

TCS Response to The State of West Virginia Request For Information Child Welfare Information System

RFP No: CRFI 0511 BSS2300000001

April 18th, 2023

1:30PM EST

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PURCHASING DIVISION
2019 WASHINGTON STREET E
CHARLESTON, WV 25305**

CRFI
RFQ No: BSS23*01
Buyer: Crystal Husted
Bid Opening Date: 4-18-23
Bid Opening Time: 1:30
Vendor: TATA Consultancy
Services



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List of Abbreviations

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Terms	Meaning
TCS	Tata Consultancy Services, Ltd.
DHHR	Department of Health and Human Resources
BSS	Bureau of Social Services
RFI	Request for Information
CCWIS	Child Welfare Information System
STEM	Science, technology, engineering, and mathematics
IT	Information Technology
SSO	Single Sign-On
SAML	Security Assertion Markup Language

1. State RFI Submission Forms



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

State of West Virginia
 Centralized Request for
 Information Info
 Technology

Proc Folder:	1199403	Reason for Modification: ADDENDUM 1 TO EXTEND RESPONSE DATE AND ANSWER VENDOR QUESTIONS	
Doc Description:	REQUEST FOR INFORMATION-CHILD WELFARE INFORMATION SYSTEM		
Proc Type:	Request for Information		
Date Issued	Solicitation Closes	Solicitation No	Version
2023-04-06	2023-04-18 13:30	CRFI 0511 BSS2300000001	2

BID RECEIVING LOCATION
BID CLERK
 DEPARTMENT OF ADMINISTRATION
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 2019 WASHINGTON ST E
 CHARLESTON WV 25305
 US

VENDOR
 Vendor Customer Code: VS0000038127
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 DATE: 04/18/23

All offers subject to all terms and conditions contained in this solicitation.

ADDENDUM ACKNOWLEDGEMENT FORM
SOLICITATION NO.: BSS2300000001

Instructions: Please acknowledge receipt of all addenda issued with this solicitation by completing this addendum acknowledgment form. Check the box next to each addendum received and sign below. Failure to acknowledge addenda may result in bid disqualification.

Acknowledgment: I hereby acknowledge receipt of the following addenda and have made the necessary revisions to my proposal, plans and/or specification, etc.

Addendum Numbers Received:

(Check the box next to each addendum received)

<input checked="" type="checkbox"/> Addendum No. 1	Addendum No. 6
<input type="checkbox"/> Addendum No. 2	Addendum No. 7
<input type="checkbox"/> Addendum No. 3	Addendum No. 8
<input type="checkbox"/> Addendum No. 4	Addendum No. 9
<input type="checkbox"/> Addendum No. 5	Addendum No. 10

I understand that failure to confirm the receipt of addenda may be cause for rejection of this bid. I further understand that any verbal representation made or assumed to be made during any oral discussion held between Vendor's representatives and any state personnel is not binding. Only the information issued in writing and added to the specifications by an official addendum is binding.

TATA CONSULTANCY SERVICES

Company

DocuSigned by:

428878119 1C1048C

Authorized Signature

ASHOK NANDAKUMAR
Business Unit Head US Public Services

April 18, 2023

Date

NOTE: This addendum acknowledgment should be submitted with the bid to expedite document processing.

2. Executive Summary

Tata Consultancy Services, Ltd. (TCS) sincerely thanks the West Virginia Department of Health and Human Resources (DHHR) Bureau of Social Services (BSS) for the opportunity to respond to your Request for Information (RFI) regarding strategy and planning for the State's Child Welfare Information System.

We understand BSS's key drivers are focused upon developing specifications and gathering information for a web-based communications system designed to facilitate communication between designated stakeholders providing services for foster children, inclusive of BSS staff, designated contractors, guardians and parties with legal responsibilities for foster children.

TCS is highly qualified and deeply experienced in supporting the business needs, technology domains and services of government. We possess both the technology and consulting skills to assist West Virginia with your Child Welfare Information System vision for delivering successful results targeted to *your* desired outcomes. We understand that the improvements gained under your anticipated communications solution will have a direct impact not only on foster children, their guardians and the foster care ecosystem of stakeholders, but will also help in providing new efficiencies for BSS staff and other State agencies in respect to data sharing and visibility, streamlining processes and information sharing with the ultimate beneficiaries being the citizens of West Virginia. TCS's domain knowledge in children's services, healthcare and social services, along with our broad technical expertise and defined project methodologies can all be brought to bear for the State of West Virginia.

As a leading provider of government transformation solutions, TCS's Public Services team utilizes our experience, solutions, and partnerships to provide modern technology solutions which we believe are well-aligned with West Virginia's RFI intent and objectives. Our modernization platforms, solutions and agile approaches address fundamental issues facing Health and Human Services agency programs today, including increased volumes, new program deployment, compliance, and the need for increased self-service and consumer-grade interactions between citizens and the government. Through continuous innovation, TCS leverages our government digital framework to include machine-driven process automation, cognitive/artificial intelligence, human-centered design, cloud interoperability and agile enterprise deployment, all focused upon improving outcomes, efficiency, and the citizen interaction experience.

TCS's proposed web-based communications solution for BSS will help your agency and the State serve its constituents with the equitable, "**consumer-grade**" experience they need and expect. The solution's human-centric design makes it easier and more seamless for citizens and to interact with West Virginia through the channel or device of their choice. Supporting all constituents in need is central to the mission of social services agencies. However, helping individuals is an even more impactful approach. Our proposed solution is simple and easy to follow, accommodating a wide demographic and compassionately considering the state of mind of a claimant in need of assistance. The user experience

is based on a **Persona-based focus** to ensure **Digitally Equitable Access** for CCWIS and foster care stakeholders. We use **human-centric** and persona-based design principles to help citizens interact and communicate with the government and system in the way and mode which is most comfortable for them.

