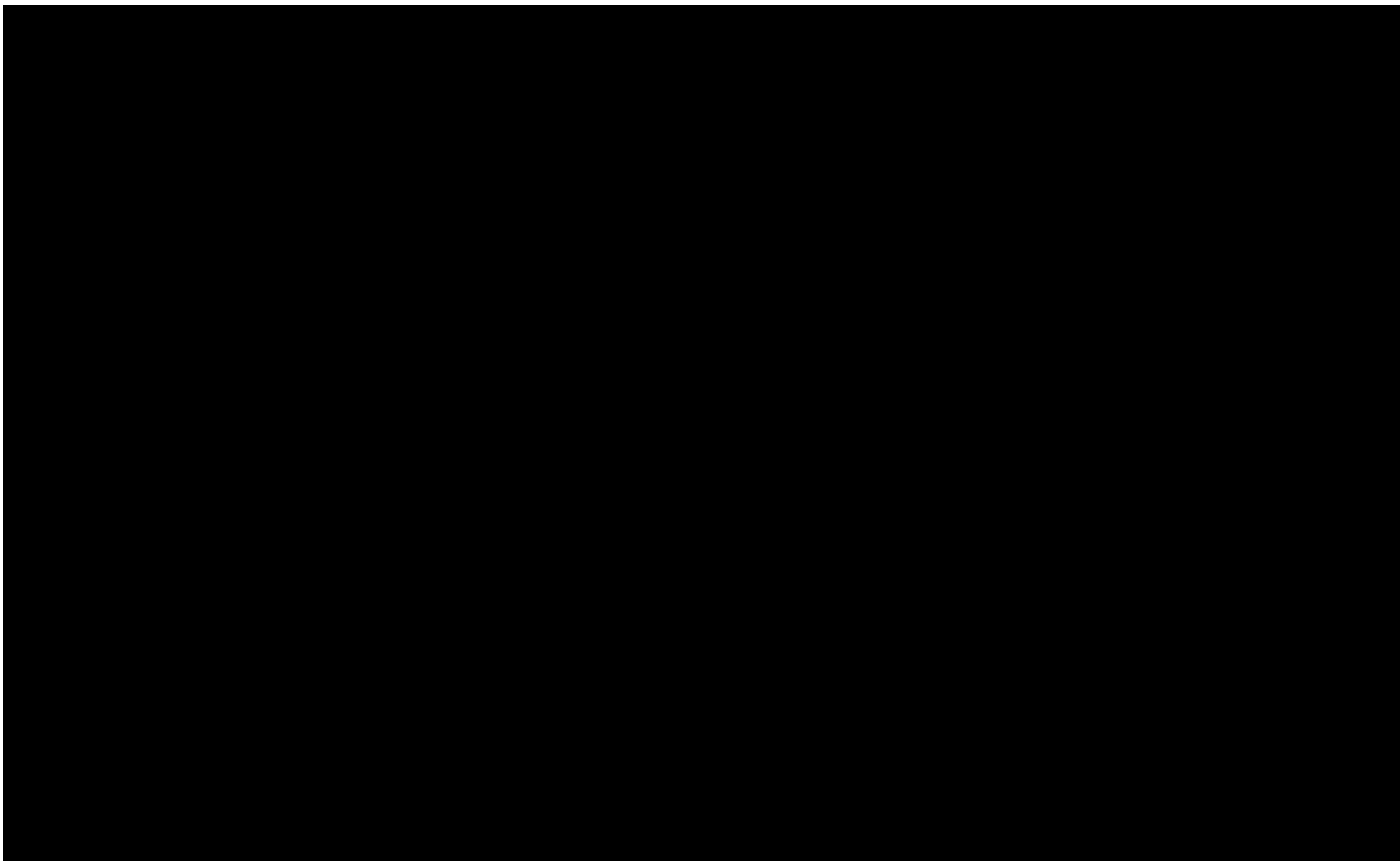
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Question #	RFS SOW Section	Response Area(s)
6	1.6: Data Storage	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.6: Data Storage from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet is **one of the only fully cloud-based** Contractors in the market.

Our fully cloud-based approach avoids the potential security risks associated with browser-based solutions.

ClassWallet excels in delivering secure and efficient data storage solutions. Our platform is hosted on a remote, cloud-based system aligning with the State's preference for cloud services and eliminating the need for additional infrastructure or hosting costs. We leverage Amazon Web Services (AWS), one of the State's preferred cloud tenants, to deliver optimal performance, security, and accessibility.

Unlike competitors, **our fully cloud-based approach avoids the potential security risks associated with browser-based solutions**. Our commitment to NIST standards and third-party verification sets us apart, providing a robust, scalable platform that meets all necessary functional and security requirements.

Indicate if your software/data is housed on a server within the ASTO or remotely on a cloud web-based system.

ClassWallet's software and data are securely housed in a remote, cloud-based system adhering to stringent industry standards and requiring no additional infrastructure or hosting costs for the State. We adhere to NIST-standards and are third-party verified, setting us apart from our competitors. Our robust, scalable platform leverages the latest cloud technologies to maintain optimal performance, security, integrity, and accessibility for all users.

The State prefers a cloud-based service offering however is willing to consider additional options that bring demonstrated value to the State. If the proposed solution is browser-based, this would apply.

ClassWallet is **already deployed and operating securely in the cloud**, aligning with the State's preference for a cloud-based service. Our platform is currently hosted on Amazon Web Services (AWS), which is one of the State's preferred cloud tenants. In some cases, **competitor platforms are browser-based, which has significant potential to compromise the data security of TOS and Indiana families** when it comes to data security. We are fully prepared to manage our cloud environment within a dedicated space in Indiana's AWS tenant, maintaining compliance with all security and data management requirements. This approach not only leverages Indiana's existing cloud infrastructure but also eliminates the need for any additional setup or transition costs.

If the Contractor proposes a cloud-hosted solution, the State prefers the Contractor choose which of the State's cloud tenants they will utilize, Microsoft Azure or Amazon Web Services (AWS), and the Contractor shall manage their cloud environment within a dedicated space in the State tenant. If the Contractor can demonstrate significant value, or provides appropriate justification otherwise, to the State by hosting the solution on a cloud platform of their choosing, the State is willing to consider that deployment option.

ClassWallet's preference is to utilize our own instance in Amazon Web Services (AWS). Our secure and robust cloud-hosting environment is designed to meet the highest data protection and operational availability standards, providing significant value and enhanced program integrity through multiple layers of administrative, physical, and technical safeguards. We are SOC 2, Type II certified and are progressing through a StateRAMP audit. By following this approach, we can maintain our established security protocols and compliance measures, which align with the State's requirements for data protection and operational excellence.

Describe your database platform and requirements.

- **What development platform is used throughout your application including the application and presentation layers?**
- **What reporting services are available for use with your applications?**
- **Do you index your database tables?**
- **Do you have standardized XML import/exports?**
- **Do you have standardized PDF reports?**
- **Do you integrate with Microsoft Office? If not, how do you import/export to Office products?**
- **Do you integrate with Microsoft Exchange Server?**
 - **Outlook Calendar integration?**
 - **Outlook Contacts & Global Address Book integration?**

What server platforms do you support? If the solution is server-hosted, it will need to support Microsoft Server 2022 or Red Hat Enterprise 8 as a minimum requirement.

ClassWallet's solution is delivered as a secure, cloud-hosted Software as a Service (SaaS) platform designed to provide high operational availability and stringent data protection. As such, the specific details of our database and development platforms, and various integration capabilities, are managed within our secure cloud environment and are not typically disclosed. We are committed to continuing to provide a platform that meets all necessary functional and security requirements for the INESA and CSA programs and would be happy to discuss any specific capabilities or concerns further.

Describe all available client platform requirements including desktop applications, and browser clients (and supported web browsers).

Since the digital wallet is core to the foundational success of the INESA and CSA programs, convenient accessibility is paramount. The ClassWallet platform, refined and battle-tested over the past 10 years, is compatible with all modern standards-based web clients (browsers), including Chrome, Edge, Firefox, Opera, and any other browser that supports encrypted web sessions. Our platform adheres to the highest industry standards in ADA compatibility, enabling all individuals, including those with disabilities, to use it seamlessly. We also provide secure mobile/cellular or app accessibility, which is critical for the State to maintain equitable access to all Indiana families.

In Indiana, 23.6% of households will have no choice but to access the INESA or CSA platform on a smartphone or shared computer only. In some of the lowest income counties, that number could rise to over 40%.

Unlike other contractors in the market, ClassWallet does not require any application-specific software or browser extensions, which can often cause issues on mobile devices or other machines.

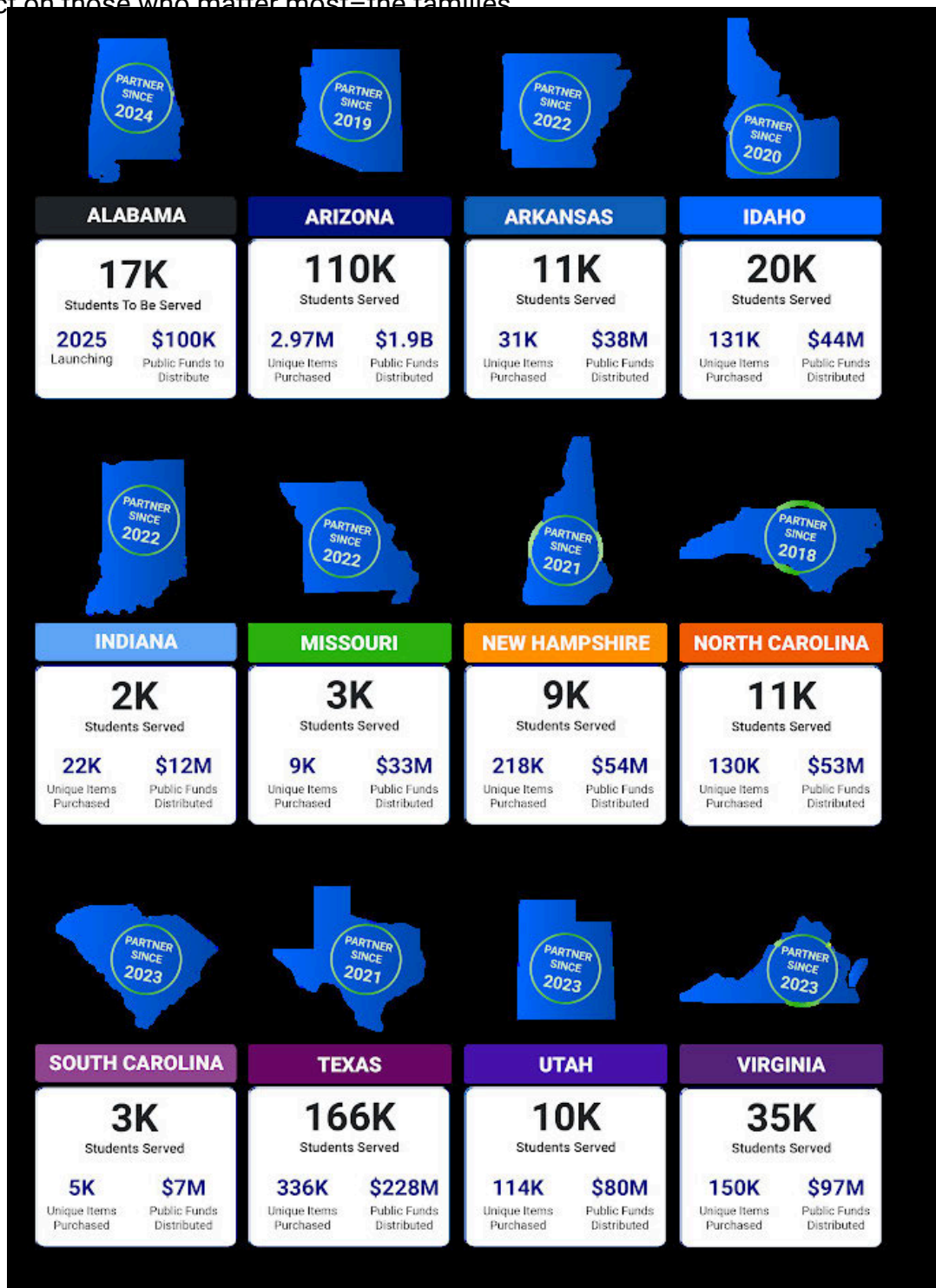
Competitors' platforms may not work on mobile devices, limiting accessibility, and may only function on specific browsers, further restricting access. Beyond usability, these limitations can also subject families to security issues, as shared computers often do not allow web extensions due to security and privacy vulnerabilities.

To better understand the differences, the following table compares ClassWallet with other Contractors in the domain. We encourage the TOS to request a demonstration of these specific features to see firsthand how ClassWallet's platform supports families and enhances the educational experience for students.

