

**STATE OF CONNECTICUT  
DEPARTMENT OF EDUCATION  
School Choice Application and  
Student Assignment System**

**STATEMENT OF WORK**



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**CONNECTICUT STATE  
DEPARTMENT OF EDUCATION**

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## **Background**

On January 10, 2020, the Connecticut Superior Court signed the Phase IV Stipulation and Order in the *Sheff v. O’Neill* case, approving an agreement among the state defendants, the *Sheff* plaintiffs and the City of Hartford as an Order of the Court through June 30, 2020. The Phase IV Stipulation and Order (Phase IV Stipulation) reflects a commitment to advancing educational equity and expanding high-quality, integrated opportunities for Hartford-resident students and students throughout Connecticut.

The Phase IV Stipulation represents the most recent compromise agreement among the parties to the *Sheff v. O’Neill* desegregation education case, which stems from a 1996 decision by the Connecticut Supreme Court that Hartford-resident minority students are entitled to attend school in reduced isolation settings as a matter of educational equity under the Connecticut State Constitution. Following the decision, the plaintiffs and the state entered into several sequential stipulated agreements since 2003 spelling out certain goals for reducing racial and ethnic isolation in Hartford and the steps the state would take to achieve such goals. These steps have included the creation of 40 interdistrict magnet schools; steady increases in the Open Choice program, which allows Hartford-resident students to attend school in suburban districts and suburban-resident students to attend school in Hartford; Hartford-resident student enrollment in three Hartford-area technical schools (A.I. Prince Technical High School, Howell Cheney Technical High School, and E.C. Goodwin Technical High School) operated by the Connecticut Technical Education and Career System (CTECS); and other choice programming options.

Since executing a Phase II Stipulation in 2008, the state has partnered with school operators and local districts to reinvent the state’s commitment to desegregated education and expand choice opportunities in the Greater Hartford Region through a centralized management, implementation and marketing system, including a common application and unified lottery for *Sheff* programs. The Connecticut State Department of Education’s (CSDE) *Sheff* Office serves as the central authority for the development and implementation of choice educational options for the *Sheff* region, while the Regional School Choice Office (RSCO) acts as a one-stop information and application source for choice programs for both suburban and Hartford families.

*Sheff* program applications have grown by more than 82% since 2008 from targeted centralized marketing initiatives to inform families about choice education opportunities. RSCO receives between 18,000 and 20,000 on-time applications each school year. The state has substantially grown capacity to increase enrollment of Hartford and suburban students in *Sheff* interdistrict magnet schools from 7,600 in 2008 to more than 18,600 in 2019. Open Choice has grown from 1,067 in 2008 to over 2,200 Hartford-resident students enrolled in a suburban school district in 2019. In addition, CTECS enrolls more than 2,400 Hartford and suburban students among the three technical schools included in the RSCO application process.

## **Scope of Services**

The Phase IV Stipulation authorizes the CSDE to purchase online school choice application and lottery system software for the 2020-21 application cycle to facilitate family access to school choice opportunities within the *Sheff* Region. Through the online system, CSDE plans to expand

application capability to multi-platforms and provide more transparency to families and operators for implementation in the 2021-22 school year.

The CSDE seeks to develop and implement a secure, web-based application and placement system for use by the CSDE and by operators/local school districts responsible for recruiting and placing Hartford and suburban-resident students in school choice programs in the Greater Hartford Region for the 2020-21 application cycle, beginning July 1, 2020, for the 2021-22 school year. The system must be fully implemented and operational no later than September 1, 2020. The system must be user-friendly, functional on multiple platforms, adaptive and versatile enough to respond to changing obligations pursuant to the *Sheff v. O'Neill* case. The system must satisfy reporting and legislative requirements at the local, state and federal levels as well as under the Phase IV Stipulation and any subsequent agreements.

The CSDE is accepting proposals to design, develop and implement an on-line registration and school choice/lottery system for the Greater Hartford Region school choice system. The winning vendor will provide 24/7 software support and monitoring, help-desk, back-ups, remote access support, website/email maintenance and support, inventory control and management (software), security, and disaster recovery. The system should allow CSDE and school choice operators to track completion rates, provide notification to parents, and allow school administrators to export demographic information within the school choice application/lottery system. The system should provide an administrative dashboard for approving incoming school choice applications, managing placements and waitlists and communicating with families. The system must monitor all seat placements using a priority rules engine, assign seats based on specific criteria, and ensure an accurate audit trail.