About TCS

The mission of the TCS Government Public Services team is to build long-term, sustainable business relationships with our state and local government clients. Our three core principles include Delivery Certainty, Innovation through Government 4.0, and Business with Purpose.

- **Delivery Certainty** means that our customers can rely on TCS to deliver on our commitments with quality and integrity. We pride ourselves on creating value-based partnerships that deliver predictable outcomes, with a focus on the government's success and the needs of its constituents.
- **Innovation through Government 4.0** refers to our continued commitment to improve the way government business gets done by leveraging our investments in technology, intellectual capital, and digital assets. TCS is investing in practical innovation that will drive improved citizen experiences and create transformation that includes process and technology optimization for improved budgetary efficacy. We employ technology automation techniques such as robotic process automation and artificial intelligence solutions to reduce redundancy and increase the effectiveness of human intervention on value-added processes and decisions. Government 4.0 is our Public Services adoption of TCS Business 4.0.
- **Business with Purpose** We believe **transformation is about more than technology**; it is about empowering change. TCS re-invests a significant part of our returns into programs that empower people and communities. We believe in creating pathways, equitable access, and empowerment that **support developing happy, healthy, and productive communities**. Throughout the US and the world, we provide science, technology, engineering, and mathematics (STEM) education programs to thousands of students – training their teachers and providing student mentoring – all at TCS expense. We are actively providing these programs in West Virginia would be thrilled to further expand that program to more schools in the State. We have hundreds of employees volunteering through company programs to support initiatives to combat hunger and homelessness as well as veteran's-based issues.

About TCS

Tata Consultancy Services (TCS) is a global leader in IT services, digital, and business solutions that partners with clients to simplify, strengthen, and transform their businesses. We offer a consulting-led, cognitive powered, integrated portfolio of business, technology, and engineering services and solutions.

Our corporate Mission Statement is: *"To help customers achieve their business objectives by providing innovative, best-in-class consulting, IT solutions and services. To make it a joy for all stakeholders to collaborate with us."*

Founded in 1968, TCS is an information technology (IT) services, consulting and business solutions organization that has been partnering with many of the world’s largest businesses in their transformation journeys for over 50 years. TCS offers a consulting-led, cognitive powered, integrated portfolio of business, technology and engineering services and solutions. This is delivered through our unique Location Independent Agile delivery model, recognized as a benchmark of excellence in software development.

TCS is a part of the Tata Group, India's largest multinational business group having businesses in seven sectors and operations in more than 100 countries across six continents.



Figure 1 – TCS Company Overview

Given our company mission, our extensive background in delivering solutions tailored to our customer’s outcomes, and our over twenty years in designing, developing, implementing, and supporting transformative government systems, we believe that TCS is the ideal partner to deliver BSS’s CCWIS Web-based Communications System. We have the needed financial stability and depth of consulting resources to scale with your needs and program. We are perpetually pioneering new ways of working to lower risk, speed implementation times, and ultimately deliver better outcomes for the State.

TCS, however, is more than an IT services provider. We are recognized globally as an innovator, with research and innovation teams responsible for advancements in sustainability, business intelligence, analytics, artificial intelligence, machine learning and other emerging technologies. We are rethinking transformation in the public sector to enable continuous modernization and the optimization of state resources. TCS lays out a roadmap for the future that is responsive to changes in technology, constituent needs and expectations, and laws and regulations. Our platforms and solutions are innovative, resilient, and agile to avoid the negative impacts on constituents of slow response to change.

We understand that true modernization requires deep organizational change management to ensure that new digital ways of working are adopted effectively by the government workforce. We have the skills, scale, and expertise to be the consultative partner West Virginia needs to undergo meaningful transformation and achieve targeted outcomes. Change is not a risk when the status quo is not working; it is necessary. At TCS, we do not rest on our laurels. Instead, we build on our belief in helping government transform for the better with our thought-leading, proven approaches and innovative solutions to modernization, coupled with an unwavering commitment to delivering targeted outcomes and our clients' success first. We bring a fresh perspective, determination, optimism, and superior service to clients and constituents who have been underserved in the past.

The following figure depicts a recent snapshot of TCS company metrics, including company strength, number of employees, Fiscal Year 2022 revenues, market capitalization, and a sampling of industry recognition.