	ClassWallet	Student First	Odyssey	Merit
Requires the parent to download application-specific software	No	Student First markets its ecommerce feature as requiring parents to download a Chrome plug-in web extension	TOS may wish to verify	
Works on a mobile phone	Yes	Student First markets TheoPay as a plug-in web extension; Chrome browser on mobile phones does NOT support extensions	TOS may wish to verify	
Works across all web browsers (e.g., Chrome, Safari, Firefox, Microsoft)	Yes	Student First markets TheoPay as a Chrome (only) web extension	TOS may wish to verify	
Works on Mac and PC	Yes	Typically, Chrome web extensions are not user friendly on Mac	TOS may wish to verify	
Works on a shared computer (i.e., school, library, community center)	Yes	Typically, shared computers do not allow web extensions due to security and privacy vulnerabilities	TOS may wish to verify	
Allows users to enter a credit card to complete an order if Scholarship balance is insufficient	Yes	Student First markets its TheoPay as requiring parents to use only a TheoPay virtual card	TOS may wish to verify	

	ClassWallet	Student First	Odyssey	Merit
Simple checkout	Yes	TOS may wish to verify Publicly available TheoPay checkout instructions are as follows: 1. Log into Chrome. 2. Download the TheoPay Chrome extension. 3. Visit an ecommerce store that has accepted TheoPay terms and conditions. 4. Build a cart. 5. Sign into the TheoPay Chrome extension. 6. Receive a virtual debit card, good for 5 minutes. 7. Copy and paste the 16 digit virtual debit card number and CVV2 into the ecommerce checkout. 8. If any items in the cart are rejected, build a new cart and repeat steps 4 through 8. 9. Repeat steps 3 through 7 for each store and for each child.	TOS may wish to verify	
For returns or refunds, funds are credited back to the digital wallet	Yes	TOS may wish to verify Publicly available information informs that all funds are credited back to the virtual debit card	TOS may wish to verify	

Twelve state agencies for ESA, CSA, and microgrants- Alabama, Arizona, Arkansas, Idaho, Indiana, Missouri, New Hampshire, North Carolina, South Carolina, Texas, Utah, and Virginia - trust the ClassWallet digital wallet because we deliver consistent and demonstrable program efficiency, integrity, data insights, and impact on those who matter most—the families



ClassWallet is more than just a software service provider. We are your passionate and experienced INESA and CSA program partner.

What are your minimum recommended hardware requirements (clients and servers)?

As a fully cloud-based solution, ClassWallet eliminates the need for any specialized hardware on the client or server side for Indiana families, vendors, and TOS staff. Users across the state of Indiana can easily access our platform through standard web browsers or our user-friendly mobile applications, without any additional hardware requirements. This approach not only simplifies implementation and reduces costs for the State but also enables broad accessibility and ease of use for all Indiana families participating in the INESA and CSA programs.

Is hardware provided with your solution? If not, provide recommended hardware specifications to support your platform for 5-7 years.

ClassWallet does not provide or require any specific hardware as part of our solution. **Our cloud-based platform is designed to be hardware-agnostic, reducing the burden of hardware management for the State.** To maintain optimal performance and longevity for 5-7 years, we recommend that users access our platform using up-to-date web browsers and devices that support our mobile applications. By keeping their browsers and devices current, Indiana families and TOS staff can expect a seamless experience with ClassWallet without the need for specific hardware specifications.

Describe the administration of application security. Include how it is configured, how groups or roles are used, and what actions can or cannot be taken for various settings.

The administration of application security within the ClassWallet system is managed through a robust permission and role system that is directly integrated with the organization's identity provider. This setup provides comprehensive control and visibility over all system administration and usage, tailored to each department and function. The permissions are designed to be highly granular, covering all aspects of system control and customer administration. These permissions are bundled into roles for ease of use and to facilitate efficient reporting to our central Security Information and Event Management (SIEM) system.

The decision engine in the ClassWallet platform is effective for both system administrators and customer program administrators, offering extensive control and visibility across all areas to maintain program security and adherence to contractual agreements. Permissions are directly linked to the data that users can access and their specific job functions. Additionally, the system employs dual approvals, requiring multiple administrators as a check and balance, and continuous monitoring by

our 24/7/365 operations team to detect any anomalous activity. This combination creates a state-of-the-art least privilege platform with rigorous authentication and authorization measures.

Describe how your solution creates an “audit trail” when data is changed. Include the types of data for which a trail is created, and what is recorded (date, user id, etc.) when the data is changed.

The ClassWallet audit trail captures a comprehensive range of data, including financial transactions (date, time, amount, vendor, approval status), account activity (logins, changes to personal information, fund transfers), and non-financial actions (document uploads, communication history, system configuration changes). Each action is recorded with user information (user ID and role) and precise timestamps, providing a chronological record of events to promote transparency and accountability.

ClassWallet approaches data audit and logging at the core of our platform architecture. Our data models use immutable entries, similar to banking platforms, so data is not overwritten. Instead, existing entries are negated by future entries to preserve historical integrity. All key records and actions are connected to user origin, user agent, and timestamp logging. We maintain this tracking alongside the data itself in our databases and also push it in real-time to our SIEM system. This approach provides full visibility and allows us to react to any event or behavior deemed necessary.

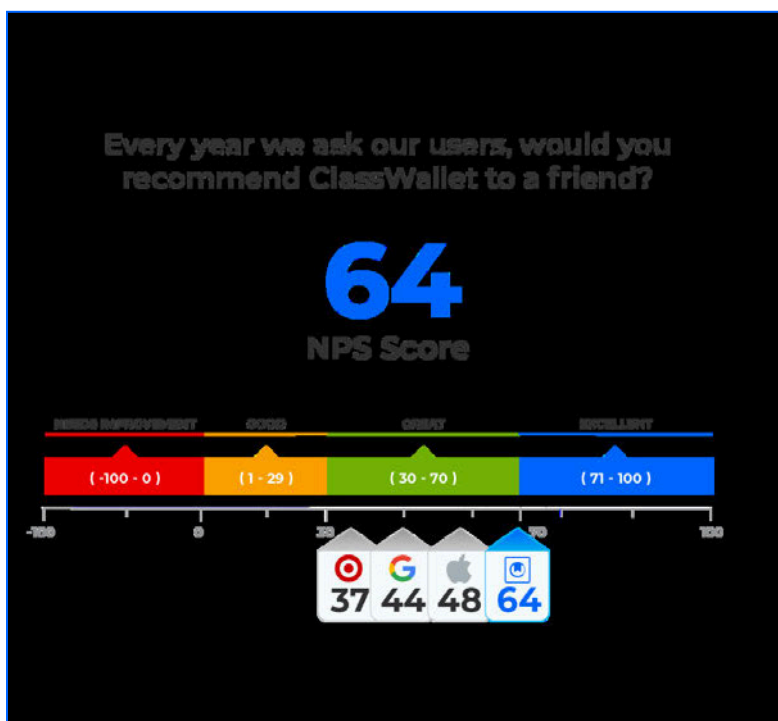
This robust audit trail promotes transparency, accountability, and facilitates efficient tracking of all activities within the system, aligning with best practices in data management and security.

Question #	RFS SOW Section	Response Area(s)
7	1.7: Transition	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.7: Transition from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet rates high satisfaction scores from Indiana families and is the **only** Contractor that can maintain high quality while providing uninterrupted services to Indiana families.

Indiana families have expressed their positive experience with ClassWallet:



Our existing relationships with Indiana families, schools, and service providers eliminate the need for a complex and disruptive transition process. By continuing with ClassWallet, TOS can maintain continuity of services with a partner Indiana families with whom they have categorically expressed their high degree of satisfaction.

The successful bidder shall make reasonable efforts to ensure a smooth transition from the current provider. To facilitate this transition, the successful bidder shall make such personnel as needed available to complete the conversion plan.

ClassWallet fully appreciates the State's emphasis on a seamless transition and uninterrupted service. As the incumbent provider for INESA and CSA programs, we are uniquely positioned to offer the most efficient and risk-free path forward. Our existing infrastructure, established relationships with Indiana families, schools and service providers, and our familiarity with the program's nuances eliminate the need for a complex and potentially disruptive transition. By continuing with ClassWallet, TOS can maintain continuity of services for families, schools, and communities, avoiding any adverse impact on Indiana families, TOS staff, and other stakeholders. This approach not only preserves the program's momentum, but also allows for a more focused and immediate implementation of any enhancements or modifications TOS may desire.

All implementation costs associated with current services for transition will be free of cost to the State. During this process, the State of Indiana and the Firm/Bank will discuss and agree upon the data exchange methods, connectivity, transmission schedules, testing and implementation dates. The successful bidder will establish and manage the transition project plan to ensure minimal disruption of services including capturing and reconstructing previous account activity and/or data to the most reasonable extent possible.

As the incumbent service provider, ClassWallet is uniquely positioned to eliminate any implementation or transition costs for the State. Our established infrastructure and existing data integrations are designed to provide seamless continuation of services, with no disruption to program operations. The transition process will primarily involve collaborative discussions to align on any desired enhancements or modifications, providing a smooth and efficient experience for all stakeholders. ClassWallet's commitment to data integrity means that all previous account activity and data will be preserved and readily accessible, allowing for business as usual from day one.

Specify any costs related to system maintenance beyond initial installation of the system. Also include whether annual maintenance fees include system upgrades, annual license fees or other components.

There are no additional costs related to system maintenance beyond the initial installation. The only fees incurred are the annual user fees, which are detailed in Attachment D - Cost Proposal. There are no separate fees for maintenance or system upgrades.

Question #	RFS SOW Section	Response Area(s)
8	1.8: Training	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.8: Training from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet is the **only** Contractor that has specialized training for (1) Indiana families, (2) vendors, and (3) the State with a dedicated team to manage the respective needs of each key group.

ClassWallet's approach to training is designed to meet the unique needs of all stakeholders, offering both on-site and virtual live training sessions. In fact, during the INESA and CSA initial launches, we conducted 6-8 hours of live training to enable Indiana families, vendors and State staff to successfully onboard. This is in addition to the INESA and CSA training portal all users access through their personal dashboard, which includes easy-to-access resources such as videos, user guides, knowledge-base articles, and FAQs.

ClassWallet is committed to providing additional live training sessions, if needed. We will continue to provide ongoing support through our training portal and dedicated support staff. It is clear we give all users continuous access to resources and learning opportunities throughout the life of the INESA and CSA programs.

Please summarize your approach to training. Responses should detail the estimated number of hours in training included and method of training: e.g. on-site. Also indicate whether on-going training is available after the initial training and conversion time frame. Please identify training targeted to contract partners/agency and training provided for vendors and parents to include complete video tutorials and updates as required.

ClassWallet offers flexible training methods, such as on-site and virtual sessions, to accommodate various needs and preferences. Initial training sessions are estimated to require up to 8 hours across several stakeholder groups, depending on the amount of re-training and new training needed. Specifically, each training session is typically one (1) hour long.

Indiana Families: Typically includes, but is not limited to:

- Program Overview and Eligibility
- ClassWallet Access (how to log in)
- Accepting the Affidavit (if applicable)
- Using your funds
- Overview of automated emails
- Access and viewing reports

Vendors: Typically includes, but is not limited to:

- Program Overview
- Application and requirements
- Approved expenses
- ClassWallet registration
- Invoice guidelines
- How to receive payments
- Viewing and accessing reports

Indiana Staff: Typically includes, but is not limited to:

- How to access your ClassWallet account
- Overview of the homepage
- User management (e.g., updates to student account information)
- How to distribute funds
- Reporting
- Approval queue

As previously mentioned, we provide ongoing support through live training sessions, as needed, along with an on-demand training portal users can access 24/7 through their personal ClassWallet dashboard. This allows all users access to resources and learning opportunities throughout the life of the Program.

Recap:

- *In-person and Virtual Training:* Customized in-person, live, and recorded virtual training sessions for all key stakeholders.
- *Training Portal:* Easy-to-access on-demand resources including videos, training, user guides, knowledge-base articles, FAQs, and more.

The table below provides details on our best-in-class training plan.

Available and Customized Training Plan			
Audience	Dedicated Support	On-Demand and Virtual Training	Robust Resources
For TOS, State Leaders, Administrators, and Support Staff	A designated team will support TOS with on-site meetings, training, phone, email communication, and virtual meetings.	Several customized in-person, live and recorded virtual trainings are planned for TOS, State leaders, administrators, and support staff within a few weeks of program launch. These trainings are designed to help you navigate the technology, processes, and access supports available. Training is conducted by the ClassWallet Support Team and in-person locations, if needed, will be agreed upon with TOS.	All users have access to customized and easy-to-access resources available anytime online in our digital wallet including: • On-demand videos • Live and recorded virtual trainings • User guides specific to each user • Knowledge-base articles • FAQs • & More!
For Participating Families	A comprehensive team of over 100 agents will be available and trained to support Participating Students, Parents, and vendors. The team is composed of both ESA and digital wallet specialists.	Live and recorded virtual training sessions are customized to equip Indiana families within a few weeks of program launch. Separate training sessions are hosted for service providers. The live and recorded virtual training sessions feature a program summary, key activities, support availability, milestones, and also a live Q&A portion. Training dates are featured in family and provider communications and, if desired, additional sessions can be requested at any time.	

Available and Customized Training Plan			
For Participating Vendors	A comprehensive team of over 100 agents will be available and trained to support Participating Students, Parents, and vendors. The team is composed of both ESA and digital wallet specialists and additional Vendor Management Specialists.	Training sessions are hosted for service providers. The live and recorded virtual training sessions feature a program summary, navigating the platform, support availability, milestones, and also a live Q&A portion. Training dates are featured in family and provider communications.	All vendors have access to customized and easy-to-access resources available anytime online in our digital wallet including: • On-demand videos • Live and recorded virtual trainings • Vendor guides specific to the program • Knowledge-base articles • FAQs • & More!

In addition to quality training, ClassWallet recognizes that some users will need 1:1 support, and thus provides a robust support team to handle inquiries from Indiana families, vendors, or the State.

The State: Staff will have a dedicated Project Manager, Bob Sanders, whose primary goal is to provide the necessary support for implementing a successful program. Bob, serving as the ClassWallet liaison, oversees a TOS Support team focused on achieving INESA and CSA program success. This team includes access to a full-time, in-house ESA subject matter expert, Sarah Raybon, to address any policy or ESA-specific needs.



Participating Students and Parents: Our ClassWallet Customer Support team will be trained on the INESA and CSA programs to offer support to Indiana families who need additional help and personalized support.

Vendors: Our ClassWallet Vendor Management team, as described on **page 73** will be focused on making sure vendors have the support they need to effectively serve Indiana. This includes helping vendors set up accounts, display appropriate information to Indiana families, access reports, and much more.

