West Virginia
Department of
Health & Human Resources

Microsoft Response to the

West Virginia Department of Health and Human Resources

CRFI BSS2300000001

Request for Information (RFI)

Submitted by:
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Microsoft

Cover Letter (RFI)

Dear WV DHHR Team:

Enclosed with this letter is our response to the West Virginia Department of Human Resources.

Microsoft is pleased to have the opportunity to provide the West Virginia Department of Health and Human Resources Bureau of Social Services information regarding a solution that can help improve communications among foster care constituents. In our response to this RFI we answer your specific questions. Microsoft provides the leading suite of collaboration tools in the world with our unique combination of Teams and Office 365. Built on this suite of tools is the Youth Teams App, our child welfare-specific configurable application allowing case workers and case participants to connect like never before. The Youth Teams App is deployed in Illinois DCF leading to better communication for case participants, higher engagement by foster care children, bio parents, and foster care parents, reduced time to permanency, improved case outcomes, among other benefits. A high level outline of the benefits realized by the Youth Teams App in Illinois is covered in this brief video:
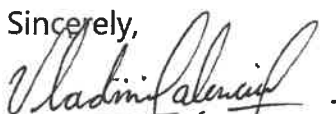https://aka.ms/YouthTeamsApp which includes highlights from case workers, supervisors, foster care parents, and even youth, describing the benefits they have felt through the use of the Youth Teams App. West Virginia will obtain similar benefits with the use of the Youth Teams App

In our following answers you'll see that the Youth Teams App includes capabilities that address specific West Virginia requirements.

Microsoft looks forward to the opportunity to discuss this solution with you and provide a demonstration of its capabilities.

Thank you.

Sincerely,

Vladimir Valencia

Services, Account Executive

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1   General Information Being Sought (RFI §3.1)

3.1.1. 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 Microsoft Youth Teams App (YTA) was born as a result of the COVID pandemic and the need for Child Welfare agencies to continue to connect with and ensure the safety and well-being of the youth in their care. In person access was extremely limited resulting in Microsoft rapidly mobilizing to create a modern, secure and intuitive digital collaboration tool to support youth, families and agency staff. The goal was relatively simple, to create a tool that easily allowed the broad ecosystem of people involved in the care of a youth to easily connect, to share information and resources in support of a youth.

The YTA has many different use cases and value streams including the capabilities outlined in the RFI. YTA can be used to:

- Provide or receive updates regarding foster child movement, visitation etc.
- Schedule meetings with caregivers, foster parents, biological parents, providers, teachers, coaches, counsellors etc.
- Provide updates and communications around court hearings, guardian ad litem meetings.
- Support team-based decision making + multidisciplinary team meetings.
- Generally, support any conversations, meetings and sharing of information to help drive a better experience for foster youth and those that care for them.

From a functional perspective, Microsoft's YTA shall facilitate the secure exchange of all necessary information and documents related to foster children among identified parties including foster parents, caseworkers, and legal representatives. Furthermore, the app would be based within the familiar Microsoft Teams.

Microsoft

The solution shall be device-agnostic and allow for minimal needs for user training, cost for maintenance and support, and security for the transfer of all data. Since the solution will be based on Microsoft Teams and integrated with Microsoft Outlook, the native features of both the products would essentially be rolled up into the solution.

The system shall have secure accounts and user profiles to keep a record of all communication and documents, speed up communication, and reduce manual data entry. All communications, documents, and references shall stay secure and immutably logged, thus preserving a record of all activity associated with the account.

The user interface shall be intuitive and customizable, with individualized settings and options that are easy to locate and use, supporting a wide variety of user needs and preferences.

The system shall be designed to reduce the administrative burden on all parties, to allow for an effective, efficient, and comprehensive exchange of information among those responsible and dedicated to the foster child's well-being. Finally, the system shall include features for the tracking of compliance with legal requirements and regulations to ensure that all parties are functioning within the parameters of their designated roles.

1.1 Specific Questions (RFI §3.2)

3.2.1. 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.

The proposed solution from Microsoft will leverage user authentication to ensure that only the authorized users have access to the system. This is ensured by the licensing model for Microsoft Teams. Authentication will be tied to the user's roles and responsibilities which can include staff, foster care parents, lawyers, teachers, counsellors, coaches and other stakeholders centered around the care

of a youth. YTA requires robust authentication methods to securely provide access to the system, including two-factor authentication such as a combination of security questions and using a one-time password system. Additionally, the system would include access management to provide control on user authorization, resource access, and other security policies. The system will implement logging and monitoring to track user access, unauthorized access attempts, and other pertinent actions.