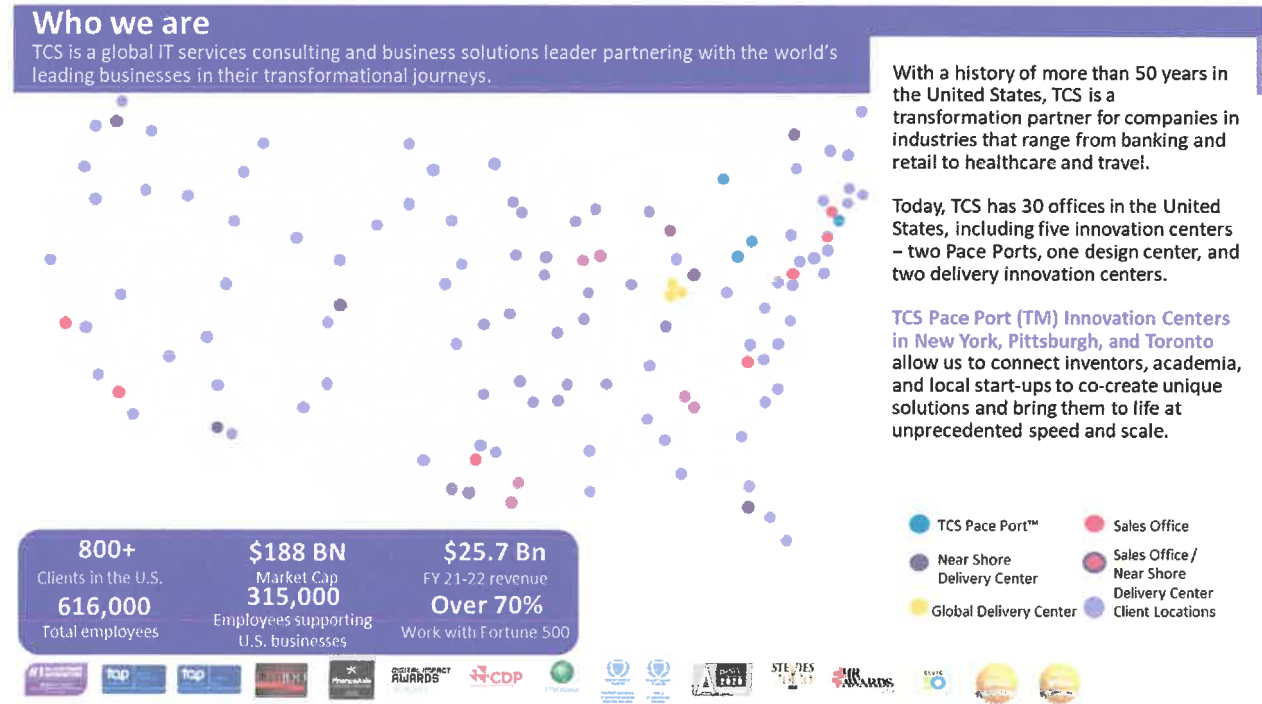


Figure 2 – TCS US Presence Snapshot

TCS has over 616,000 of the world's best-trained consultants in 46 countries. TCS generated consolidated revenues of US \$25.7 billion in the fiscal year ended March 31, 2022. Approximately 50% of our revenues come from our engagements in the United States. Notably, over the past several years, TCS has consistently been among the top three recruiters of IT talent in the United States. In addition to being among the top 10 technology firms in the world, TCS is also ranked among the Top 3 IT Services brands globally.

Our Commitment: TCS is committed to transforming the experience for our state government clients and their constituents. With exceptional client references and customer retention rates, we bring a

fresh perspective backed by an incredible wealth of knowledge, experience, and human capital, across every major industry. Our laser focus on building platforms, solutions, and services that are holistic, innovative, and mapped to persona-based journeys has made TCS incredibly successful in the commercial world. We leverage decades of experience, learnings, and best practices into the public sector to transform government operations and enable consumer-grade experiences digitally. We immerse ourselves into government operations and constituent expectations, deploy platforms and uniquely tailored solutions, and continuously optimize and evolve to ensure our clients are forever modern.

Our Customer Focus: Our customers are at the heart of our strategy, organization structure, and investment decisions. Our customer-centric engagement model distinguishes us in the market and defines how we provide specialized services and solutions that meet the distinct needs and outcomes of every individual client. Our customer-centric worldview helps us to spot trends early, to embrace business opportunities by making the right investments, and to mitigate risks while fulfilling our social and environmental responsibilities. We invest in broadening and deepening our customer relationships by looking for new areas in their value chain where we can add value— proactively investing in building newer capabilities, reskilling our workforce, and launching newer services, solutions, products, and platforms. This is the mindset, intention, and investment we bring to working with the State of West Virginia DHHR and BSS.

Our Services: At an aggregate level, TCS' customer-centricity has resulted in deep and enduring customer relationships, a vibrant and engaged workforce, a steady expansion of the addressable market, and a proven track record in delivering long term value. As such, we have emerged as the world's leader in providing "Future Ready" technology services and an ongoing business growth rate of over 15.5%. TCS stays close to our customers— aligning to their evolving priorities, staying lean and nimble, finding newer ways to create value, and launching newer offerings that address current imperatives.

At TCS, we believe public sector change starts with the way change is delivered. The ambition and desire of governments across the U.S. to transform how they deliver services have never been greater. As the rate of change accelerates, TCS is committed to helping governments achieve success by improving government's ability to serve people. Our transformation and modernization services are delivered through our unique location independent Agile delivery model which is recognized as a benchmark of excellence in software development. We help governments transform their ability to respond rapidly to ever-evolving technology and constituent expectations, enabling consumer-grade digital experiences and a future-ready workforce. Change begins with understanding your needs and a long-term commitment to your success, because people deserve government that is there when they need it, the way they need it.

In summary, we believe that the information we are providing to the State will prove useful to you in your planning and evaluation of a web-based communications system for CCWIS. Our broad base of capabilities, experience and partnerships with leading industry software and technology providers

allows us to meet the State's need for providing a best-fit blend of products and services to meet your State-specific needs. TCS's extensive experience in commercial healthcare, our professional services and consulting approach and our commitment to delivering to the State's desired outcomes fully support your desire to help define and implement the web-based communications system to integrate with the WV Path/CCWIS system.

TCS has rapidly grown to be the #1 Most Valued Transformational Services Company in the world by providing superior service and support to our customers with a deliberate focus on our clients' success and applying our three core principles: Certainty, Innovation, and Purpose. Together, these principles represent TCS's commitment to your success, with a focus on bringing innovative, forward-thinking, and proven solutions that will provide BSS with the committed partnership you need and deserve in perpetually serving constituents of the Great State of West Virginia. Our goal is simply to be "the most trusted provider" in your portfolio.

3. TCS Solution Overview

Continuous engagement and effective communications between foster care providers such as foster families, child placement agencies, guardian’s ad litem and others is essential for ensuring the safety, well-being, and long-term success of children in foster care. A web-based foster care solution accessible over the internet by computer or mobile device can be a powerful tool for West Virginia to improve engagement with foster care providers.

TCS has developed a user-centric, intuitive foster care solution to help BSS improve coordination and collaboration between the foster families, placement workers and other providers. We understand that every State and agency has unique needs and challenges. The TCS Foster care solution, built on the Salesforce modular, highly configurable, low-code/no-code platform – will help you stay agile and scale to meet your unique needs. Our solution for the State is comprised of a Provider Portal and a Staff Portal, accessible over the web and by mobile devices.