Question #	RFS SOW Section	Response Area(s)
9	1.9: Support	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.9: Support from the Scope of Work document for this RFS.

Key Differentiators

- ClassWallet boasts the largest in-house Customer Support team and is the **only Contractor recognized by J.D. Power for "Outstanding Customer Service Experience."**
- We hold a Customer Operations Performance Center (COPC) certification and an **A+ rating with the Better Business Bureau (BBB)**, demonstrating our commitment to resolving customer issues and maintaining high standards of transparency and accountability.
- Our NPS score is 64, surpassing well-known brands like Apple (48), Google (44), and Target (37).

ClassWallet stands out in its commitment to providing exceptional support, tailored to meet and exceed the requirements of the INESA and CSA programs. Our approach is distinguished by certified and award-winning customer service professionals, dedicated program support experts, and a comprehensive customer care model that promotes accessibility and responsiveness. With a focus on personalized support, high availability, and specialized expertise, ClassWallet is uniquely positioned among all Contractors to deliver unparalleled service to Indiana.

- Internal dedicated manpower available to TOS staff Monday through Friday 8 A.M. to 5 P.M. via phone and email.
- External support Monday through Friday 8 A.M. to 8 P.M. and Saturday 8. A.M. to 12 P.M. available to users via phone, email, and live chat.
- The call center personnel should have native English speakers; Spanish speakers available upon request. The call center should be ADA accessible.

Please see our customer care model below:



ClassWallet prioritizes accessibility, offering live multilingual customer support in English and Spanish (daily) across phone, email, and chat, with an additional 25 languages across email. We understand diverse needs and believe language should never be a barrier to accessing critical program information. [REDACTED]

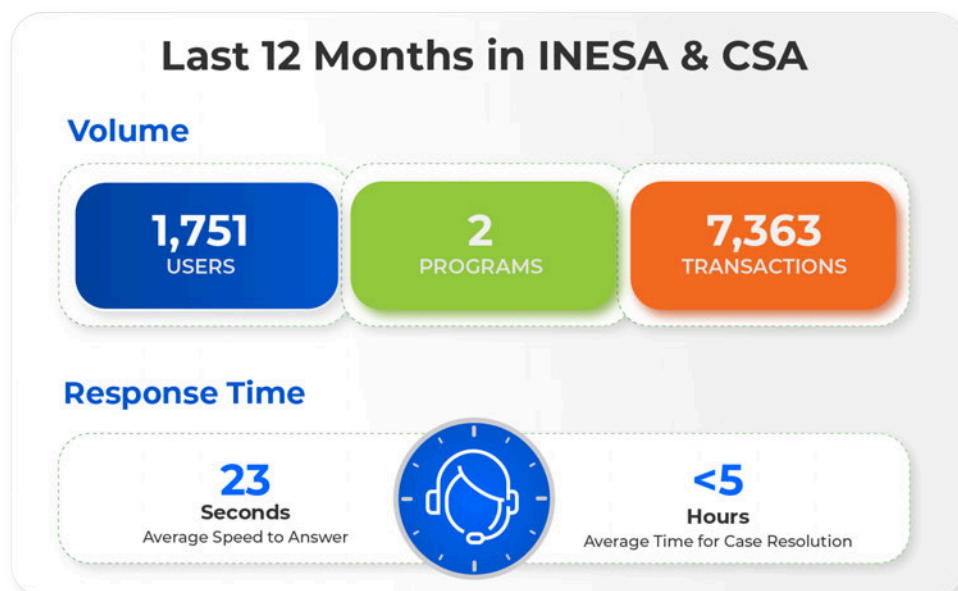
ClassWallet's Customer Support Team

Our Customer Support Team is comprised of 100+ certified customer service professionals who have already undergone over 8 hours of INESA and CSA program specific training. Of the 100+ team, 15 are dedicated to the INESA and CSA programs to provide prioritized, custom service to Indiana.

The remaining frontline customer service professionals are highly trained, intimately familiar with the INESA and CSA programs, and can resolve inquiries in record time. These professionals can also:

- **Offer personalized support:** Unlike smaller teams that may be spread thin across multiple clients, our large team provides dedicated attention and prompt resolution for each interaction.
- **Maintain high availability:** With 100+ agents, we can offer extended support hours and minimize wait times, making help accessible to families and vendors when they need it.
- **Provide specialized expertise:** Our agents are organized into specialized teams focused on different aspects of the ClassWallet platform and program guidelines, routing inquiries to the most knowledgeable individuals.
- **Drive continuous improvement:** With a larger team, we can dedicate resources to analyzing customer interactions, identifying trends, and proactively addressing potential issues before they escalate.
- **Highly trained:** They possess comprehensive knowledge of the INESA and CSA ClassWallet platform and program guidelines.
- **Multilingual:** We offer support in multiple languages, including live agents daily who speak English and Spanish, to cater to diverse populations.
- **Accessible:** Families can reach us through various channels, including phone, email, and live chat.

Indiana stakeholders will never have a long wait when contacting the ClassWallet Customer Support Team.



Proven Performance

Our commitment to service excellence translates into tangible results:

- **Average NPS score of 64 in Indiana:** This exceptionally strong score indicates a high level of customer loyalty and advocacy. An NPS score above 50 is generally considered excellent, and 64 places ClassWallet in a leading position. This means our users are highly likely to recommend ClassWallet to others, contributing to positive word-of-mouth and program growth.

Why Settling for Less Is Not an Option

Some Contractors may aim for lower satisfaction targets, such as 50 NPS. While this may seem acceptable on the surface, it represents a significantly higher rate of dissatisfaction that is unacceptable to ClassWallet. Even a 15 point difference in this rate can translate to:

- **Increased burden on State administrators:** Dissatisfied users are more likely to contact state agencies directly with complaints and support requests, diverting resources from program oversight and policy development.
- **Reduced program participation:** Negative experiences can discourage families from enrolling or fully utilizing their benefits, undermining the program's intended impact.
- **Erosion of public trust:** Poor customer service can reflect negatively on the program itself, eroding public confidence and hindering long-term success, which may also turn into negative media attention.

Industry-Leading Recognitions

Our dedication to customer service is not just a claim; it's substantiated by rigorous third-party evaluations and proven performance.

	ClassWallet	Odyssey	Student First	Merit
Customer Service Award/Certification	Recognized by J.D. Power in 2024 for outstanding customer service.	Bronze level Stevie Award (see table below)	State may wish to verify	
COPC Certification	Yes	State may wish to verify		
BBB Accreditation	A+ Rating	State may wish to verify		

Please see below for a further analysis on **why J.D. Power is a better indicator** of high customer service satisfaction compared to other awards or certifications, such as the Stevie Award.

Feature	J.D. Power Awards	Stevie Awards	Others
Focus	Customer satisfaction	Various business aspects, not just customer service.	The State may wish to verify.
Methodology	Quantitative (surveys, statistical analysis) based on feedback directly from consumers	Qualitative (panel evaluation)	
Verification	Independent, rigorous methodology	Subjective evaluation	
Qualification	High scores in customer satisfaction surveys	Application and panel review	
Application	You cannot apply. Handpicked.	Anyone can apply with an Entry Fee for nomination	
Recognition	High - influences consumer decisions	Varies across industries	
Founded	1968	2002	

Key Takeaway: J.D. Power Awards, with their focus on direct customer feedback and independent verification, are generally considered a more reliable indicator of customer satisfaction compared to the Stevie Awards and others.

The Comprehensive INESA & CSA Support Team

The Customer Support team of 100+ customer service professionals is only a portion of your comprehensive ClassWallet Support team. The State currently has a dedicated team of experts, including Bob Sanders (Client Success Manager), Sarah Raybon (ESA Expert), Robbie Pruitt Woody (Indiana State Director), and many others detailed in our staffing plan on **page 106**. Our team is readily accessible via both phone, email, and in-person visits to support you whenever and wherever needed.

By choosing ClassWallet, the State can be confident that it is partnering with a Contractor that prioritizes customer service and is committed to the long-term success of the INESA and CSA programs.

Question #	RFS SOW Section	Response Area(s)
10	1.10: Experience of Company	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.10: Experience of Company from the Scope of Work document for this RFS.

Key Differentiators

- ClassWallet is the most mature company in this space with 10 years of digital wallet experience, 7 years of ESA experience, and a 3-year track record of supporting INESA, CSA, and EANS.
- **Additionally, we've recovered two ESA programs from two different Contractors in 2024 after very public challenges (see Exhibit K).**

ClassWallet's extensive experience uniquely positions us to exceed the RFS requirements. With over a decade of experience, including 2+ years supporting INESA and CSA, and an additional year supporting the EANS program, we offer a proven track record. Our expertise in technology, digital wallets, and ESA management promotes efficient fund distribution, superior user experiences, and strict compliance. We are very passionate about supporting the State with achieving your mission.

1. Experience: the offeror should describe its experience as it relates to the scope of work and conducting similar services for government entities.

Established in 2014, ClassWallet is a mature and reliable end-to-end scholarship granting platform, tailor-made to continue driving the success of the INESA and CSA programs. Our team has over two years of hands-on experience supporting these programs and an additional with the EANS program for Indiana, demonstrating our ability to successfully navigate and excel in this scope of work. During this time, we have focused on enhancing the lives of students, making our platform user-friendly for Indiana families, providing seamless and accessible financial management, and allowing families to easily track and manage their funds. We understand the unique landscape and needs of TOS, Indiana families, vendors, and other stakeholders.

ClassWallet brings to TOS the following:

- **10 years** of technology **experience in digital wallets**.
- **3+ years** of **on-the-ground support to Indiana students** and their families.
- **7 years** of **experience supporting ESA & CSA programs** across America.

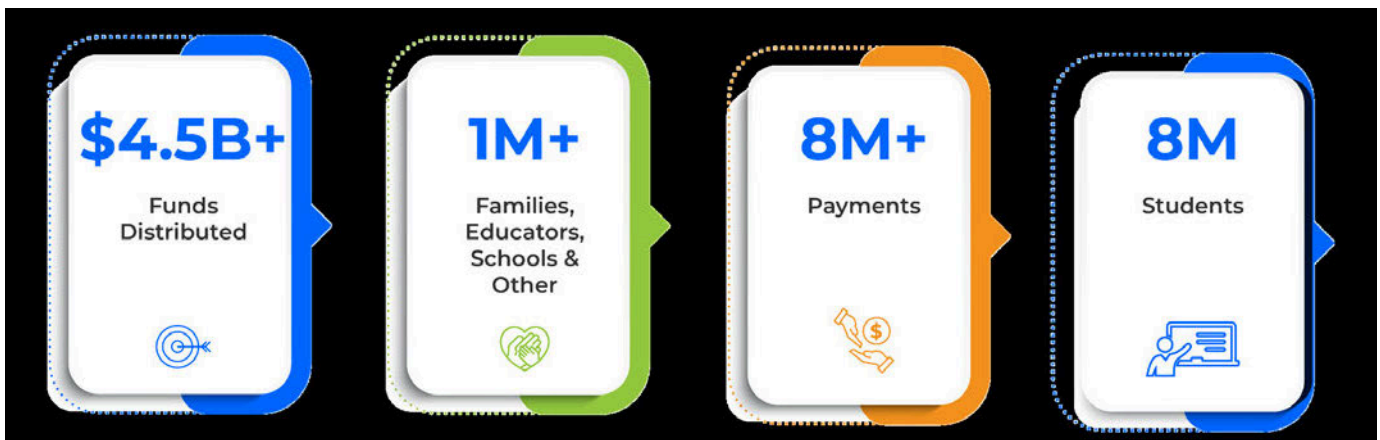
Programs like the INESA and CSA are often complex and challenging. The State is tasked with the responsibility to:

1. Deliver scholarship funds to Indiana families efficiently;
2. Develop a platform that is built to offer a superior user experience, offering diverse educational options that are easily accessible across multiple devices; and
3. Uphold strict compliance to program guidelines to achieve program integrity and transparency.

Based on our experience, we understand the State must accomplish these tasks with limited resources, and, sometimes, under politically charged circumstances. By partnering with an experienced contractor like ClassWallet, the State can confidently achieve its goals, knowing that it is in capable hands with our proven technology and robust, knowledgeable staff.

For these reasons and more, it is imperative that TOS select a Contractor with the capability, credibility, operational sophistication, and experience it can trust.

ClassWallet Is Trusted Across America

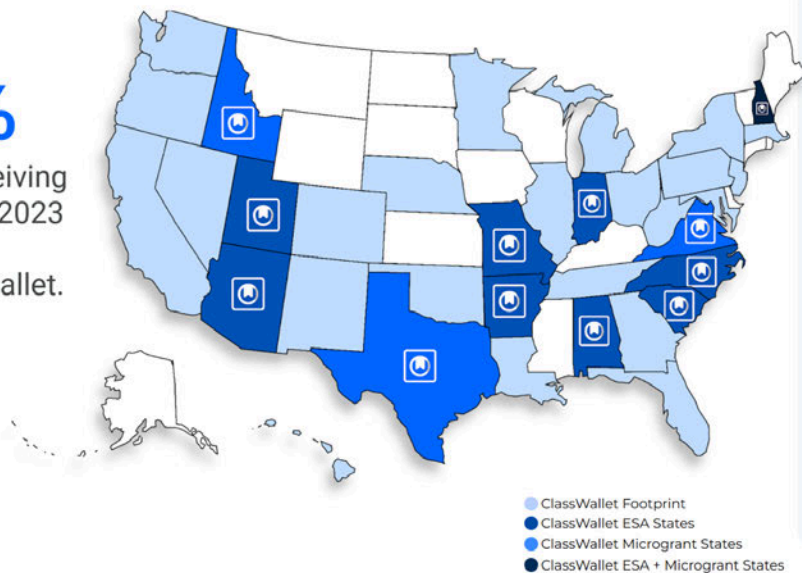


Our range of complex government programs we've supported include:

- **Funding scholarships to families** to pay tuition and to purchase educational goods and services to improve student learning outcomes.
- **Funding micro-grants to families** to pay for tutoring/therapy and to purchase technology and educational goods to improve student learning outcomes.
- **Funding nonpublic schools** to purchase educational goods and services and safety protection in response to COVID-19 in-school learning challenges.
- **Funding grants for families** to pay for summer camp to broaden student learning experiences.
- **Funding for 10th-12th grade students** to purchase career development services to further advance their professional goals.
- **Funding for thousands of teachers and paraprofessionals** to purchase educational resources and teaching materials to improve the learning experience for their students.
- **Funding for early childcare providers** to purchase resources and materials to improve the quality of their facilities to better serve children ages 0 - 5.
- And much more.