The YTA, built on the Microsoft suite of collaboration products, is architected to integrate seamlessly into any child welfare solution. Your CCWIS solution is the system of record and should contain all pertinent information for the case. As the YTA can integrate via APIs to your solution, there is never a need for your case workers to enter duplicative information. Microsoft will work with the agency to ensure that the integration with APIs is only developed for the absolutely needed components and avoid any unnecessary work on the APIs.

We understand the critical pressure your case workers are under to document all case content quickly and accurately. The YTA can pull information direction from the CCWIS about the case participants, systematically creating a "case group" that enables channels of discussion that are both secure and limited to parties privy to the content of that conversation. For example, a "court" case channel would only include the participants in the court case, while a "school" case channel would include teachers, counselors, the principal and other school case participants. All of these channels are generated from the list of persons in a case from the CCWIS but can be adjusted by the case worker as necessary. Any allowed changes to person data can be sent back to the source CCWIS as updates, depending on the use case selected by West Virginia.

The YTA has the capability to record voice-to-text content, highlight areas of importance in a conversation, and summarize critical parts of any conversation. Then, based on requirements, this content can then be stored in your CCWIS solution as case notes, or in any other storage capacity related to the case that is appropriate.

The YTA has an incredible amount of flexibility to meet your use case, and then update the source CCWIS as designated by your business owners.

3.2.2. *(CCWIS) in order to avoid information being entered into two separate systems.*

Based on the clarification provided to vendor questions, our response is consolidated in the above section 3.2.1

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

Depending on the implementation requirements, we foresee there would be multiple channels of communication available. The data for these communications would be available in the Youth Teams App. PowerBI is Microsoft's platform of choice for reporting. There are several ways to generate reports regarding the responsiveness of parties utilizing the system. Apart from this, the YTA also comes with a report that gives analytics about Channel Performance (metrics about various communication channels). Conversation Intelligence is embedded such that it can transcribe Teams calls with tangible intelligence provided to users.

Due to the versatile nature of PowerBI as a platform, it is able to connect to multiple data sources as needed and help with generating intuitive and actionable reports. In case the agency chooses to eventually have all the data from the CCWIS system in a Data Lake, PowerBI is able to generate reports from there as well.

During implementation phase, we will carefully evaluate both functional and non-functional and further define if archival is the right strategy versus having the reporting run off of the current system.

3.2.4. 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?

YTA has been architected to ensure complete integration with either legacy SACWIS or modern CCWIS systems (WV PATH in this case). The modular architecture enables industry standard best practices for integrations; real time or batch; uni-directional or bi-directional. Microsoft Teams and Power Platform operate on the Zero Trust model and leverage comprehensive security model that allows you to control access to the system and data at various levels. The security model includes authentication, authorization, and data protection features. To configure user security in an environment, you can add a security

role to an owner team, group team, or a user who has Enabled status in an environment providing an identity-based control and security model.

Additionally, Microsoft Power Platform and Dataverse admins can manage their Application users, Security roles, Teams, and Users in the Environment Settings on the Power Platform admin center.

Microsoft will work with the agency to define criteria for data archival by selecting a root table and schedule archival of the same. The system will automatically pick the related child tables. At the scheduled time, the process will then copy data to a new storage and delete the copied data from the primary storage.

For most implementations, Microsoft advises a first release which supports bringing your own Azure Data Lake (BYOL). A dashboard will provide the capability to manage the lifecycle of the archival operations. This will enable the agency to archive blocks of data that are relevant to specific business processes. Based on further needs of the agency, future releases may be planned for advanced capabilities for archival strategy.

3.2.5. In what jurisdictions is this software currently utilized?

At present YTA is deployed and operational for the Illinois Department of Children and Family Services and is actively being evaluated or contracted by several other state child welfare agencies.

1.2 Documents Being Sought (RFI §3.3)

3.3.1. Training materials, preferably viewable online.

Microsoft is able to provide a complete digital training program and required materials to assist with user adoption and overall program success as part of the project. The majority of the solutions user experience can be considered similar

to the overall Microsoft set of office productivity tools such as Microsoft Teams + Office so the majority of Child Welfare agency staff are already quite comfortable with the interface and experience.

While we are unable to formally share these training materials as part of an RFI we would be pleased to meet with the West Virginia Department of Health and Human Services to discuss training materials, programs and user adoption in general.