Provider portal for foster families, kinship homes involved in providing services to foster children. Solution can also be extended to others like placement agencies, residential and group home etc as well.

Foster Care Provider Portal

...to enable timely intervention and compassionate support when and where needed.

- ✓ Multi-channel access
- ✓ 24/7 virtual assistant
- ✓ Self service options
- ✓ Submit request
- ✓ Track statuses
- ✓ Schedule appointments
- ✓ E-sign consent forms
- ✓ Access care plans
- ✓ Monitor outcomes
- ✓ Engage closely with the care team
- ✓ Timely notifications

Helpful Links

Figure 3 – TCS Foster Care Provider Portal

Staff portal for the Child welfare agency / bureau staff to help manage communication with foster care providers – related to child movement, visitation and travel, court hearings, guardian and ad litem meetings, multi-disciplinary team meetings.

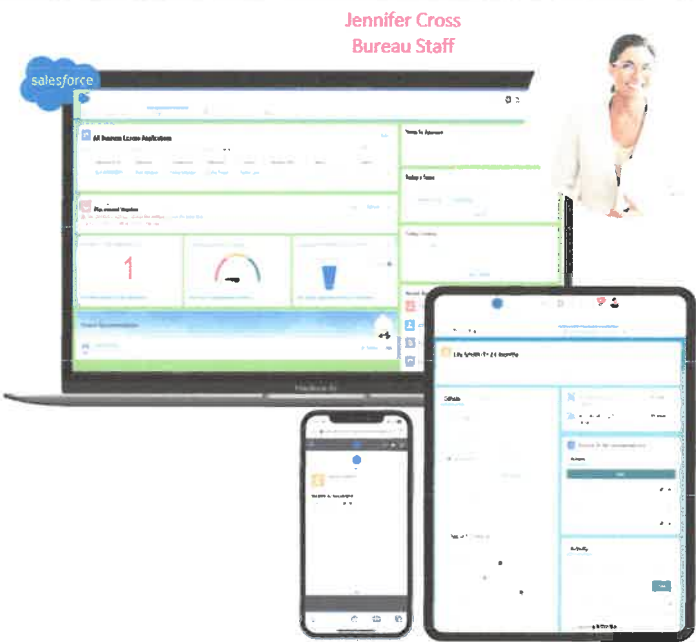
TCS Internal

Bureau Staff Portal

...smart system and tools for improved services, increased efficacy and superior outcomes for families

- ✓ Smart case management
- ✓ 360-degree view of family
- ✓ Mobile app for Staff
- ✓ Guided workflows
- ✓ Actionable case insights
- ✓ Coordinate services
- ✓ Transition planning
- ✓ Dynamic assessments
- ✓ Outcomes driven care planning
- ✓ Offline access and data sync
- ✓ Integrates with other systems

Jennifer Cross
Bureau Staff



TCS Internal

TCS Confidential

Figure 4 – TCS Foster Care Staff Portal

TCS Foster Care Provider & Staff Portal are modules within of TCS CCWIS4.0 platform. TCS CCWIS 4.0 is a modular, configurable, cloud based, low code platform-based solution to address the State's unique child welfare transformation needs. Foster care Provider & Staff Portals can be implemented as a 'standalone module', or as part of the TCS CCWIS 4.0 platform.

TCS Salesforce Qualifications: TCS is a Top 5 Salesforce partner with over 3900+ Salesforce certified associates and is the ONLY partner that provides development and support services directly to Salesforce. Salesforce entrusts TCS to help build their platform, which means we have early access to the Salesforce product roadmap, priority access to their support and professional services, and alignment in all levels of the organization. What this means for BSS, DHHR and West Virginia is that we have the critical mass to get the job done right for any Salesforce-based solution such as the web-based communications system.

4. RFI Information Being Sought

4.1 A description of a web-based communications system which shall facilitate communications between individuals providing services to foster children, including, but not limited to, requests from foster parents and responses to requests from staff of the Bureau for Social Services and its contractual designees; updates regarding foster child movement, visitation, and travel; schedules for court hearings, guardian ad litem meetings, and multidisciplinary team meetings; and other communications that may improve care for the foster child amongst designated parties with legal responsibilities to care for the foster child.

The TCS Foster Care Solution built on the Salesforce Community Portal offers BSS:

- **Secure access** to an online web / mobile portal and self-service account management to maintain up-to-date foster care provider information.
- **Ability to view and keep track of the past requests / reports** with an option to download a copy of the submitted report anytime, if required, for documentation purposes.
- **Increased accessibility** to resources and support for foster care providers. Providers can access information and resources at any time and from any location, which can help overcome the challenges of physical distance and scheduling conflicts.
- **Facilitated communication** between foster care providers and state agencies. Providers can use the portal to ask questions, get updates on cases, and provide feedback to state agencies. This can help build a sense of partnership and collaboration between providers and agencies.
- **Provide training and support** to foster care providers. States can use the portal to offer online training modules, support groups, and access to resources such as therapy and respite care. This can help ensure that providers have the skills and resources they need to provide quality care to children in foster care.
- **Track progress and outcomes** for children in foster care. States can use the portal to collect data on placement stability, reunification rates, and outcomes for children who age out of the foster care system. This data can be used to identify areas for improvement and ensure that providers are meeting established standards.
- **Help support transparency and accountability** in the foster care system. Providers can use the portal to access information about their cases and ensure that they are receiving the support they need. States can use the portal to provide updates on the status of cases and respond to provide feedback, which can help build trust and confidence in the foster care system.