72.5%

of students receiving
ESA benefits in 2023
received them
through ClassWallet.



8 Million
Students Impacted

10 Years
Operations

35
States

1M+ Users
Served

\$4.5+ Billion
Funded

ClassWallet has been both an industry and thought leader in the ESA and Microgrant domain since 2018. The majority of ESA and Microgrant programs in America trust ClassWallet. They include – Alabama, Arizona, Arkansas, Idaho, Indiana, Missouri, New Hampshire, North Carolina, South Carolina, Texas, Utah, and Virginia.

Indiana policymakers, families, and the wider public expect TOS to partner with the most trusted, secure, experienced, and innovative vendor to support INESA and CSA.

There is only one Bidder that meets this expectation: ClassWallet.

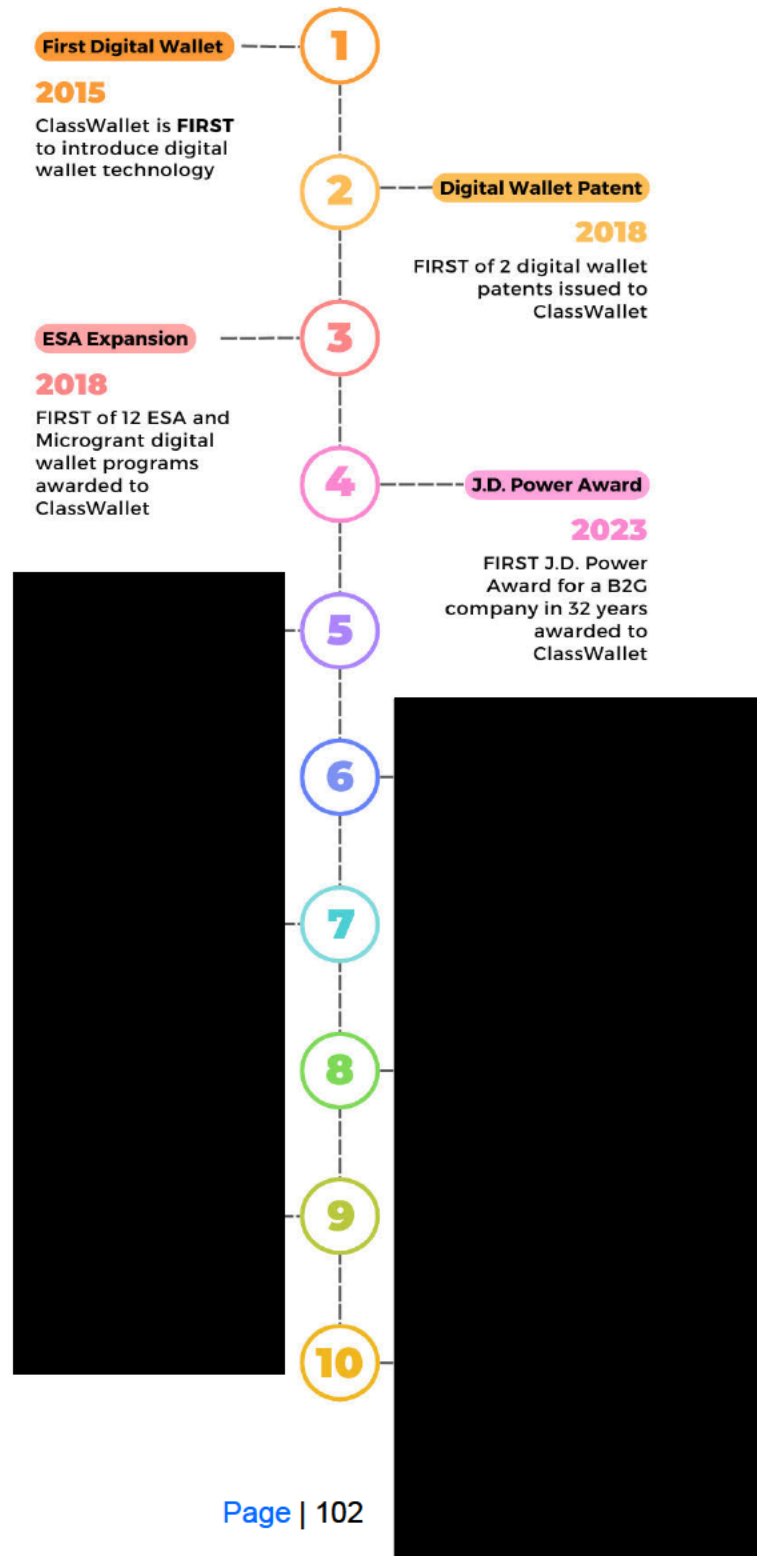
2. Brief overview of firm: describe the organization, size, structure, and office location(s).

Below is a brief overview of our firm.

Organization	ClassWallet is the most trusted, innovative, and experienced digital wallet platform for public funds, purpose-built to help promote the success of programs like the INESA and CSA programs. We have: • 10 years of technology experience in distributing public funds via our digital wallet. • 3 years of experience in Indiana. • 7 years of experience supporting 12 ESA and Microgrant programs across America.
Company Size	280+ employees
Structure	Our organizational structure is detailed in the organizational chart, on page 116 of this proposal, which clearly outlines roles and responsibilities to promote effective communication and operational efficiency. Each team member understands their specific duties and how they fit into the larger project framework, facilitating seamless collaboration. Led by our Founder and CEO, Jamie Rosenberg, who brings a deep commitment to education, our team is united in promoting successful educational outcomes, a core value deeply embedded in ClassWallet's culture.
Office Location	6100 Hollywood Blvd., Ste 409 Hollywood, FL 33024 Phone: 877.969.5536 Fax: 877-969-2238

Please see below for an overview of the ClassWallet journey.

INNOVATION TIMELINE



3. Personnel: provide the professional and educational background of key personnel.

Please see below for a list of our key personnel as it relates to the INESA and CSA programs. For abbreviated resumes, see **Exhibit Q**.

INESA and CSA Key Personnel



Senior Client Success Manager
BOB SANDERS, MBA, PMP

Orchestrates overall program objectives leveraging project management best practices and is the INESA & CSA programs' primary point of contact

Bob Sanders brings over 25 years of dedicated service to State customers with complex contractual and program needs. For the INESA and CSA programs, Bob will employ methodologies of the reputable Project Management Institute (PMI) to promote success and will serve as the primary point of contact, facilitating efficient coordination, planning, and execution from start to finish. He is talented at fostering client relationships, planning, and managing large-scale complex contracts and teams, all while integrating proven project management methodologies to enable the timely and successful support of State and Federal programs.

Bob is PMP certified and is the current President of the PMI Eastern Iowa Chapter and is actively involved with PMI Global leadership activities. He also has a deep knowledge and experience in implementing and supporting ESA programs with on-going engagement in Indiana along with New Hampshire, South Carolina, and Alabama. Bob is currently a recognized leader in the Cedar Rapids/Iowa City corridor within Iowa with awards from the Cedar Rapids Leadership Institute and a 40-under-40 award from the Corridor Business Journal in 2010.

Bob holds an MBA from the University of Iowa Tippie College of Business and a BA in Sociology from the University of South Florida.



ESA Subject Matter Expert

SARAH RAYBON

Dedicated ESA expert providing best practices and insights across communications, training, town halls, and more for a successful program

Sarah Raybon is ClassWallet's in-house ESA subject matter expert and the Senior Director of Strategic Initiatives. Sarah has worked with ESA families and service providers for 15+ years. Sarah has extensive experience in all aspects of launching and administering a successful ESA program and will support the INESA and CSA programs with developing parent and provider communications; provider support and recruitment; training materials/handbooks; hosting webinars and town halls; and leading ESA parent groups. She also has deep knowledge of the rule-making process and creating robust, thoughtful program policy and procedures that align with statute. In addition to her policy and administrative experience, Sarah is also a longtime ESA parent and is keenly aware of the nuanced needs that ESA parents have.

Sarah will be a dedicated, hands-on resource for the State, bringing best practices to enable a smooth, successful program launch. Prior to joining ClassWallet, Sarah was the Director of Communications and Engagement at the Arizona Department of Education where she helped administer the country's largest ESA program for almost two years, including through the launch of universal eligibility in 2022.

Sarah studied at Grand Canyon University.



Indiana State Director

ROBBIE PRUITT WOODY

Advocates on behalf of the State of Indiana to help meet your established goals

As ClassWallet's State Director for Indiana, Robbie Pruitt Woody brings unique domain knowledge and passion, addressing Indiana's distinct needs throughout program implementation. In her previous roles, she served state agencies as the K-12 Regional Vice President and Senior Account Executive for the Southeast managing contracts. Prior to that she worked as a teacher, administrator and district administrator in the Special Education field. She has expansive insight into the needs and complexities of state programs having served in over 10 states. Robbie's efforts are focused in the midwest corridor from Tennessee to Indiana where she has built influential relationships with key players in the ESA space. Working closely with Indiana leadership, Robbie will engage with the ClassWallet Support Team to see that all objectives and expectations are clearly understood and fulfilled, especially in the context of the political landscape.

Robbie Pruitt Woody, with a master's degree in Special Education from North Carolina State University and a bachelor's in Education from UNC-Wilmington, brings a wealth of expertise to the INESA and CSA programs.



Director, Professional Services

JEFF BOYCE

Oversees Implementation and Professional Services teams

Jeff Boyce serves as the Director of ClassWallet's Professional Services Team directing the operational implementation and management of all new programs, which will include the INESA and CSA programs. Jeff is a senior IT Services Executive with over 40 years of experience in the creation, management, and leadership of professional, support, and managed services organizations around the world - mainly in hardware and software technology firms. He has led teams at IBM, British Telecom, Computer Associates, Hewlett Packard, Aderant, Peregrine, and other small and large companies. He is a recognized expert in the field of Technology Services, being a founding member of the Technology Services Industry Association (TSIA).

At ClassWallet, Jeff is responsible for all professional services for our clients: Implementation, Training, Reporting Services, Vendor and Transaction Management/Approval, and any custom engagements as required. He leads a team of consultants, project managers, data scientists, and vendor and transaction approval staff. His team has performed hundreds of client engagements, with a keen focus on timely and on-budget implementations.

Jeff studied at Bethany College.



Implementation Manager, Professional Services

MANUELA PERALTA

Leads the operational implementation of the INESA & CSA Program

Manuela Peralta serves as the Implementation Manager for new programs and will manage the implementation for the INESA and CSA program in collaboration with a full implementation team. Manuela will facilitate the process of implementing the Digital Wallet to best fit INESA & CSA program needs and guidelines leveraging project management best practices. This includes providing ad-hoc reporting requests, hosting trainings and user and service provider webinars, provisioning and funding user accounts, creating and sending email communications to users, and curating customized modal messages. Manuela has successfully facilitated the implementation of programs such as Arkansas' Education Freedom Accounts, Arkansas' Literacy Tutoring Grant, Utah Fits All Scholarship, and the South Carolina Education Trust Fund, to name a few.

Manuela holds an Associate of Arts degree in Computer Science from Miami Dade College.



Head of Vendor Management

JOSHUA KINGSTON

Leads the Vendor Management Team to build strong relationships with Indiana vendors and to monitor performance on behalf of Indiana families and the State

Joshua has been instrumental in building the Indiana Marketplace, demonstrating his commitment to expanding educational choice for Indiana families. He leads the Vendor Management Team and works closely with the State to identify and onboard high-quality providers. His accomplishments include:

- *Successfully onboarding 12 vendors to the Indiana Marketplace, including 3 with curated catalogs aligned with program guidelines.*
- *Actively participating in product development to better serve the needs of Indiana families, vendors, and TOS.*

A dynamic professional with over three decades of expertise in vendor management, marketing, and client relations, Joshua leads a high-performing team that consistently excels in vendor relations and compliance. His proven ability to streamline processes, enable smooth vendor interactions, and empower administrators with effective oversight tools makes him ideally suited to manage the complexities of Indiana's programs.

Supporting Joshua will be a team of 2 *Vendor Management experts* dedicated to the INESA and CSA programs.

Joshua earned a bachelor's degree in English Literature from the University of Miami and a bachelor's degree in Music Theory from New York University.



Validation Services Manager, Professional Services

WESLEY QUINN

Leads the Validation Services Team to promote compliance regarding new Indiana vendor applications and family transactions/expenditures

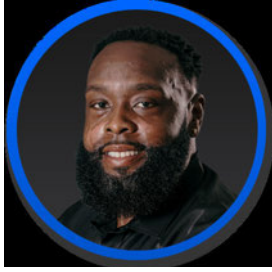
Wesley Quinn is the Validation Services Manager. For the INESA and CSA programs, Wesley will manage the review of school/service providers and transaction eligibility for the Program in collaboration with the State, should the State choose to utilize our Validation Services. Wesley has developed long-standing relationships with State teams and addresses client needs quickly.