The following minimum system and service requirements must be included:

1. Create a system that may be accessed and operated from multiple end-user platforms and devices using multiple web browsers and commonly used operating systems.
2. Provide a data repository for monitoring outreach to families and a communication system that includes multiple contact points for communicating with individual families, all applicants, and/or subsets of applicants by school, grade, town, socioeconomic indices, and/or other factors using outreach data.
3. Develop and implement an on-line, user-friendly application for school choice options in the Greater Hartford Region that families can easily access from all types of computing devices, including mobile devices, using multiple web browsers and commonly used operating systems.
4. Adaptive and utilizes prompts to guide applicants through the application and placement process, from information gathering, through application, placement outcome, family response, and registration.
5. Adaptive and flexible enough to allow authorized CSDE staff to design and modify application questions and features on an annual basis and during the term of the application cycle.

6. Protect an applicant's application information from unauthorized access, use, modification, disclosure or destruction in accordance with State of Connecticut retention policies, and state and federal student privacy laws.
7. Provide 24-hour access for an unlimited number of users to access the application, including an applicant access portal.
8. Provide an interactive map for end-users that provides a visual framework for educational options based on applicant's residence, grade configuration, theme interest. For Hartford residences, the system should automatically identify and display both school choice options and neighborhood school options based on applicant's home address and grade configuration.
9. Provide educational choice options, including local options for Hartford residents, based on the applicant's residence and grade configuration, sortable by geography, distance from home residence, magnet theme, alpha order, and other sort factors.
10. Provide an ongoing communication system to provide families/applicants on a group or individual basis with regular alerts and communication regarding outreach efforts, application information and updates, placement status and details, waitlist updates, and other correspondence.
11. Provide variable-level edit checks and data cleaning reports for the purpose of identifying potential inconsistencies and errors in data to ensure data quality and accuracy.
12. Produce adaptive interfaces that will allow for the collection of data and information from the following data systems: the American Community Survey, CDE's Directory Manager (DM) and other data collections from the United States Census Bureau; operator and district PowerSchool records and other related software programs.
13. Provide unrestricted access for the CSDE to all data in the system and restricted access for operators and local school districts based on parameters specified by the CSDE.
14. Allow CSDE to set and modify lottery protocols, placement preferences and weighted priorities, sorting orders, and other algorithms for placing applicants to the RSCO lottery.
15. Flexible enough to (a) adapt to changing requirements related to lottery protocols, placement preferences, reporting mandates, and compliance standards; (b) adjust to changes in data elements used in sorting applicants, including, but not limited to, various census elements and self-reported data; and (c) allow for sorting and ranking algorithms to vary by school, by grade and by placement round.
16. Provide a data and document repository and retention module to archive records.
17. Provide an alert system to communicate with all authorized users regarding changes and updates to application and placement records.
18. Utilize design elements that are compatible with and maintain the most up-to-date and current state and federal student privacy guidelines.
19. Develop and implement a training plan for CSDE staff, school operators, CTECS staff, and Open Choice school districts. Training should include in-person and online modules. Provide a system specifications manual, user guide and Frequently Asked Questions (FAQ) documents.
20. Provide a plain language, user-friendly online parent/guardian application guide for applicants to choice options.