The TCS Foster Care Provider Portal supports various modes of communication to help foster care providers communicate with BSS regarding the child regarding parenting support, medical appointments, meetings etc. Omnichannel design of the solution, provides multiple communication channels, which can be enabled to meet needs for different stakeholders:

- **Email:** You can send and receive emails directly from the solution. Email templates can be created to streamline the process and make it more efficient. Email history is stored in the system and can be associated with the contact record.
- **Chat bot with Live agent transfer:** The TCS solution offers live chat functionality, which allows the Agency to engage with providers in real-time. This can help to address queries and concerns quickly, leading to a better provider /constituent experience.
- **Phone:** The TCS solution allows BSS staff to make and receive phone calls directly from the platform. This can be useful for staff who need to make calls to providers to address their request. Phone calls made can be easily logged in the system for future reference.
- **Social media:** web-based communications solution allows entities to manage their social media accounts from within the platform. This can include monitoring social media activity, engaging with customers, and tracking metrics.
- **SMS:** The TCS solution enables BSS to send and receive text messages directly from the platform. This can be a useful way to communicate with customers who prefer to receive information via SMS.
- **Video:** The TCS solution can integrate with video conferencing platforms, which can be used for virtual meetings with providers or colleagues.

The TCS Foster Care Staff portal is used to track foster care child movement, which can help ensure that children in foster care are safe and receiving the care they need. Here are some key features offered by Staff portal to help Agency staff communicate and engage effectively with Foster care providers:

- **Request / Case tracking:** tracking of request / case details, including the child's placement history, demographic information, and case notes. This can help ensure that caseworkers have the information they need to provide appropriate support to children in foster care.
- **Placement info:** tracking of placement details, including the child's current placement, the reasons for the placement, and any safety concerns. This can help ensure that caseworkers are aware of any potential safety risks and can take appropriate action to ensure the child's safety.

- **Reporting:** The solution provides robust reporting capabilities that allow for the generation of reports on child movement and placement history. This can help state agencies and child welfare organizations identify trends and patterns in placement and movement, which can inform policy and program development.
- **Data integration:** The TCS solution provides the ability to integrate data from other systems, such as health records and education records, to provide a comprehensive view of the child's needs and progress. This can help ensure that all parties involved in the child's care are working together to provide the best possible support.
- **Security and confidentiality:** Finally, the TCS solution provides strong security and confidentiality measures in place to protect sensitive information about children in foster care. This can help ensure that the child's privacy is protected, and that sensitive information is not disclosed to unauthorized parties.

4.2. How would the web-based communication system ensure that access to utilize the child welfare information technology system is available to only those parties with legal responsibilities to care for and support the foster child? Access must be automated with the existing comprehensive child welfare information system (CCWIS) in order to avoid information being entered into two separate systems.

The TCS Foster care solution is built on FedRAMP secure Salesforce platform providing a number of features and tools that can help ensure that only the right case workers and foster parents have access to child records for whom they are legally responsible. Our solution provides a range of features and tools that can be used to ensure that only the right case workers and foster parents have access to the child records for whom they are legally responsible.

Here are a few examples:

- **Role-based access control:** Administrators can define roles and assign specific access permissions to those roles. This means that only users who have been assigned a particular role will be able to access the child records that are associated with that role. For example, case workers might have access to all child records within their assigned case load, while foster parents might only have access to the child records of the children they are currently fostering.
- **Sharing rules:** In addition to role-based access control, system administrators are allowed to define sharing rules that can further restrict access to certain child records. For example, sharing rules might be created to ensure that only case workers who are assigned to a particular region or office can access records for children in that region.

- **Field-level security:** We can also define field-level security settings that can control which fields within a child record are visible to different users. This can help ensure that sensitive information, such as medical or legal details, are only visible to users who have a legitimate need to access them.
- **Audit trail:** The TCS solution provides an audit trail that allows administrators to track who has accessed a child record and when. This can help ensure that any unauthorized access is quickly detected and addressed.

Our solution can integrate with an enterprise identity management system or with an existing system storing identities and access privileges so that the user identities and access information is not duplicated in multiple systems.

4.2. How would the web-based communication system archive communications for the purpose of running reports on responsiveness by parties utilizing the system?

We understand that foster providers are currently using multiple channels of communication like email, text, FAX etc. With our solution, we can offer a centralized console to keep track of any incoming request and outbound response to these requests / referrals to other support organization. Our solution will serve as a centralized repository the various communications, and reports on key parameters like responsiveness, volume of request, action taken etc can easily be created. The system can also provide a comprehensive management dashboard to provide a visual summary of the key indicators to track communication effectiveness.

4.3 How would the web-based communication system complement the existing CCWIS for the purposes of controlling access to those parties with legal responsibilities to care for and support the foster child and to archive the communications for purposes of discovery or other reasons?

The TCS solution is built upon the Salesforce platform and as such provides a powerful platform for centralizing user management and implementing single sign-on (SSO) functionality. By centralizing user management, you can ensure that all of your users have the correct permissions and access levels, and that they are all using the same credentials to log in to Salesforce and other connected systems. SSO, on the other hand, allows users to log in once and access multiple applications without having to enter their credentials again.

To implement centralized user management and SSO in Salesforce, a combination of features is provided, including:

- **Salesforce Identity:** This is a cloud-based identity management solution that allows you to manage user identities and access to Salesforce and other connected applications.

- **Single Sign-On:** Salesforce supports SSO using industry-standard protocols such as SAML, OAuth, and OpenID Connect. This allows you to authenticate users against a central identity provider and provide access to multiple applications.
- **User Provisioning:** You can use Salesforce to automate the process of creating and updating user accounts across multiple systems, ensuring that all users have the right access levels and permissions.
- **Multi-Factor Authentication:** To enhance security, you can require users to authenticate using multiple factors, such as a password and a one-time code sent to their mobile device.