This includes providing details on transaction requests, order review best practices, and curating customized modal messages. Wesley has successfully implemented Validation Services with multiple programs administered by the Georgia Department of Early Care and Learning, the Virginia Learning Acceleration Grant, and the Arizona ESA, to name a few.

In order for ESA programs to run efficiently, specialized support is needed to review school/service provider eligibility and transactions. Wesley and his team are the experts.

Supporting Wesley will be a team of *4 Validation Services experts* dedicated to the INESA and CSA programs.

Wesley holds a bachelor's degree in Business Administration from UNC-Charlotte.



Vice President of Operations

JARVOUS FREEMAN, PMP

Defines and implements customer support operations strategy, structure, and procedures for TOS

Jarvous C. Freeman, Sr. is a highly accomplished customer experience executive with 25+ years of experience driving operational growth and leading customer-focused initiatives for renowned brands such as ClassWallet, Kaplan, Bosch, and Psytech Digital Inc. Jarvous leads the full-time, J.D. Power recognized, Customer Support Team who will serve TOS and Indiana families. He is an expert in leveraging cutting-edge technologies, including AI and automation, to streamline processes and enhance customer satisfaction. Jarvous's unique background as an educator, combined with his formal training customer experience from Disney and CSIA, gives him a deep understanding of customer needs and expectations.



in

His impressive track record includes 14 J.D. Power Awards, a testament to his unwavering commitment to delivering exceptional customer service. Throughout his career, Jarvous has consistently achieved record-high customer satisfaction rankings, impressive financial performance, and successful turnarounds of underperforming operational groups. He is a visionary leader and a passionate advocate for customer-centric strategies that drive business growth and foster unwavering customer loyalty.

Supporting Jarvous will be a team of *100+ J.D. Power-recognized customer service experts and application support experts* dedicated to the INESA and CSA programs.

Jarvious Freeman, a PMP-certified professional and International Education Corporation Certified Higher Education Professional, holds a bachelor's degree from American Intercontinental University and a master's degree from Nova Southeastern University, bringing a wealth of project management and business expertise to his role.



Chief Technology Officer

REBECCA MCNEELEY

Manages and oversees technical operations and engineering

Rebecca McNeeley is our Chief Technology Officer with 25+ years of experience leading and scaling technology teams in the software industry, specializing in SaaS and data-driven solutions. She has proven expertise in Agile methodologies, risk management, and data-driven decision-making, with a strong understanding of data integration, data warehousing, and business intelligence gained through leading these product areas. Rebecca successfully led large-scale organizational and technological transformations at her previous stop, UKG (formerly Ultimate Software Group), including migrating from on-premise solutions to cloud-based platforms and implementing enterprise-wide agile frameworks across 300+ engineering teams.

Rebecca held leadership roles at Acxiom and TransUnion, where key achievements included architecting and developing a workflow production system, launching their first web application, and driving automation projects focused on increased efficiency. She has a demonstrated ability to drive innovation, optimize engineering operations, and deliver high-quality products within fast-paced, high-growth environments. Rebecca is adept at fostering a culture of continuous improvement, collaboration, and engineering excellence. She is passionate about building and mentoring high-performing teams, aligning technology strategies with business objectives, and exceeding customer expectations.

Rebecca studied at Cleveland State University.



Chief Security Officer

WILLOW NICE

Manages, oversees, and maintains security operations

Willow Nice is accountable for the development and oversight of policies and programs intended for the mitigation and/or reduction of compliance, operational, strategic, financial, and reputational security risk strategies relating to the protection of people, intellectual assets, and tangible property.

Willow keeps the company 'safe' from 'harm' via foundational policies, strategies, and best practices designed to reduce and transfer risk. She shapes the approach that every department takes to achieve their goals.

Because security and quality are two sides of the same coin, Willow creates improved efficiency, compliance, and relationships rooted in strict security. A strong CSO is critical to any modern Internet company's success.



Head of Product Management

CHRIS TRANQUELLINO

Leads product management, product design, quality assurance and release management

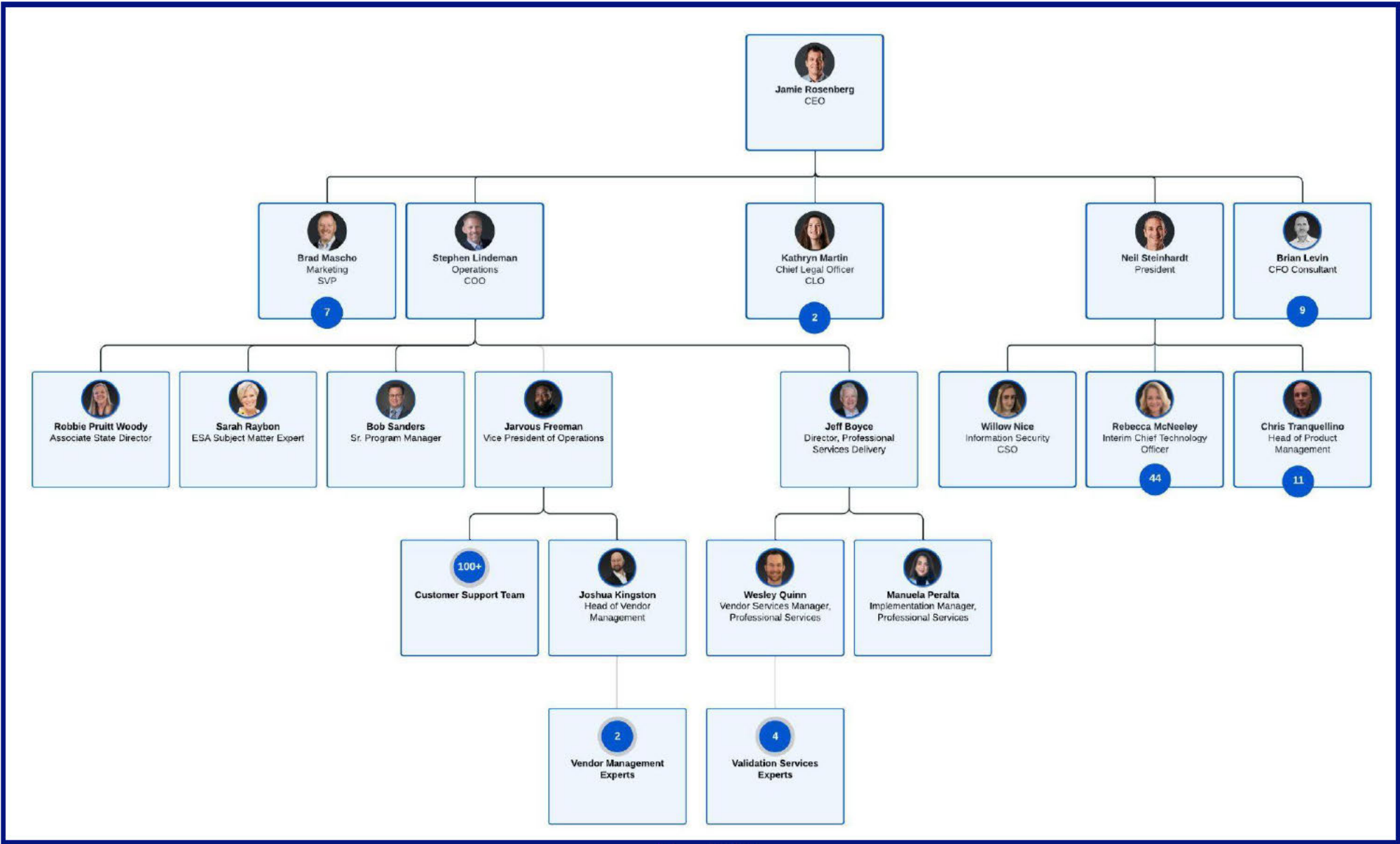
Chris Tranquellino is Head of Product with 20 years of enterprise product leadership experience in financial processing and e-commerce. Chris leads our product management, product design, quality assurance and release management teams.

Chris and his teams are the key interfaces between diverse stakeholders from day-to-day operations and strategy to achieve successful results and vision alignment. Chris has also had product leadership positions at Zipari, BNY Mellon | Pershing, Barnes & Noble.com, Simpli.fi and DOW Chemical.

Chris earned a bachelor's degree in Computer Science from Hofstra University.

Please see below for the full Indiana ClassWallet Support Team.

The Indiana ClassWallet Support Team



4. Full disclosure of any potential conflicts of interest (e.g., serving as a reseller of software, or business relationship between the Offeror and any State employee.

ClassWallet discloses that it does not have any existing or potential conflicts of interest, including but not limited to serving as a reseller of software or having any business relationships with any State employees.

5. A statement documenting all open or pending litigation initiated by Bidder or where Bidder is a defendant or party in any litigation with a public sector client.

In response to this requirement, while ClassWallet is not a plaintiff or a defendant in a properly served lawsuit with a public sector client, in the interest of full disclosure, and an honest and transparent partnership, the State of Oklahoma filed a lawsuit against ClassWallet on August 5, 2022, alleging breach of contract following certain findings by federal auditors regarding the State's administration of a federally funded program. The lawsuit was dismissed without prejudice by the Oklahoma Attorney General on January 31, 2023, without ClassWallet ever having been served. The State of Oklahoma refiled a substantially similar lawsuit on January 30, 2024. ClassWallet was not and has not been served in connection with the refiled suit. The Attorney General of the State of Oklahoma, who had declined to file the second lawsuit, [dismissed the lawsuit with prejudice on February 12, 2024](#). Attorney General Drummond referred to the lawsuit as "[meritless](#)" in [press releases and a statement](#), and noted in respect of the proceeding and its allegations in his dismissal filing, "While the governor's office may be eager to shift blame for the misuse of over half a million dollars of federal funds, those audits confirm that his administration **rejected ClassWallet's internal controls and did not perform review expenditures**." The State did not attempt, complete, or perfect service of process on ClassWallet in either of these lawsuits. Hyperlinks to relevant news articles have been included.

6. How long has your business offered the service requested?

ClassWallet has a **decade of experience** in funds distribution, with **7 years of ESA** experience, double that of the closest Contractor in the market. Our commitment to our clients has resulted in a 100% client renewal rate. We are passionate about supporting ESA and CSA programs and always deliver on our word. Additionally, we have **2+ years of direct experience supporting the INESA and CSA programs**, which has allowed us to develop a deep understanding of the State's unique needs.

Impact and Results across Indiana Programs

- **Indiana Student Impact:** Almost 2,000 students positively impacted.
- **Indiana Transaction Volume:** We have processed over 1,000 transactions.
- **Indiana Managed Funds:** Our platform has successfully managed \$12 million in educational funds.

"ClassWallet is an easy tool to use. It is also convenient. I wouldn't change anything about it."

- Indiana ESA Parent

"I love the platform and how easy it is to use."

- Indiana EANS Administrator

"ClassWallet has been an incredible partner for our business. Onboarding was so easy, and whenever anything comes up, their team is always responsive and ready to help. You truly feel like you're working with a company that cares and is committed to solving any challenge. The ClassWallet marketplace integration fully automates order processing, making fulfillment seamless and eliminating manual steps. This has allowed us to focus on serving our customers and optimizing our store, knowing we have a partner dedicated to our success."

- Julia Rehman, Education Mega Store, Indiana Vendor

ClassWallet has the MOST EXPERIENCE across the board.

- We have the most experience in education funds distribution.
- We are the most experienced in ESA.
- We are the only Contractor who has served Indiana ESA and CSA, intimately understanding your unique needs.
- As the incumbent, we will be the least disruptive to Indiana families and vendors

	ClassWallet	Odyssey - Student First - Merit*
Years of ESA Experience	7 years	2 years or less
Years of INESA & CSA Program Experience	2+ years	Zero
Years of Funds Distribution Experience	10 years	3 years or less
Number of Funds Recipients	Over 1 Million	TOS may wish to verify
Volume	\$4.5+ Billion	TOS may wish to verify

**Based on publicly available information.*

"I wanted to talk a little bit about my experience with ClassWallet. We received an educational grant for our daughter and we were able to purchase all of her educational things online through the ClassWallet website and all the different shops. I really appreciated the ease and comfort of being able to do that from home. I also loved that the ClassWallet team hosted a webinar that answered all of our questions and showed us how to navigate the website. We had a really great experience so thank you ClassWallet!"

- ESA Parent

"It's been a really easy experience for us to use ClassWallet. Both using it on my phone and on my computer has been really simple, switching back and forth between my two kids profiles and being able to submit a reimbursement request is pretty self-explanatory. I got confused on something and had to call the customer service number and I had exceptional, exceptional service. They didn't hang up until they knew that I was very clear on what my next moves were and how to process a request. They gave me a separate phone number to call in case I had any further questions on something they couldn't handle. So, it's made it really easy."

- ESA Parent

7. Provide most recent SOC report.

ClassWallet is the only Contractor to hold both SOC 1 Type II (financial) and SOC 2 Type II (security & compliance) certifications, maintaining adherence to the highest standards of security and privacy. Please see **Exhibit R** for our certification evidence.

8. Specify the number of government/business customers using this service.

We've served a wide range of customers across the nation. As previously mentioned, our range of satisfied customers include:

- Departments of Education in Arkansas, Florida, Georgia, Idaho, Indiana, Massachusetts, Michigan, Minnesota, Missouri, New Hampshire, Nevada, North Carolina, South Carolina, Texas, Virginia, and Washington
- Departments of Treasury in Arizona, Indiana, and Missouri
- Department of Revenue in Alabama
- Hundreds of School Districts across 32 states

Please see the below chart for a list of our customers.