21. Provide sufficient capacity to manage approximately 20,000 applicants per year for placement in approximately 4,000-5,000 seats available in interdistrict magnet schools, Hartford and suburban school districts through the Open Choice program, and 3 CTECS technical schools.
22. Provide “help desk” support for selected CSDE, operator and local district users upon launching the system and for the duration of the contract.
23. Enable CSDE staff, operators and Open Choice districts to generate real-time, readable and easily accessed reports to monitor applications, placements, communications, waitlists, and marketing/outreach information.
24. Monitor the application process on a real time basis and provide parents the following types of information:
  - a. The number of available seats for the choice school by school and grade.
  - b. The number of applicants by school and grade.
  - c. The selection preferences that are available in a particular program, including but not limited to neighborhood, sibling, and school pathway.
  - d. The number of applicants for the choice school by grade.
25. Allow administrators to input the number of available seats (declared seats) for participating schools/programs by school, by grade, and/or by socioeconomic (SES) factors, and monitor the application process on a real time basis. The CSDE, Open Choice districts, participating technical schools, and magnet school operators should have real-time access to information and reports on the following types of information:
  - a. The number of seats that have been declared for the choice school by school and grade.
  - b. The overall number of applicants by school, grade and/or SES status.
  - c. The selection and school preferences of each applicant.
  - d. The number of applicants for the choice school by grade and SES status.
  - e. Census data, self-reported data, and other demographic information of applicants in the aggregate and by school, by grade, and by census tract.
26. Provide a lottery (placement) system with the following features:
  - a. Flexible enough to adjust to changes in the data elements used in sorting the applicants, including but not limited to various census elements and self-reported data.
  - b. Flexible enough to allow for sorting and ranking algorithms to vary by school, by grade, and by placement round.
  - c. Able to geocode each applicant by residential address.
  - d. Able to run various simulations prior to the actual running of the lottery.
  - e. Able to generate varied and accessible reports for the CSDE and program operators on the results of any simulations and the actual running of the lottery.
  - f. Able to allocate placements in accordance with the established algorithm and protocols and generate parent communication about placement results.
  - g. Able to manage an ongoing waitlist and late applicant pool for placement opportunities as they become available.

27. Provide a mechanism for analyzing data regarding application trends, including characteristics relative to acceptances, declines, applications, SES status, and other relevant information.

The CSDE will maintain ownership, right, title and interest in all data stored and generated.

### Technical Requirements – Component 1

All work done under the resulting contract must meet all technical, security, accessibility and privacy standards in effect with the CSDE at the time of implementation including but not limited to those outlined below. Requirements and expectations regarding identity management, security and data confidentiality are addressed below.

Item Code	Group	Component Description
TR.1	Technical Requirements	Create a system that may be accessed and operated from multiple end-user platforms and devices using multiple web browsers and commonly used operating systems with the capacity to handle high usage.
TR.2	Technical Requirements	Provide on-line help options that can be updated on an ongoing basis as needed.
TR.3	Technical Requirements	Employ high quality graphic user interface (GUI) tested for usability according to industry best practices and that is Section 508 compliant (accessibility compliance).
TR.4	Technical Requirements	Leverage role-based user access to system functionalities and available data.
TR.5	Technical Requirements	Develop data schemas with consideration for CSDE's existing functional specifications.
TR.6	Technical Requirements	Provide functionality at state, district, school and program levels.
TR.7	Technical Requirements	Enhance data quality and accuracy by controlling for data conformity (e.g., phone number formats, dates) in accordance to industry best

Item Code	Group	Component Description
		practices and CSDE approved formats.
TR.8	Technical Requirements	Rely on common printing solutions such as Adobe Acrobat or Nitro for printing functionality and exportable reports in multiple formats.
TR.9	Technical Requirements	Meet all technical, security, web accessibility and privacy standards in effect with the CSDE at the time of implementation, including but not limited to Section 508 and FERPA.
TR.10	Technical Requirements	Support integration with a single-sign-on authentication and provide role-based authorization controls to different aspects of the application/lottery system. (For example: manager for multiple magnet schools should be able to sign in once and toggle access between locations.)
TR.11	Technical Requirements	Meet industry standard for accessing all browsers and platforms.
TR.12	Technical Requirements	Require necessary data elements to be compatible to CSDE formatting.
TR.13	Technical Requirements	Provide error messages that are user-friendly and advise of possible corrections. Ensure master list of all error messages and rules is compiled for CSDE review.
TR.14	Technical Requirements	Maintain computerized audit trail of any user access (both read and write) to student application/placement records and user change logs for application and placement changes. Log must be printable and contain user

Item Code	Group	Component Description
		name, date/time stamps, and purpose for access.
TR.15	Technical Requirements	Ensure document repository employs a data directory schema to organize files.
TR.16	Technical Requirements	Require FERPA confidentiality statement acknowledgement upon each sign-in to the system.
TR.17	Technical Requirements	Printing options should allow for standard printing, printing to secure/password protected PDF for FERPA compliant emailing, and options for translating all required documents into other languages per regulatory requirements.
TR.18	Technical Requirements	A multilevel reporting component must fulfill several requirements. System-wide reports, Operator and Open Choice District Aggregate Reports, School Reports, Data Cleaning Reports, Compliance Monitoring and Indicator Reports, Student-level current and longitudinal reports.
TR.19	Technical Requirements	Ensure nightly access by CSDE to all application/lottery data in the form of a sql server or equivalent view or download.
TR.20	Technical Requirements	Guarantee the application/lottery system is interoperable on a nearly real-time basis with existing CSDE DM system.
TR.21	Technical Requirements	Application/Lottery system must interface with Operator and Open Choice District