4.4. In what jurisdictions is this software currently being utilized?

To date, TCS has not deployed this specific solution in any given jurisdiction. However, we possess an extensive history of successfully delivering complex, enterprise commercial healthcare, social services and integrated information technology solutions. We are also a premier partner of Salesforce solutions with deep and broad capabilities for building solutions tailored to the specific needs of our client. In working with TCS, West Virginia DHHR and BSS will have the opportunity to have TCS configure the Web-based Communications System to specifically meet your needs and desired outcomes.

TCS blends our management expertise and domain knowledge with IT competence, a unique ability to tailor solutions best suited to the needs of our government partners. Solutions range from policy and planning to enablement through people, processes, and technology at operational levels. Our experience with government ranges from perspective and roadmap planning to restructuring and institutional strengthening to development of information systems and technology planning to application development and implementation and operational support and managed services. Based on the requirements of BSS we would tailor the web-based communications solution to your specific needs in a low code/ no code platform which can be updated and configured on an as-needed basis. Using a platform such as this also avoids proprietary lock-in for the State.

Example of our Experience in Childrens' Services: TCS support the **United Kingdom's Child Maintenance Service** which is a government service that manages cases where parents have not been able to make private arrangements for childcare and child support. TCS started working with UK Government and has been supporting the solution now for nearly 15 years. The engagement started in 2009 when TCS modernized a legacy child support system. The system includes features to support applications, case management, parent location, paternity establishment and support order establishment enforcement.

4.5. Documents Being Sought

4.5.1. Training materials, preferably viewable online.

Please find below additional documentation pertaining to the TCS Foster care solution.

One-stop Portal for Providers accessible over mobile and desktop

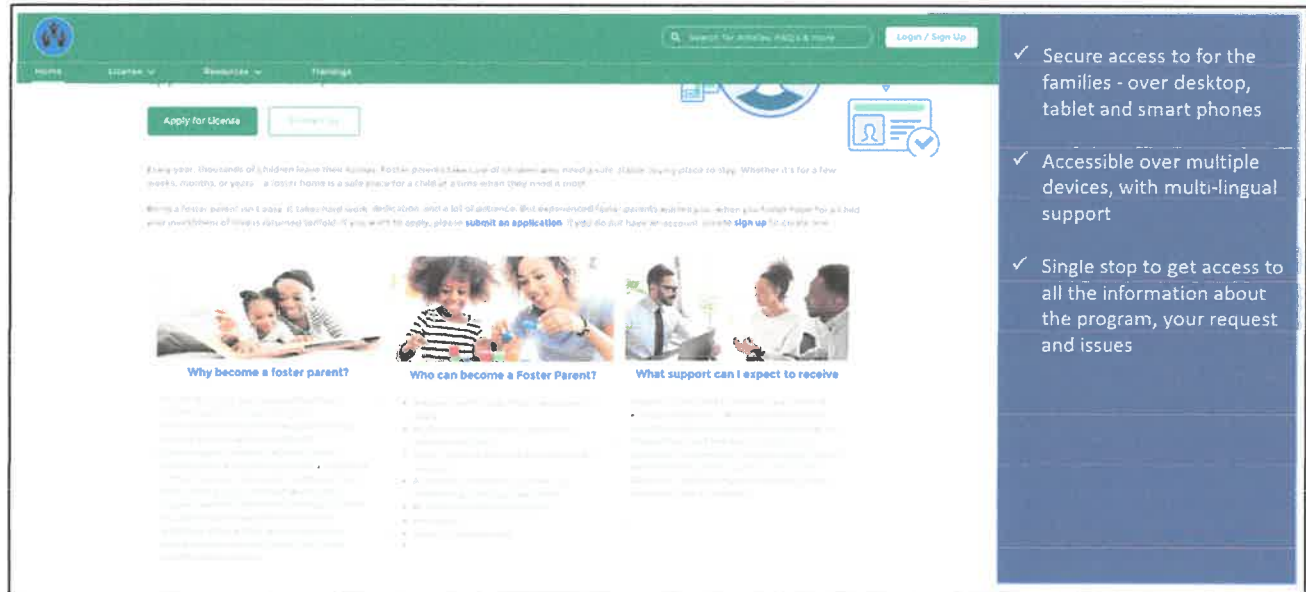


Figure 5 – TCS Foster Care Provider Portal One Stop View

The TCS solution provides an Intelligent Virtual Assistant with Live Agent Transfer.