State	Agency Name	Partner Since	Number of Programs
Alabama	Alabama Department of Revenue	2024	1
Arizona	Office of the Arizona Governor	2022	1
Arizona	Arizona State Treasurer	2019	1
Arkansas	Arkansas Department of Education	2021	4
Florida	Florida Department of Education	2021	1
Georgia	Georgia Department of Early Care and Learning	2022	5
Georgia	Georgia Department of Education	2021	4
Georgia	Georgia Department of Health	2021	1
Indiana	Indiana Department of Education	2021	1
Indiana	Indiana Office of the State Treasurer	2022	2
Idaho	Idaho State Board of Education	2021	2
Massachusetts	Massachusetts Department of Elementary and Secondary Education	2021	1
Michigan	Michigan Department of Education	2021	2
Minnesota	Minnesota Department of Education	2021	2
Missouri	Missouri Office of the State Treasurer	2022	1
Missouri	Missouri Department of Elementary and Secondary Education	2022	1
New Hampshire	New Hampshire Children's Scholarship Fund	2021	2
New Hampshire	New Hampshire Department of Education	2021	2
New Mexico	New Mexico Public Education Department	2017	2
New York	Children's Scholarship Fund NY	2023	1
Nevada	Nevada Department of Education	2022	1
North Carolina	North Carolina State Education Assistance Authority	2018	2
South Carolina	South Carolina Department of Education	2021	3
Texas	Texas Education Agency/Texas Region 10 ESC	2020	4
Utah	Utah State Board of Education	2023	2
Virginia	Virginia Department of Education	2023	1
Washington	Washington Office of Superintendent of Public Instruction	2022	1

100% of our customers renew with us, demonstrating our commitment to excellence. Please see a few client examples below.



9. Provide names and phone numbers of three references, preferably governments who are currently using the service requested. Select a mix of long-standing and recent customers.

Please see the names and phone numbers of three (3) government references below who are currently using our services.

ClassWallet References	
Cameran L. Clark Director Tax Policy and Governmental Affairs Division Alabama Department of Revenue	334-242-1380
Meka Childs Director Office of School Choice and Family Engagement South Carolina Department of Education	803-977-9927
Kate Lenz Empowering Parents Project Coordinator Idaho Department of Education	(208) 488-7597

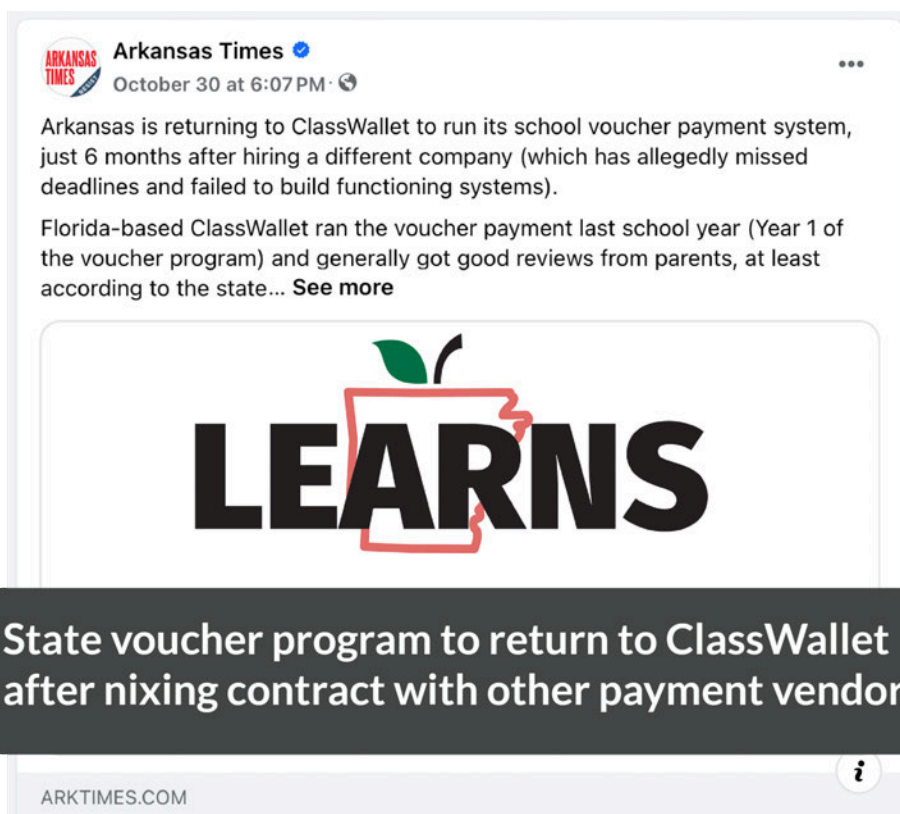
10. Provide any additional information which you believe to be relevant to your capabilities to provide the services requested, e.g., product brochures, articles in trade journals, etc.

Additional Information

To further illustrate our capabilities and the value we bring to our partners, we have included the following resources in **Exhibit S** for your ease of review:

Articles & Bylines

Since 2014, ClassWallet has been used to maximize the impact of over \$4.5+ billion in public funds. This includes supporting 9 states that have ESAs, and recovering two ESA and microgrant programs (Arkansas and Idaho, respectively) from two separate ESA contractors in 2024 after very public challenges.



State Reports

These reports focus on the success of specific programs in Arizona, New Hampshire, Texas, and Virginia that are funded through ClassWallet, highlighting the positive impact on family engagement with the respective government agencies.

Reference Letters

As evidence of our ability to deliver exceptional results, we have included reference letters from clients who have achieved significant success through their partnership with us.

White Paper

This white paper underscores our deep expertise in the ESA and CSA space. In particular, we address the challenges of distributing public funds efficiently and compliantly. We highlight the disconnect between policy goals and the realities of implementation, leading to delays, unspent funds, and frustration for both recipients and administrators, and emphasize the need for technology solutions to streamline the process while maintaining accountability.

Testimonials

Each year, we collect feedback from tens of thousands of users. As of our June 2024 survey, 91% of users say ClassWallet makes it easy to access funds. <https://classwallet.com/videos/> contains testimonials that provide firsthand experience from satisfied users who can attest to the quality and effectiveness of our solutions.



Question #	RFS SOW Section	Response Area(s)
11	1.11: Project Management	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.11: Project Management from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet provides Indiana with a certified project management professional as your ClassWallet liaison (Bob Sanders) who follows the PMI (Project Management Institute) industry best practices to support the success of the INESA and CSA programs.

ClassWallet's approach to project management is distinguished by our adherence to the world-class Project Management Institute (PMI) methodology, combined with the expertise of our certified Project Management Professional (PMP), Bob Sanders. Our tailored strategy, outlined in the Project Management Approach and Methodology Plan, is designed to deliver efficiency, quality, and satisfaction so that the INESA and CSA programs continue to run efficiently and ClassWallet product enhancements launch on-time, in-scope, and within budget.

We facilitate solution design planning through comprehensive requirements gathering sessions and regular cadenced meetings with the State. This collaborative approach allows us to understand and document unique needs and expectations, while maintaining open communication channels. Our single point of contact, Bob Sanders, will provide timely updates and address any queries or concerns, keeping a customer-centric focus throughout the project. Key project management practices for the INESA and CSA programs include:

- **Project Schedule:** Created using best practices, the project schedule is tailored to the State's needs and agreed-upon due dates. Bob Sanders maintains and updates the schedule in collaboration with the State, maintaining alignment with project objectives and timelines.
- **Regular Reviews:** Regular reviews facilitate timely adjustments, making the schedule a reliable guide throughout the project's lifecycle. These reviews also promote open communication channels for continuous improvement.
- **Communication Strategy:** The communication strategy is designed to foster transparency, collaboration, and timely information exchange. It includes regular status updates, progress reports, and open channels for feedback.

- **Stakeholder Engagement:** Bob Sanders oversees communication with the State, employing a mix of email, conference calls, and virtual meetings. He also maintains a shared project dashboard for real-time visibility into project status and milestones.

Provide a document to describe your company's project management approach and methodology for this project. This should be a high-level document that pulls everything together.

ClassWallet follows the world-class Project Management Institute (PMI) approach and methodology. We have developed a Project Management Approach and Methodology Plan, included in this proposal as **Exhibit T**, that outlines our tailored strategy for managing and executing the INESA and CSA programs effectively. Our plan is designed to enable the Program enhancements to launch on-time, in-scope, and within budget. We combine this plan with the expertise of our certified Project Management Professional (PMP), and Indiana's single point of contact, Bob Sanders, to deliver efficiency, quality, and satisfaction.

As a bonus, we've also included a project schedule in **Exhibit T** tailored to Indiana. As the incumbent, we will be able to expedite all tasks required with little to no disruption to families.

How will your company conduct solution design planning and associated communication to the State?

To facilitate solution design planning and maintain open communication with the State, ClassWallet will conduct comprehensive requirements gathering sessions, as outlined in our Project Management Approach and Methodology Plan, which is included in this proposal as **Exhibit T**. We will collaborate closely with the State to understand and document their unique needs and expectations. Throughout the project, we will schedule regular cadenced meetings to keep the State informed and up-to-date on our progress. Our single point of contact, Bob Sanders, will be responsible for providing timely updates and addressing any queries or concerns. When it comes to customizing our platform, we will work hand-in-hand with the State to configure the solution effectively, adhering to our key project management principles of iterative planning, proactive communication, and a customer-centric focus to meeting Indiana's specific objectives.

Describe your company's method of creating a project schedule and the method and frequency of maintaining the schedule throughout the project.

ClassWallet employs project management best practices to create a comprehensive project schedule tailored to the State's needs, agreed-upon due dates, and deliverables. Bob Sanders, our certified Project Management Professional (PMP) and Indiana's point of contact, will maintain the schedule, updating the plan as needed in collaboration with the State. This proactive approach allows us to stay aligned with the project's objectives and timelines, as detailed in our Project Management Approach

and Methodology Plan, included in this proposal as **Exhibit T**. Regular reviews and open communication channels will facilitate timely adjustments, keeping the schedule as an accurate and reliable guide throughout the project's lifecycle.

Describe your company's communication strategy for this project.

ClassWallet's communication strategy for this project is designed to foster transparency, collaboration, and timely information exchange. Our approach aligns with industry best practices, incorporating regular status updates, progress reports, and open channels for feedback. Bob Sanders, with his extensive expertise in project management, will play a crucial role in managing communication with the State, facilitating periodic check-ins and addressing any queries or concerns promptly. We employ a mix of email, conference calls, and virtual meetings to keep all stakeholders informed and engaged throughout the project lifecycle. Additionally, we will maintain a shared project dashboard to provide real-time visibility into project status and milestones.

Question #	RFS SOW Section	Response Area(s)
12	1.12: Accessing and Utilizing State Data	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.12: Accessing and Utilizing State Data from the Scope of Work document for this RFS.

Key Differentiators

- ClassWallet adheres to NIST standards for cybersecurity and data security, as demonstrated by our completed Michigan NIST audit and our ongoing Arizona StateRAMP certification, which is on track to be completed in 2025, making us the **only** Contractor in the domain with this distinction.
- We have SOC 1 and SOC 2 audit verification, providing independent confirmation of our robust security controls and practices, ensuring the highest level of data protection.
- ClassWallet's pursuit of StateRAMP certification, which is based on NIST standards and is increasingly becoming the industry standard requirement, reinforces our commitment to the most comprehensive data security and program integrity.

ClassWallet is the **only** contractor in the domain that is on track to complete a StateRAMP audit (Arizona Office of the State Treasurer) in 2025, meeting the industry standard for the most comprehensive data security. StateRAMP certification is increasingly becoming the industry standard requirement, as evidenced in Arizona for the Arizona ESA program.

ClassWallet excels in secure and efficient data management, setting us apart in the industry. Our approach to accessing and utilizing state data is marked by a commitment to robust security measures and seamless integration. We work diligently with the State's technical team to gain necessary access to datasets, adhering strictly to all compliance requirements. Our platform is designed to protect the privacy of all state data, including personally identifiable information (PII), through advanced encryption and comprehensive security protocols. Additionally, our proven ability to interface with various vendors and state systems promotes smooth program administration. We prioritize data confidentiality and maintain stringent controls to prevent unauthorized access or misuse. Our dedication to these principles is evident in our security track record and our adherence to NIST standards for cybersecurity and data security.

The State may grant the Contractor access to existing State data, as needed. The Contractor may be required to work with the State's technical team to receive access to various State datasets. The Contractor shall sign a Data Use Agreement with the State and transfer the data in a way which meets all needed compliance requirements for the transfer of sensitive data. The Contractor shall protect the privacy of all State data including all PII.

To facilitate effective program administration, ClassWallet is prepared to work with the State's technical team to gain access to necessary datasets. We are committed to signing a Data Use Agreement with the State and will transfer data in full compliance with all relevant regulations and requirements for sensitive data transmission. Our platform prioritizes data security and privacy, employing robust measures to protect all State data, including PII. We take data security seriously and maintain stringent protocols to safeguard sensitive information throughout its lifecycle.

The Contractor must demonstrate the capability to interface with other vendors and state systems as appropriate. Please refer to the "Technology Security & Data Transmission Standards" in section "1.4 Summary Scope of Work" of the "RFS Main Document" for additional detail.

As TOS knows, ClassWallet has the proven ability to interface with the State's systems and a wide range of vendors to facilitate seamless program administration. Our platform is designed to align with the technology security and data transmission standards outlined in Section 1.4 "Summary Scope of Work" of the "RFS Main Document." To enable secure and efficient data exchange, we offer several APIs to verify and populate information, reducing the documentation burden for Indiana families and the administrative burden for the State.

With our extensive experience developing APIs for the INESA and CSA programs, ClassWallet is fully equipped to deploy an API to work with other third-party TOS vendors, incorporating data securely and interfacing with the State's internal software systems. Our API capabilities support real-time updates, enabling TOS, the State's vendors, and ClassWallet systems to access the most up-to-date information.