Item Code	Group	Component Description
		Powerschool and related data systems.
TR.22	Technical Requirements	Allow families to use an email address or mobile number as their username
TR.23	Technical Requirements	Mobile compatibility so that parents/students can submit applications and view lottery results on a range of devices, including smartphones
TR.24	Technical Requirements	A system that is SSL encrypted to ensure student data is not transmitted unencrypted or housed on non-secure servers.
TR.25	Technical Requirements	Permits vendor customization to reflect district colors, logos, and processes.
TR.26	Technical Requirements	Exchanges information nightly, periodically through the day, instantaneously or a combination of these processes.
TR.27	Technical Requirements	Houses form data within the system and is capable of generating reports from that data without the need for a separate report generation product.
TR.28	Technical Requirements	Provides for an unlimited number of online forms.
TR.29	Technical Requirements	Allows any field to be established as a “required” field as designated by the CSDE.
TR.30	Technical Requirements	Offers conditional logic by showing or hiding fields based on certain conditions.
TR.31	Technical Requirements	Disseminates CSDE, operator, Open Choice District documents as PDF files to families
TR.32	Technical Requirements	Allows for a variety of data fields – text fields, date fields, radio buttons, and dropdown

Item Code	Group	Component Description
		menus – on the application that are programmable and changeable by CSDE
TR.33	Technical Requirements	Protect an applicant’s application information from unauthorized access, use, modification, disclosure or destruction in accordance with State of Connecticut retention policies, and state and federal student privacy laws
TR.34	Technical Requirements	Produce adaptive interfaces that allow for the collection of data and information to and from the following data systems: CSDE’s DM System; the American Community Survey and other data collections from the United States Census Bureau; operator and district PowerSchool records and other related software programs.
TR.35	Technical Requirements	Reformats data provided by families via online forms into a consistent format prior to loading back into PowerSchool SMS.
TR.36	Technical Requirements	Provide sufficient capacity to manage approximately 20,000 applicants per year for placement in approximately 4,000-5,000 seats available in interdistrict magnet schools, Hartford and suburban school districts through the Open Choice program, and 3 CTECS technical schools.
TR.37	Technical Requirements	Customizable features in the application to provide narrative explanations for families. Include capability to add explanatory text while

Item Code	Group	Component Description
		hovering on an icon in the application or other symbol.
TR.38	Technical Requirements	Assign unique identifiers to each applicant and appropriately safeguard student information in accordance with CSDE policies and state and federal student privacy laws.
TR.39	Technical Requirements	Using the address provided on the application, identify whether an applicant is eligible for any geographic-based preferences, and attaching any preferences to the particular school selection in the database.
TR.40	Technical Requirements	Preventing duplicate applications, and allowing for the screening and deletion of duplicate applications .
TR.41	Technical Requirements	Geocode each applicant by residential address and match census data based on geocoding.
TR.42	Technical Requirements	Assign each applicant an SES indicator based on census data and criteria established by CSDE.
TR.43	Technical Requirements	Captures electronic signature on application and placement forms without the purchase of additional hardware
TR.44	Technical Requirements	Offers password self-reset functionality
TR.45	Technical Requirements	Provides data validation at the data entry point to ensure accuracy and proper format of all data collected
TR.46	Technical Requirements	Uses United States Postal validation

## Parent Portal – Component 2

The CSDE application/lottery system must provide a user-friendly, end-to-end application and enrollment management platform for Prek-12 schools and programs in the Greater Hartford Area school choice system. As a priority, functionality goals are focused on creating a mobile responsive system that facilitates access to information and school choice options for all families in the Region and enables a highly customizable school matching algorithm to ensure responsive and efficient applicant assignments. All work done under the resulting contract must meet all functionality requirements including but not limited to those outlined in Components 2 and 3 below. Requirements and expectations regarding parent portal requirements are addressed below in this Component 2.