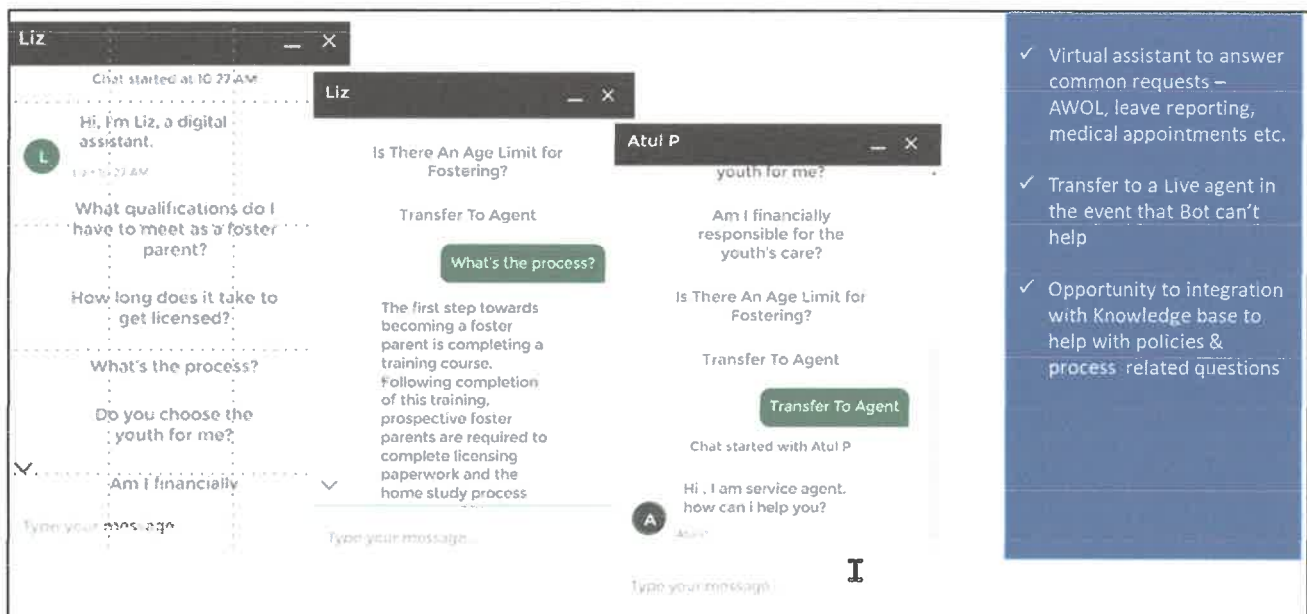


Figure 6 – TCS Foster Care Virtual Agent and Live Agent Transfer View

TCS Solution Licensing application submission functionality (Optional).

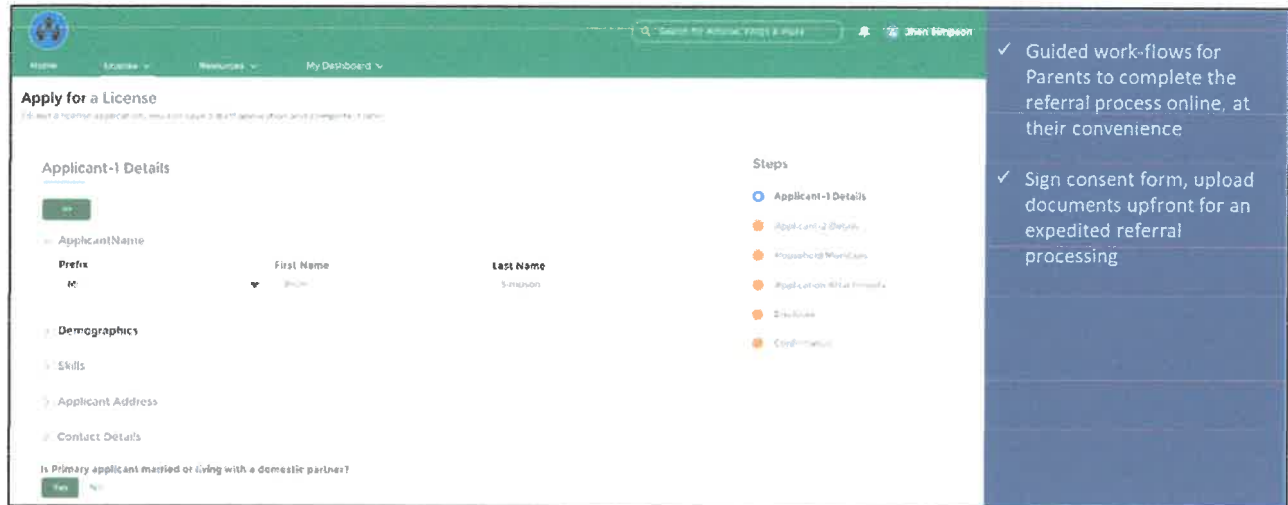


Figure 7 – TCS Foster Care Provider Solution Licensing View

The TCS Solution provides additional self-service options like provider training, incident reporting, surveys/polls etc.

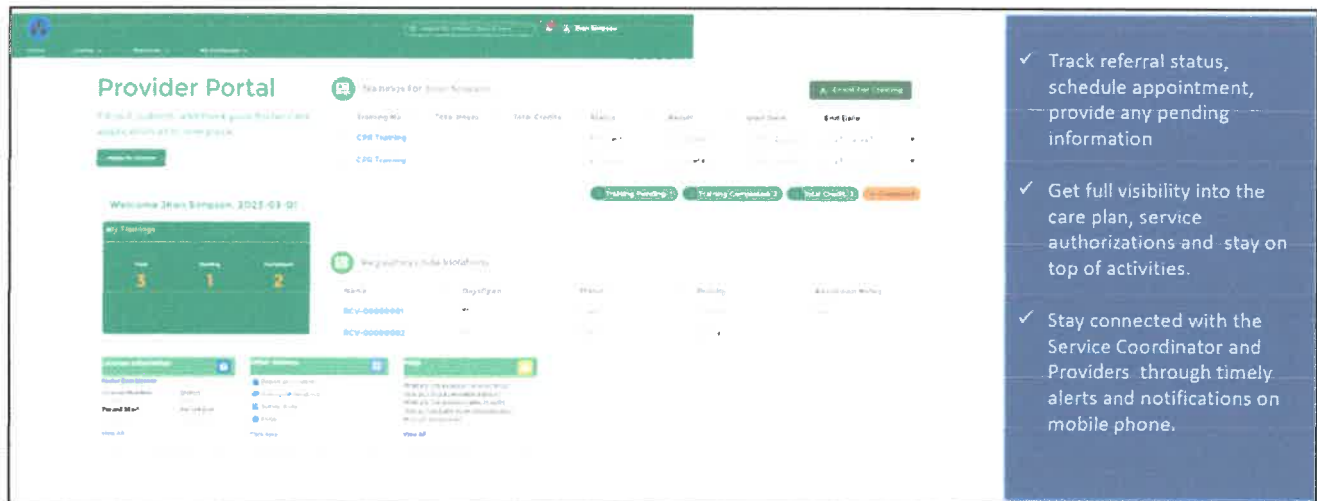
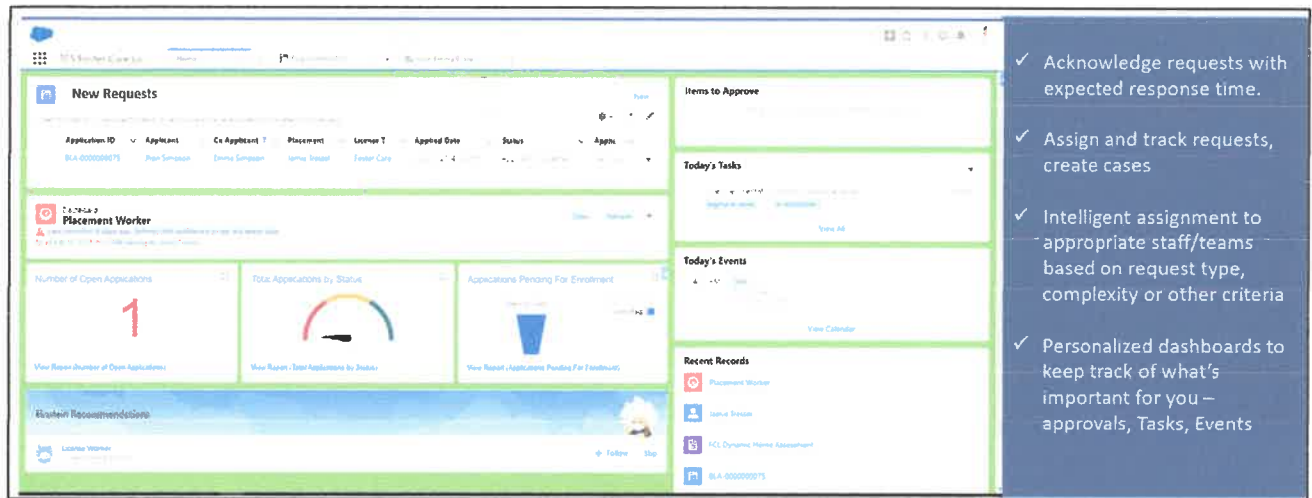