The Contractor shall request the written permission and approval of the State before any data or reports are released. All data received from the State by the Contractor, as well as data derived through calculations performed as part of this scope of services, are considered confidential and proprietary, and may not be used for any other purpose without the express permission of the State. The Contractor's use of the data must conform to the rules and regulations of TOS and the Indiana Office of Technology (IOT). The State shall pre-approve all requests for use of its data. The Contractor shall agree to submit to the State a copy of all findings, articles, and any other similar documents that are developed using the Indiana TOS data, within thirty (30) days of completion. The Contractor agrees that no data will be disclosed by the Contractor or published in a format that identifies the State without the written permission of the State.

ClassWallet will obtain written permission from the State before releasing any data or reports. We acknowledge that all data received from the State, and data derived from our calculations, are confidential and proprietary. Our use of data will strictly conform to the rules and regulations of TOS and the Indiana Office of Technology (IOT), and we will seek pre-approval from the State for all data use requests. We agree to submit a copy of all findings, articles, and similar documents developed using Indiana TOS data to the State within thirty days of completion. Furthermore, we commit to not disclosing or publishing data in a format that identifies the State without the State's written permission.

Respondents are required to review and respond to the questions included in Attachment L, Cloud Questionnaire if the proposed solution is not hosted on the State's infrastructure or IOT-managed cloud solutions. In addition to completing the Cloud Questionnaire, a respondent may be requested to provide the below documentation. Please note that the awarded Respondent must coordinate and cooperate with IOT to help ensure up-to-date system security is in place through the term of the resulting agreement.

- A SOC 2 Type II audit report. SOC (Systems and Organizations Controls) 2 is a security framework that specifies how organizations should protect customer data from unauthorized access, security incidents, and other vulnerabilities. SOC 2 Type I reports evaluate a company's controls at a single point in time. SOC 2 Type II reports assess how those controls function over a period, generally 3-12 months. We would request the Type II report.
- Applicable security policies, procedures, or runbooks. A security policy (also called an information security policy or IT security policy) is a document that spells out the rules, expectations, and overall approach that an organization uses to maintain the confidentiality, integrity, and availability of its data. It clearly spells out how compliance is monitored and enforced. We would like samples or snippets of what things a vendor does to protect our State of Indiana data. Could be referred to as an ISF (Information Security Framework)
- A penetration test report. Penetration testing is security testing in which assessors mimic real world attacks to identify methods for circumventing the security features of an application, system, or network.
- Static code testing results. This is an application testing method in which an application's source code is examined to detect potential security vulnerabilities.
- Dynamic code testing results. Dynamic testing is the method of debugging an application's source code in a run-time environment, i.e., when the application is running. It is used to identify security vulnerabilities while the program is running.
- Infrastructure as code scan testing results. Infrastructure as code, also known as software defined infrastructure, allows the configuration and deployment of infrastructure components faster with consistency by allowing them to be defined as a code and enables repeatable deployments across environments. It is used to identify security vulnerabilities in the deployment process.
- An application or systems diagram. Describes the solution's architecture, dataflows, and/or topology. As a high-level diagram that shows the information system's basic structure, software components, relationships to other important services, and their properties. We are seeking clarity on the relationships the vendor solution has with external (cloud) components such as users, databases, and services.

ClassWallet acknowledges the potential future requests for documentation as outlined in the requirement. We confirm that we have a SOC 2 Type II audit report and we provide evidence of our SOC 1 and SOC 2 certification in **Exhibit R**. Additionally, we are ready to coordinate and cooperate with the Indiana Office of Technology (IOT) to maintain up-to-date system security throughout the term of the agreement.

Should the State request them, we are equipped to furnish the following documents:

- Applicable security policies, procedures, or runbooks that demonstrate our robust information security framework.
- Penetration test reports that illustrate our proactive approach to identifying and mitigating security vulnerabilities.
- Static and dynamic code testing results that showcase our commitment to secure application development.
- Infrastructure as code scan testing results that highlight our focus on secure and consistent deployment processes.
- An application or systems diagram that provides a high-level overview of our solution's architecture, data flows, and topology, with a clear depiction of relationships with external components.

We promptly respond to any requests for these documents from the State and are committed to maintaining open lines of communication regarding our security measures.

Secure Data

At ClassWallet, security is not just a label or an afterthought. It is a foundational principle and culture that permeates every stage of every department. Our seasoned world-class engineers focus exclusively on security, making sure that our systems are well-designed and maintained with expertise and experience. Unlike self-attestation, which relies on an organization's own claims about its security practices, our SOC 2 Type II audit report provides independent verification of our controls over a period of time. This confirms that our security measures are not only in place but also effective and consistently applied.

Our security strengths lie in our comprehensive approach to protecting customer data. We provide department-specific customized training on an ongoing basis to all our team members, fostering a security culture that involves every individual. Our dedicated security team, led by a seasoned Chief Security Officer (CSO), engages with every team member and their needs, maintaining discipline, training, focus, and accountability across the entire organization.

ClassWallet aligns its security practices with the best standards, particularly those set by NIST. We have gone through a NIST-based audit with the state of Michigan and obtained 'Authority to Operate,' demonstrating our commitment to adhering to these rigorous standards. Our security team focuses on key NIST control families such as Access Control; Identification & Authentication; Planning, Awareness & Training; Audit & Accountability; and System Info & Integrity.

We understand that security is not something that can be bolted on afterward; it must be built into the system from the ground up. ClassWallet is secure today. We have a proven history of building secure

systems and a team of experienced professionals who are dedicated to maintaining and improving our security posture.

ClassWallet has had zero data breaches (please see **Exhibit U**). We provide data security through strong encryption and data transfers that comply with the highest standards of NIST. Our network is fortified with redundant firewalls, 24/7 monitoring, and comprehensive defenses against Denial of Service (DOS) attacks. We employ load balancing and automatic rerouting strategies to minimize any system downtime.

Here is some comparative data:

	ClassWallet	Student First	Odyssey	Merit
Adheres to NIST Standards for Cybersecurity and Data Security	Completed Michigan NIST audit, which certified ClassWallet adheres to NIST guidelines and issued an Authority to Operate; On target to complete Arizona StateRAMP in the 2025 calendar year.	Self-attestation only		

This commitment to security protocols and regular external audits underscores our focus on Program Integrity providing confidence in our data protection capabilities.

Question #	RFS SOW Section	Response Area(s)
13	1.13: Business Continuity-Disaster Recovery Plan	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.13: Business Continuity-Disaster Recovery Plan from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet's robust Information System Contingency (Business Continuity) and Disaster Recovery strategies - including a regularly tested plan and a highly redundant, multi-region infrastructure - significantly enhance the reliability and data integrity of the INESA and CSA programs, minimizing disruptions even in challenging scenarios.

ClassWallet's responsible leadership in the educational scholarship domain is underscored by our robust Information System Contingency (Business Continuity) and Disaster Recovery strategies. With two interconnected continuity plans - one client-facing and one internal - we safeguard both the State's systems and our own operations. Our advanced infrastructure and proactive emergency management minimize disruptions, while aggressive data protection strategies keep customer and stakeholder data secure. With ClassWallet, the State of Indiana, the INESA and CSA programs, and Indiana families can trust in our proven capability to deliver reliable, uninterrupted service, reducing risk and maintaining data integrity even in challenging scenarios.

The Contractor shall maintain and share with the State a Disaster Recovery Plan, and shall make available to the State all amendments, changes, or modifications to its Disaster Recovery Plan. The Contractor's Disaster Recovery Plan is deemed a trade secret and is deemed information that would jeopardize a record keeping or security system, and shall be exempt from disclosure under Indiana's Access to Public Records Act, Ind. Code § 5-14-3-4(a) and (b)(10), (11) and (19). Please refer to section [X] of the main RFS document for further information about identifying aspects of a proposal to remain confidential.

In line with the State of Indiana's requirements, ClassWallet maintains a comprehensive Disaster Recovery Plan, designed to uphold the continuity of our services and the protection of sensitive data. This plan, seen as **Exhibit I**, is regularly updated. ClassWallet's commitment to data security and business continuity is unwavering, enabling minimal disruption and a seamless transition in the event of a disaster. Our robust infrastructure, coupled with stringent security measures, safeguards the

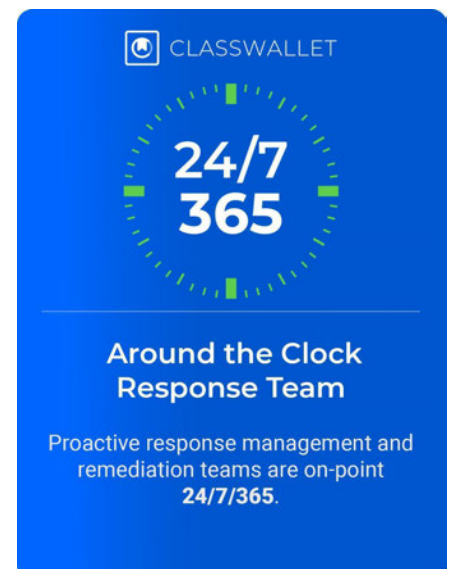
integrity of the INESA and CSA programs, reflecting our dedication to providing uninterrupted service to the State and its stakeholders.

The ClassWallet Disaster Recovery Management Plan



ClassWallet is constantly improving to best protect our business and our valued customers.

- 1) **Data Backup and Recovery.** ClassWallet employs an extremely aggressive plan with data redundancy, availability, and protection. **We maintain seven live copies of the data and we aggressively backup (store and restore) our production data to recover to any point in time** up until the last moment of processing. We store an off-site, encrypted copy of the database at our disaster recovery location as an extraordinary precaution against data loss.
- 2) **Preparedness.** ClassWallet has a disaster recovery plan that is regularly tested in a simulated environment. This helps to confirm that it can be executed in an emergency *and*, just as important, that the management and staff understand how it is to be deployed. Proactive emergency response actions include:
 - *Staff Education.* All staff are educated on the plan and their respective roles.
 - *Equipped for Continued Contact and Support.* Our state and Customer Support Team members are equipped with encrypted laptops with VPN to enable an ongoing communication channel and uninterrupted support to the Department and their valued stakeholders. In addition, team members are geographically distributed



also creating an additional layer of disruption minimization.

- *Around-the-clock response team.* Proactive response management and remediation teams are on point 24/7/365.
- *Tested and Trained Procedures.* The Disaster Recovery Plan is tested and trained quarterly with readiness and oversight direct from the security and operations leadership team. This plan is kept current to reflect changing circumstances.
- *Network and Environment Redundancy.* We have a hot standby environment that is actively used and ready if needed. In the case of web infrastructure failure, we can quickly direct traffic to the standby network.
- *Warm Disaster Recovery Site.* We have a separate warm disaster recovery site where we can recover all services including code, data, and processes.
- *Deployment.* ClassWallet has an entirely virtual infrastructure that is maintained via code. This affords us the ability to redeploy, recover, move, or add additional resources as needed and in near real-time. This enables the highest level of availability even in the face of the worst disasters.
- *Partnership.* ClassWallet maintains comprehensive technical support agreements with our mission-critical technology vendors. We routinely interact with these partners to optimize, consult, and implement best practices.
- *Industry-Level Attestation of Excellence.* ClassWallet engages third-party auditors at our own cost and volition to review our technology environment and disaster recovery plan as part of our culture of perpetual improvement and excellence. Crosslake Technologies independently reviewed and approved the June 2022 audit.

3) Identification. The ClassWallet team uses a suite of tools to monitor malicious activity and anomalous events to protect our AWS accounts, containers, queues, lambdas, and data. We actively monitor for activity such as unusual traffic, API calls, or changes in access controls and deployments. We utilize an automated vulnerability management service that continually scans AWS for software vulnerabilities and unintended network exposure. We also utilize identity management controls and key management services.

We have robust alerting and a monitoring dashboard that utilizes end-to-end traces, metrics, and logs to make our applications, infrastructure, and third-party services entirely observable. These capabilities help us secure our systems, avoid downtime, and deliver the optimal user experience to our customers.

We are aware of any performance or disruption related to the platform availability. Around the clock and in real-time, our ClassWallet team is monitoring and alerted to disruption, risk, or irregularities when identified, regardless of if it is a disaster situation.

When alerted, in all cases, the operations team inspects and verifies the viability of the threat or issue. If it is deemed as an incident, the team proceeds to the response stage.

4) Response. In the case of a disaster, ClassWallet has a comprehensive and responsive Disaster Recovery Plan. This includes at a high level:

- *Communication Channel Hierarchy.* A comprehensive communication hierarchy for internal and external stakeholders in the event of a service disruption. This includes secondary and tertiary communication channels in the unlikely event that normal communication paths are not available to notify and call the response team.
- *Geographic Coverage.* Geographically dispersed team members who can respond should local conditions not allow for connectivity.
- *Effective Plan.* A “Disaster Recovery Runbook” that directs the procedures and corresponding work instructions to restore service in the event of a disruption.
- *Recovery Optimization.* Recover, with confidence, both data and systems due to ClassWallet’s solid engineering of database backups, infrastructure, and applications.
- *Dependable Partnerships.* Should ClassWallet require additional support from technology partners, there are service-level agreements and procedures in place to engage them in a speedy resolution.

The disaster recovery environment is already set up with connectivity between our application servers and our database. In a true disaster scenario, ClassWallet is designed to be operable again in under two hours. We have built a high availability (HA), reliable, multi-region, fully redundant platform with a targeted Recovery Time Objective (RTO) of two hours, and a Recovery Point Objective (RPO) of one hour.

5) Recovery. Under the direction of the Compliance team, a skilled ClassWallet Incident Manager is assigned to manage any incidents. The Incident Response Manager is authorized to set the disaster recovery plan in motion and call people to order. The Incident Response Manager owns the incident from identification to resolution. They are empowered to do what is necessary to restore service as quickly as safety allows. The Incident Response Manager role is critical and always staffed appropriately so that escalation procedures can proceed uninterrupted and expeditiously.