Item Code	Group	Component Description
PP.1	Parent Portal	Provides a unique sign-on ID for each family with secure user name and password.
PP.2	Parent Portal	Allow families to use an email address or mobile number as their username.
PP.3	Parent Portal	Allow families to use a single account to submit applications for multiple children and to multiple schools from a mobile device or computer.
PP.4	Parent Portal	Allow families 24/7 secure access to the application portal.
PP.5	Parent Portal	Provides a user-interface that includes simple form fields, check boxes, radio buttons, with one-click submission upon completion of required fields
PP.6	Parent Portal	Provides a parent portal “stop, exit and return” functionality with auto save.
PP.7	Parent Portal	Ability to edit applications and re-submit prior to key deadlines. Provide an alert reminder to complete unfinished application prior to deadline.
PP.8	Parent Portal	Allows parents to save and/or print a copy of the forms after submission in pdf

Item Code	Group	Component Description
PP.9	Parent Portal	Allow for required fields that parents must complete prior to submission.
PP.10	Parent Portal	Provides real-time support to parents using the online forms.
PP.11	Parent Portal	Utilize prompts to guide applicants through the application and placement process, from information gathering, through application, placement outcome, placement/waitlist response, and registration.
PP.12	Parent Portal	Provide an interactive map for end-users that provides an interactive visual framework for educational options based on applicant's residence, grade configuration, theme interest. For Hartford residences, the system should display both school choice options and neighborhood school options based on applicant's home address and grade configuration.
PP.13	Parent Portal	Allow families to rank their preferences and track application status, respond to offers, and fill out or upload additional enrollment forms.
PP.14	Parent Portal	Mobile compatibility so that parents/students can submit applications and view lottery results on a range of devices, including smartphones.
PP.15	Parent Portal	Individual parent/student users able to select school choices and rank them in preferred order
PP.16	Parent Portal	School choice information and application/lottery placement must be accessible in multiple languages.

Item Code	Group	Component Description
PP.17	Parent Portal	All information is available in multiple language options and as a completely mirrored site (Spanish, Chinese, Vietnamese, etc.)
PP.18	Parent Portal	Provides a security feature to insure only designated parents/guardians are able to access student information
PP.19	Parent Portal	Provide families/applicants with regular alerts and communication regarding outreach efforts, application information and updates, placement status and details, waitlist updates, and other correspondence
PP.20	Parent Portal	Identify local (for Hartford-resident students) and choice options based on applicant grade, theme and residence.
PP.21	Parent Portal	Allow parents to access real-time information regarding the number of seats available by school, program and grade; the number of applicants by school, program and grade; the selection preferences that are available by school and program; prior data on placement percentages by school, by program, by grade.
PP.22	Parent Portal	Allow parents to view local district and school choice options for their student's grade and sort such information in various ways, including by grade, by alpha order, by theme, and by geography.
PP.23	Parent Portal	Allows families to respond on-line to placement/waitlist information and provide alerts to remind families

Item Code	Group	Component Description
		when responses are coming due.
PP.24	Parent Portal	Allows families to register on-line for enrollment at assigned school and upload residency documents for proof of residency.
PP.25	Parent Portal	Ability to edit applications and re-submit prior to key deadlines.
PP.26	Parent Portal	Offers single entry for all data points

**Administrator Portal – Component 3**

Requirements and expectations regarding administrator portal requirements are addressed below in this Component 3.

Item Code	Group	Component Description
AP.1	Administrator Portal	Customizable user interface that allows for branding of the overall initiative for marketing, recruitment, outreach and information.
AP.2	Administrator Portal	Provide a data repository for monitoring outreach to families and data tracking to match outreach with application data, placement, registration, and enrollment.
AP.3	Administrator Portal	Customizable and easy-to-navigate website where families can research and access information about school choice options and the RSCO application/lottery process. Allow CSDE and Operator/Administrative Users to customize website and update as needed on a real-time basis.
AP.4	Administrator Portal	Track usage by families of website access for interest monitoring.