Figure 8 – TCS Foster Care Provider Portal Self Service View

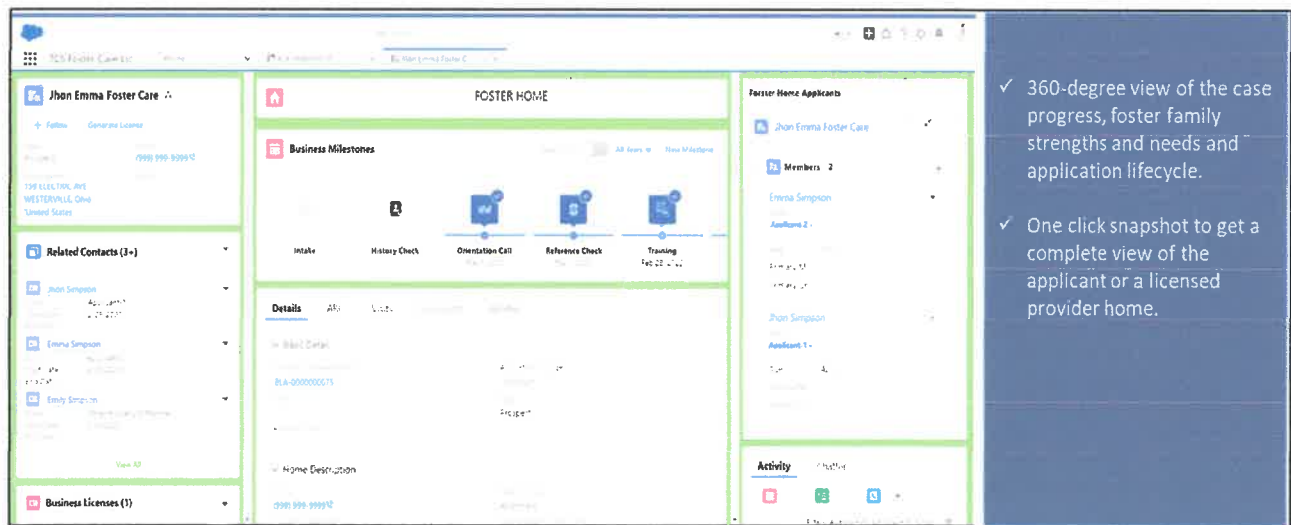
The TCS solution provides personalized dashboards for the supervisors and staff, with ability receive, assign, track request and resolution.



- ✓ Acknowledge requests with expected response time.
- ✓ Assign and track requests, create cases
- ✓ Intelligent assignment to appropriate staff/teams based on request type, complexity or other criteria
- ✓ Personalized dashboards to keep track of what's important for you – approvals, Tasks, Events

Figure 9 – TCS Foster Care Dashboard View

The TCS solution provides a 360 degree view of the Foster care provider to enable targeted support



- ✓ 360-degree view of the case progress, foster family strengths and needs and application lifecycle.
- ✓ One click snapshot to get a complete view of the applicant or a licensed provider home.

Figure 10 – TCS Foster Care 360 Degree Dashboard View

The TCS foster care solution also supports an end-to-end foster care application, assessment, home study and licensing process which could be of interest to West Virginia in future. We look forward to opportunity to conduct a deep dive demonstration of our solution for your team to understand your

unique needs and challenges and demonstrate how we can suitably address those using our TCS solution.

About Tata Consultancy Services (TCS)

Tata Consultancy Services is a purpose-led transformation partner to many of the world's largest businesses. For more than 50 years, it has been collaborating with clients and communities to build a greater future through innovation and collective knowledge.

TCS offers an integrated portfolio of cognitive powered business, technology, and engineering services and solutions. The company's 616,000 consultants in 46 countries help empower individuals, enterprises, and societies to build on belief.

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