The Disaster Recovery Plan is comprehensive and flexible to respond to both known and unknown risks during changing circumstances or incidents. It is important to note that alerts are considered resolved when two or more engineers come to a consensus on their benign nature. The alert may then be closed. For escalated alerts, the security team authorizes the closure of an issue.

6) Mitigation. Secure technology methods are under constant analysis and progression at ClassWallet to protect our business and our clients. The professional security and operations team has two separate mitigation strategies:

- *Proactive Mitigation.* The team performs ongoing analysis and review of methods, logs, and system performance to identify risks and create opportunities for improvement on an ongoing basis. As these are identified, an action plan and an agile timeline to implement, where appropriate, are pursued.
- *Reactive Mitigation.* After an incident is resolved, a Root Cause Analysis is performed with the same goal of defining an action plan and assigning an agile timeline to apply a long-term, effective solution.

The Contractor shall, in coordination with the State, maintain a specific Business Continuity Plan dedicated to operating State systems for which it is responsible in the event of a disaster, as well as a specific Continuity of Operations Plan dedicated to the Contractor's organization itself.

In alignment with Indiana's requirements, ClassWallet maintains two distinct, yet interconnected, continuity plans:

Information System Contingency (Business Continuity) Plan (Client-Facing)



Over the course of the contract, the Contractor shall make updates to their Business Continuity Disaster Recovery Plan on an annual basis to ensure that staffing and procedures are up to date. All said updates shall be shared with the State in a timely manner.

ClassWallet readily adheres to the requirement of annual updates to our Information System Contingency (Business Continuity) Plan and Disaster Recovery Plan. We understand the importance of keeping this plan current to reflect any changes in staffing, procedures, or technology infrastructure.

Furthermore, we are committed to maintaining a proactive and transparent relationship with TOS. Our dedicated **Client Success Manager (CSM), Bob Sanders**, serves as the primary point of contact, keeping the State promptly informed of any developments or adjustments to our plan. This collaborative approach fosters a strong partnership, enabling us to address any potential concerns or questions in a timely and efficient manner.

ClassWallet's commitment to continuous improvement extends beyond annual updates. We regularly review and refine our plan based on industry best practices, lessons learned from real-world events, and feedback from our clients. By being proactive, we strive to make our plan resilient and successful in minimizing risks and providing continuous service.

Below we've listed some of the ways in which we protect your data to avoid any interruption of service. We are happy to provide a *full* copy of our plan upon request:

ClassWallet	Student First	Odyssey	Merit
All logging runs through our Security Information and Event Management (SIEM) system with alerts for any aberrations	TOS may consider validating if Contractor uses a SIEM		
Seven (7) production instances of the database in three separate regions in Ohio, Virginia, and California	TOS may consider validating how many production instances for business continuity		
Hot site in a private network in a different region in AWS (specifically Portland, Oregon)	TOS may consider validating if Contractor has a hot site for business continuity		
Perform daily database backups and have a hot infrastructure to provide for a speedy recovery	TOS may consider validating if Contractor performs daily backups		
Mongo Atlas backup services with point-in-time restore capability	TOS may consider validating if Contractor has point-in-time restore capability		
Recovery Point Objective (RPO) / Recovery Time Objective (RTO) - Two and Four hours respectively	TOS may consider validating Contractor's RPO and RTO times		

Year-to-date, ClassWallet has 99.95% uptime. We earnestly prioritize system availability for all stakeholders.

We have built a **high availability (HA), reliable, multi-region, fully redundant platform with a targeted Recovery Time Objective (RTO) of two hours, and a Recovery Point Objective (RPO) of one hour.** This is true for both infrastructure and human resources that operate our platform and serve our users.

ClassWallet's approach to business continuity and disaster recovery aligns with our core values of program integrity, efficiency, and impact. By maintaining a comprehensive and up-to-date plan, we safeguard the integrity of the INESA and CSA programs, enabling efficient and uninterrupted service for all stakeholders. This commitment reflects our dedication to empowering families, schools, and communities through a reliable and secure platform, ultimately maximizing the positive impact of these vital educational programs.

Question #	RFS SOW Section	Response Area(s)
14	1.14: End of Contract Turnover	The Respondent must provide a description regarding how it will meet and address the requirements shared in Section 1.14: End of Contract Turnover from the Scope of Work document for this RFS.

Key Differentiator

ClassWallet distinguishes itself by maintaining zero disruption in service delivery through a robust transition plan. This plan includes detailed documentation, thorough training, and ongoing support providing seamless continuity and stakeholder satisfaction during contract transitions.

At ClassWallet, we distinguish ourselves through our unwavering commitment to maintaining zero disruption in service delivery, even during the end-of-contract transitions. Our robust operational framework and experienced team are well-equipped to enable a seamless transition to any project successor. We have established procedures that include detailed documentation, thorough training, and ongoing support, designed to prevent any adverse impact on stakeholders during the transition. Our transition plan emphasizes proactive communication, detailed handover processes, and comprehensive training to minimize any disruption, setting us apart from the competition.

The services to be performed under the Contract resulting from this RFS are vital to the State and must be continued without interruption. Procedures must be in place to ensure a seamless transition and uninterrupted service throughout the transition to a project successor at contract end. The State seeks to ensure that program stakeholders experience no adverse impact from the transfer of scope to either the State or to the successor contractor(s) should the Contract not be extended or terminated early.

The Contractor shall be responsible for planning and performing end of contract turnover and disengagement activities. Disengagement includes transition planning to ensure a seamless operational transition to the State or its designee in the event of required contract transition. The Contractor shall work with the State to ensure that all end of contract turnover tasks are completed and that all responsibilities are transitioned in a timely and effective manner.

ClassWallet is committed to maintaining zero disruption in the delivery of our services. Our robust operational framework and experienced team are well-equipped to maintain seamless continuity throughout the contract period. We have established procedures to facilitate a seamless transition to

any project successor. Our transition plan includes detailed documentation, thorough training, and ongoing support to enable a new contractor to continue service without interruption. We are dedicated to maintaining continuity of the stakeholders experience with no adverse impact during any transition. Our transition plan includes proactive communication with stakeholders, detailed handover processes, and comprehensive training to minimize any disruption.

ClassWallet assumes responsibility for planning and executing end-of-contract turnover and disengagement activities. Our team works closely with the State to complete necessary tasks in a timely and effective manner. Our disengagement process includes a thorough transition plan to enable a seamless operational handover to the State or its designee. This plan covers all aspects of the service, including data transfer, system access, and operational procedures.

We will collaborate closely with the State on completing end-of-contract turnover tasks efficiently and effectively. Our goal is to transition all responsibilities in a manner that maintains the high standards of service delivery that our stakeholders have come to expect.

The Contractor shall complete the following tasks and activities during the End of Contract Turnover period:

- **Develop an End of Contract Turnover Plan, subject to State approval, including a detailed schedule and resources (quantity, type, and role) who will be available for all months of the End of Contract Turnover period. The End of Contract Turnover Plan shall outline the following:**
 - **Contractor roles and responsibilities**
 - **State roles and responsibilities**
 - **A schedule with key milestones and deliverables**
 - **Method to transfer information to the State and/or a successor contractor(s)**
 - **An inventory of detailed documentation about operations, applications, architecture, and infrastructure, as well as any supporting information related to the technical architecture and infrastructure.**
 - **An inventory of all work-in-progress that need to be completed by the State and/or a successor contractor(s)**
 - **Plans for coordination and transition of specific responsibilities from the incumbent to the future contractor.**
 - **An inventory of project documentation, work-in-progress, technology, systems, and assets necessary for a successive Contractor to perform the duties of the Scope of Work**

ClassWallet will complete all of the following tasks and activities during the End of Contract Turnover period using project management best practices to deliver everything on-time, in-scope, and within budget. ClassWallet embodies a continuous improvement culture by leveraging data-driven insights

to elevate service levels, operate with speed and accuracy, and adapt to evolving client needs. A ClassWallet PMP-certified staff member, assigned to work with TOS, will follow the world-class Project Management Institute (PMI) methodologies. PMP, or Project Management Professional, certification is a globally recognized certification offered by the PMI, and is based on a rigorous set of project management standards and best practices. Using proven methodologies like these to implement the INESA and CSA programs increases your likelihood of success.

In alignment with industry best practices, ClassWallet employs a robust Customer Success Management (CSM) framework to guide our approach. This iterative and incremental methodology prioritizes a customer-centric focus, keeping the State's unique needs and desired outcomes at the forefront of our efforts. By implementing the CSM framework, ClassWallet will not only meet but exceed the State's expectations, providing a level of proactive, personalized service that delivers exceptional value and fosters a collaborative partnership. Our CSM approach emphasizes adaptive planning, building strong relationships, understanding the State's goals, and proactively addressing any challenges to maintain a seamless and successful implementation of the INESA and CSA programs.

Our End-of-Contract Turnover Plan will outline the following:

- **Contractor Roles and Responsibilities:** Our plan will clearly define the roles and responsibilities of our team members, so that each task is assigned to the appropriate personnel.
- **State Roles and Responsibilities:** We will collaborate with the State to outline their roles and responsibilities during the transition period, fostering a collaborative and efficient handover process.
- **Schedule with Key Milestones and Deliverables:** Our detailed schedule will include key milestones and deliverables, helping all tasks to be completed in a timely manner.
- **Information Transfer Method:** We will develop a suitable method for transferring information, including data migration, documentation handover, and knowledge sharing sessions.
- **Technical Documentation Inventory:** Our inventory will include all relevant documentation, giving the successor contractor a complete understanding of the technical environment.
- **Work-in-Progress Inventory:** We will provide a detailed inventory of all ongoing projects and tasks, allowing the successor contractor to seamlessly continue the work.
- **Transition Plan:** Our plan will outline the coordination and transition of specific responsibilities, facilitating a smooth handover to the future contractor.
- **Project Assets Inventory:** We will compile a comprehensive inventory of all necessary documentation, technology, systems, and assets equipping the successor contractor with everything they need to perform their duties effectively.

- **Conduct training of State staff or successor contractor(s) staff, in the operations and procedures performed by Contractor staff.**
- **Perform shadowing and training activities for the State and successor contractor(s)**
- **Transfer the following information to the State or a successor contractor(s) on a medium acceptable to the State:**
 - **All relevant project artifacts created, maintained, and updated throughout the Contract term**
 - **Project documentation, work-in-progress, technology, systems, and assets necessary for a successive Contractor to perform the duties of the Scope of Work**
 - **Other documentation including, but not limited to:**
 - **User, provider, and operations manuals**
 - **Training materials**
 - **Documentation of any interfaces developed to support business activities between contractors**
 - **Participate in reverse shadowing for the State and/or successor contractor(s) staff on all aspects of workflows, releases, and assignments as requested by the State**
 - **Be available to provide support as requested by the State by the end date of the Contract, the Contractor must turn over all State property to the State, and Contractor's access to all State infrastructure and facilities shall be terminated. The State has the right to initiate the disengagement process for any service under the Contractor Scope of Work with thirty (30) calendar day's written notice. The notice of termination initiates these disengagement activities and responsibilities.**

ClassWallet is committed to facilitating a seamless transition. This would involve the transfer of knowledge and resources to the State or successor contractor(s). We will diligently execute the following tasks and activities to meet the stated requirements:

- **Staff Training:** Our experienced team will provide comprehensive training to State staff or successor contractor(s) staff on operations and procedures.
- **Shadowing and Training:** Our team will engage in shadowing and training activities to facilitate a smooth transition.
- **Data Information and Transfer:**
 - We will transfer all relevant project artifacts in a format acceptable to the State.
 - All necessary documentation and assets will be transferred to support the successor contractor(s).
 - Additional other documentation including, but not limited to:
 - User, provider, and operations manuals.
 - Training materials will be transferred.
 - Documentation of all relevant interfaces.
- **Reverse Shadowing:** Our team will participate in reverse shadowing on workflows, releases, and assignments as requested by the State.

- **End-of-Contract Support:** We will be available to provide support until the end of the contract and will turn over all State property as required.
- **Disengagement Acknowledgement:** We acknowledge the State's right to initiate the disengagement process with 30 calendar day's written notice and will follow all disengagement activities and responsibilities.

Question #	RFS SOW Section	Response Area(s)
15	General Overall Assumptions	What assumptions and constraints have your company made in responding to the technical proposal. This should include assumptions made based on the scope of work outlined in the RFS and assumptions regarding the resources available from the State for this scope of work.

Based on the Scope of Work outlined in the RFS, as well as current programmatic processes, ClassWallet is making the following assumptions. However, ClassWallet is happy to discuss managing any of the following tasks on behalf of TOS:

- TOS will handle the development, management, and maintenance of family applications.
- TOS will perform family eligibility verifications along with family application development and management.
- TOS will perform validations for both the eligibility of vendors and expenditures, though ClassWallet can provide a priced option for this service as outlined in the Cost Proposal (Attachment D). If not selected, the State will handle these validations.
- TOS will manage marketing and outreach efforts in-house. If desired, ClassWallet can provide marketing and outreach efforts as a priced option as outlined in the Cost Proposal (Attachment D).
- TOS will handle the platform onboarding of eligible users, including initial setup and funding.
- TOS will manage user updates and changes, such as physical address and email address, in-house.
- Training requirements will be minimal because ClassWallet is the incumbent.
- Implementation, requirements gathering, and testing tasks will be minimal since ClassWallet is the incumbent and the system is already up and functioning.

ClassWallet anticipates no constraints.

Section 4: Table of Contents

Instructions: After responding to all questions above, vendor should add page numbers for each question/response.

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