Item Code	Group	Component Description
AP.5	Administrator Portal	Provide an interactive communication vehicle to allow CSDE, School Choice Operators/Open Choice Districts, and individual schools to communicate marketing and recruitment information, receive RSVPs for outreach events, confirm application receipt, update application status, communicate offers and waitlist status, and respond to placement and waitlist information.
AP.6	Administrator Portal	Customizable application that allows CSDE to adapt and change application from year to year and during the course of the application period, as needed.
AP.7	Administrator Portal	Allows for an unlimited number of administrative users
AP.8	Administrator Portal	Accommodates different types of users with different access entitlements, including central administrators with “super admin” access.
AP.9	Administrator Portal	Provide unrestricted access for the CSDE to all data in the system and restricted access for operators and local school districts based on parameters specified by the CSDE.
AP.10	Administrator Portal	Provides school/operator administrators with the ability to make limited, defined edits to applications according to defined rules to verify specific preferences.
AP.11	Administrator Portal	Allows applicants to indicate that an applicant is eligible for a specific school

Item Code	Group	Component Description
		preference, and allows school/operator administrators with permissions to approve or deny eligibility for the preference.
AP.12	Administrator Portal	Allow linking of sibling applications in the database if submitted by the same parent user to allow for sibling preference at applicable schools.
AP.13	Administrator Portal	Interface with CSDE student information systems to pre-fill online forms and to compare year-to- year data changes.
AP.14	Administrator Portal	Automatically flag records based on pre-defined criteria, such as a change in address.
AP.15	Administrator Portal	Allow administrative users to manually flag records to indicate missing information, proof of residency, etc.
AP.16	Administrator Portal	Allows on-demand email/text communications to groups of families based on specified criteria.
AP.17	Administrator Portal	Allows administrators to generate correspondence to all families, specific groups of families, or individuals based on specified criteria.
AP.18	Administrator Portal	Provide an alert system to communicate with all authorized users regarding changes and updates to application and placement records.
AP.19	Administrator Portal	Allow administrative users to be able to create their own communication templates and add them to the system library

Item Code	Group	Component Description
AP.20	Administrator Portal	Provides an unlimited number of pre-defined report forms on applications, demographics, placements, compliance and other relevant data points.
AP.21	Administrator Portal	Provide 24-hour access for an unlimited number of users to access applications.
AP.22	Administrator Portal	Provide an alert system to communicate with applicants regarding changes and updates to the application status of individual applicants as well as updates/changes regarding applications, placement processes, and/or marketing/outreach.
AP.23	Administrator Portal	Provide variable-level edit checks and data cleaning reports for the purpose of identifying potential inconsistencies and errors in data to ensure data quality and accuracy
AP.24	Administrator Portal	Monitor application data on a real-time basis.
AP.25	Administrator Portal	Allow CSDE to specify lottery protocols, placement preferences and weighted priorities, sorting orders, and other algorithms for placing applicants to the RSCO lottery.
AP.26	Administrator Portal	Allow authorized administrators to set, modify and update the number of available/open seats by school, by grade, and by other specified criteria, throughout the application, placement, and waitlist process.
AP.27	Administrator Portal	Allow authorized administrators to view applications and application

Item Code	Group	Component Description
		data, filtering by grade, school, SES status and other criteria for groups of students and individual applicants.
AP.28	Administrator Portal	Provide built-in, heavy usage reports based on input from CSDE and various data points, including applicant data and lottery data. Allow CSDE to customize reports for current data and historical data.
AP.29	Administrator Portal	Allow administrators to customize communications to all applicants, groups of applicants and individual students regarding the application, lottery, placements, waitlists and registrations.
AP.30	Administrator Portal	Enable CSDE staff, operators and Open Choice districts to generate real-time, readable and easily accessed reports to monitor applications, placements, communications, waitlists, and marketing/outreach information.
AP.31	Administrator Portal	Allow administrators to send customizable communications to parents based on the communication preferences parents selected in the application/profile documents, including communications via email and/or text .
AP.32	Administrator Portal	Monitor the application process on a real time basis and provide Open Choice districts, participating technical schools, and magnet school operators information and reports on the number of

Item Code	Group	Component Description
		seats that have been declared for the choice school by school and grade; overall number of applicants by school and grade; selection and school preferences of each applicant; the number of applicants for the choice school by grade; census data by applicant and/or block group; self-reported data, and other demographic information of applicants in the aggregate and by school, by grade, and by census tract.
AP.33	Administrator Portal	Provide data reports for analyzing data regarding application trends, including characteristics relative to acceptances, declines, applications, SES status, and other relevant information.
AP.34	Administrator Portal	Export applicant and placement data to Excel.
AP.35	Administrator Portal	Provide audit trail for any changes to applications, placements, waitlists, registrations and enrollments.
AP.36	Administrator Portal	Allow CSDE to assign applicants an SES indicator based on criteria set by CSDE and census tract data.
AP.37	Administrator Portal	Customizable placement and waitlist system. Able to run student assignment algorithm based on highly customizable rules and prioritizations, including census data, self-reported data, applicant residence, school/program preferences, and other factors.
AP.38	Administrator Portal	Assign applicants to SES tiers and allow sorting and ranking algorithms customizable by

Item Code	Group	Component Description
		school, by grade, and by placement round.
AP.39	Administrator Portal	Able to run various simulations prior to the actual running of the lottery and waitlist.
AP.40	Administrator Portal	Able to allocate placements in accordance with the established algorithm and protocols and generate parent communication about placement results.
AP.41	Administrator Portal	Able to generate customizable reports for the CSDE and program operators on the results of placement simulations and the actual run of the student assignment plan.
AP.42	Administrator Portal	Able to manage an ongoing waitlist and late applicant pool for placement opportunities as they become available.
AP.43	Administrator Portal	Capacity to manage waitlist data using the same business rules as applied to lottery applications so that applicants are slotted onto the correct place on the waitlist and status is updated in real-time.

**User Roles – Component 4**

Provide for creation of multi-level user roles based upon authoritative permissions. All user access must be traceable and documented. Several required roles are outlined below.

Item Code	Group	Component Description
UR.1	User Roles	Vendor System Administrator Role: Set configurations for the whole system; create operator, Open Choice District and school level accounts; have the ability to create users and user account

Item Code	Group	Component Description
		information; deactivate and restore user accounts; and create new system roles as determined necessary by the CSDE.
UR.2	User Roles	CSDE System Administrator Role: Will have access to system-wide applicant/placement data for the purpose of fulfilling state obligations pursuant to the Phase IV Stipulation; create school and district level accounts; deactivate and restore user accounts; approve deletion of applicant records; and ability to assign levels of CSDE administrator roles.
UR.3	User Roles	Operator/Open Choice District System Administrator Role: Will have access to operator/Open Choice District specific applicant data for the purpose of recruiting, monitoring and assigning students to school choice programs; ability to create district and school accounts, or assign account creation duties; approving parent/guardian preferences; can deactivate and restore user accounts; running and viewing reports; and entering seat allocations.
UR.4	User Roles	Parent/Guardian/Applicant Role: Will input specific student-level data for the purpose of accessing school choice options.

## User Support – Component 5

Training and technical assistance must be developed to support all levels of application and lottery system users. Develop and implement a training plan for a variety of system users including: CSDE staff, Magnet School Operators, CTECS staff, and Open Choice Districts (see User Roles section above). Training should include in-person and online modules as well as ongoing webinars. Provide a system specifications manual, user guide, and FAQ documents. An online parent/guardian training module and user guide should also be included. Provide system “help desk” support for CSDE and School Choice Operator roles.

Item Code	Group	Component Description
US.1	User Support	Online User Guides consisting of Manuals, Step-by-Step Procedures, FAQs and Appendices.
US.2	User Support	On-line training for all new users.
US.3	User Support	On-line training modules and/or tutorials available 24/7/365.
US.4	User Support	Integrated technical support for each data field linked to the corresponding section in the user guide.
US.5	User Support	Provide “help desk” support for selected CSDE, operator and local district users upon launching the system and for the duration of the contract. Help desk should be available for users within regular Eastern Standard Time operating hours.
US.6	User Support	Training plan for CSDE staff and School Choice Operators/Open Choice Districts for rollout of the system in September 2020.
US.7	User Support	Develop a train-the-trainer module to increase LEA capacity to train school-level users.
US.8	User Support	On-going training plan for new users after full implementation.

Item Code	Group	Component Description
US.9	User Support	Communication plan for updates and system enhancements.
US.10	User Support	Provide a plain language, user-friendly online parent/guardian application guide for applicants to choice options.

**WORK PLAN**

A Work Plan should detail the specific methods, tasks, and activities proposed in order to fulfill the scope of the work described. Any anticipated, theoretical or practical problems associated with the completion of the project must be discussed with CSDE. Solutions, alternatives, or contingency plans related to these problems must also be proposed. The Work Plan must include task initiation and completion schedules, as well as responder’s proposed staff assignments. The responder shall list and identify subcontractors, if any, and delineate their role(s) in relation to the Work Plan.

Responses should describe the project management methodology that will be used throughout the implementation of this project and include a sample project plan with anticipated timelines.

Below are the CSDE’s anticipated rollout and contract coverage dates.

- April 2020: Vendor Selection and System Specifications Writing
- June 2020: User Training and Testing
- September 2020: Full Implementation

All proposals responding to this statement of work should address each of the items detailed below. **To be considered for this procurement, all work plans/proposals must be in PDF format and must be received from an approved reseller by Ajit Gopalakrishnan at [ajit.gopalakrishnan@ct.gov](mailto:ajit.gopalakrishnan@ct.gov) no later than 5 p.m. on Monday, March 30, 2020.**

**A. Qualifications and Experience**

1. A demonstrated ability to provide services. Please provide the following as evidence of the Organization’s experience:
  - a. Provide a detailed explanation of the experience your organization has to support the CSDE in the above activities as outlined.
  - b. Provide a reference list with contact information for states and districts where your organization has implemented similar multifaceted systems.
  - c. Highlight your experience in the field of school choice education system application and lottery systems.

2. A demonstrated ability to provide Training and Support to CSDE and the school choice operators/Open Choice school districts. Please provide the following evidence of the Organization’s training and support experience and abilities:
  - a. Provide a detailed explanation describing how the entity proposes to implement, train and support CSDE staff, school choice operators and Open Choice districts through a scheduled system rollout of the application/lottery system.
  - b. Provide a sample project implementation and training plan which includes specific project phases, milestones, roles, and responsibilities of all parties involved.
  - c. Describe in detail the onsite in-person regional training methodology to be deployed, including the groups to be trained, training group size, topics covered, expected outcomes, training session duration, and training delivery methods.
  - d. Describe in detail any ongoing ‘online’ training modules for skill refreshers, new staff member certification and/or new system features.
  - e. Develop a train-the-trainer module to increase operator and Open Choice district capacity to train school and operator-level users.

**B. Required Elements in the Proposal**

1. A Work Plan with the following components:
  - a. Specific Tasks and Activities
  - b. Schedule - Task initiation dates and completion dates for (1) Planning (April 2020); (2) Development of each component/module (May 2020) ; (3) Testing (June 2020); Training (June 2020); Full implementation (September 2020)
2. Component/Module Sections
  - a. Technical Requirements and Security
  - b. Parent/Guardian Application Portal
  - c. Administrator Portal
  - d. User Roles
  - e. User Support/Help Desk

**C. Organizational Resources**

1. Provide a detailed explanation of the resources you will use to provide all requested services. Include individual resumes for the personnel that are to be assigned to the project. Indicate the role or assignment of each individual to the project.

2. CSDE must be notified and approve any changes to key staff assignments after the contract award and for the duration of the contract period.
3. The responder must clearly document the existence of adequate facilities and personnel to successfully conduct the tasks within the specified timelines. Corporate competence may be substantiated by providing evidence of credibility for other clients involving similar services.
4. Provide information regarding any known subcontractors the responder anticipates utilizing, including the proposed products or services to be provided by a subcontractor and the subcontractor's related qualifications and experience.

#### **D. Budget**

1. Provide budget narrative and an itemized, detailed budget including costs associated with the completion of each major component area outlined in the statement of work as well as overall total costs.
2. Provide your cost proposal to the state by including a breakdown of all costs, including but not limited to the portion of vendor salaries being funded, consultants, implementation, training, help desk, scheduled maintenance, etc.
3. The cost information should be cross referenced to the technical requirements in order to facilitate the determination of costs associated with each major requirement and activity.
4. Upfront costs, such as start-up or implementation costs must be separate from maintenance and support costs, technology upgrades, and new feature enhancements.
5. Be sure to include any software licensing costs of third party software used in the solution, if applicable.

#### **E. Organizational information**

1. Financial stability: Provide any documentation that supports the organizations past, present, and future financial stability. This may include any financial support up to and including audited financial statements.
2. Quality assurance: Provide a narrative and evidence that describes what your organization does to maintain the high quality of its products and services.
3. Credibility: Provide a narrative and evidence that describes your organizations experience with other multidistrict school choice systems.