ADDITIONAL INFORMATION

REQUEST FOR INFORMATION

THE WEST VIRGINIA PURCHASING DIVISION IS ISSUING THIS REQUEST FOR INFORMATION FOR THE AGENCY, WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES (DHHR), BUREAU OF SOCIAL SERVICES (BSS), FOR THE PURPOSE OF GATHERING INFORMATION TO DEVELOP SPECIFICATIONS FOR A CHILD WELFARE INFORMATION SYSTEM. INFORMATION PROVIDED WILL ASSIST THE WEST VIRGINIA DEPARTMENT OF HEALTH AND HUMAN RESOURCES IN DEVELOPING SPECIFICATIONS AND WILL ASSIST IN THE PROCUREMENT PROCESS.

***QUESTIONS REGARDING THE SOLICITATION MUST BE SUBMITTED IN WRITING TO CRYSTAL.G.HUSTEAD@WV.GOV PRIOR TO THE QUESTION PERIOD DEADLINE CONTAINED IN THE INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION.

ONLINE RESPONSES FOR THIS SOLICITATION ARE PROHIBITED

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Total Price
1	Child Welfare Information System				

Comm Code	Manufacturer	Specification	Model #
93151507			

Extended Description:
Child Welfare Information System

SCHEDULE OF EVENTS

Line	Event	Event Date
1	VENDOR QUESTION DEALINE	2023-03-31

Request for Information
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West Virginia Department of Health and Human Resources

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SECTION 1: GENERAL INFORMATION

1.1. Introduction:

The West Virginia Purchasing Division ("Purchasing Division") is issuing this Request for Information (RFI), on behalf of West Virginia Department of Health and Human Resources, Bureau of Social Services, ("Agency"), to all vendors that have a desire to provide information about **web-based communications system designed to facilitate communication between designated stakeholders who provide services to foster children.** This RFI is intended to provide the Agency with information necessary to plan and develop specifications for a future procurement.

1.2. Schedule of Events:

RFI Released to Public	03/24/2023
Vendor's Written Questions Submission Deadline	03/31/2023
Addendum Issued	TBD
RFI Opening Date	04/11/2023

SECTION 2: INSTRUCTIONS TO VENDORS SUBMITTING INFORMATION

2.1. REVIEW DOCUMENTS THOROUGHLY: This form contains a request for information that may lead to a future procurement. Please read these instructions and all documents attached in their entirety.

2.2. NOT A CONTRACT DOCUMENT: Vendors must understand that this RFI is for information gathering purposes only, and a response to this RFI does not generate a contractual obligation on the part of the State to purchase any commodity or service.

2.3. VENDOR QUESTION DEADLINE: Vendors may submit questions relating to this RFI to the Purchasing Division. Questions must be submitted in writing. All questions must be submitted on or before the date listed below and to the address listed below in order to be considered. A written response

will be published in an RFI addendum if a response is possible and appropriate. Non-written discussions, conversations, or questions and answers regarding this RFI are preliminary in nature and are nonbinding. Submitted emails should have the RFI number in the subject line.

Submit Questions to:

Crystal Hustead

Email: crystal.g.hustead@wv.gov

Submission Deadline: March 31, 2023 at 10:00 AM ET

2.4. YOUR SUBMISSION IS A PUBLIC DOCUMENT: Vendor's entire response to the RFI and any correspondence relating thereto are public documents. As public documents, they will be disclosed to the public following the RFI opening as required by the competitive bidding laws of West Virginia Code §§ 5A-3-1 et seq., and the Freedom of Information Act West Virginia Code §§ 29B-1-1 et seq.

DO NOT SUBMIT MATERIAL YOU CONSIDER TO BE CONFIDENTIAL, A TRADE SECRET, OR OTHERWISE NOT SUBJECT TO PUBLIC DISCLOSURE.

Submission of any document to the State constitutes your explicit consent to the subsequent public disclosure of the document. The Purchasing Division will disclose any document labeled "confidential," "proprietary," "trade secret," "private," or labeled with any other claim against public disclosure of the documents, to include any "trade secrets" as defined by West Virginia Code § 47-22-1 et seq. All submissions are subject to public disclosure without notice.

SECTION 3: INFORMATION BEING SOUGHT

3.1. General Information Being Sought

3.1.1. **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.**

3.2. Specific Questions

3.2.1. 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

3.2.2. (CCWIS) in order to avoid information being entered into two separate systems.

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

3.2.4. 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?

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

3.3. Documents Being Sought

3.3.1. Training materials, preferably viewable online.

SECTION 4: VENDOR RESPONSE

4.1. Incurring Cost: Neither the State nor any of its employees or officers shall be held liable for any expenses incurred by any Vendor responding to this RFI, including but not limited to preparation, delivery, samples, or travel.

4.2. Proposal Format: Vendors should provide responses in the format listed below:

4.2.1. Title Page: State the RFI subject, number, Vendor's name, business address, telephone number, fax number, name of contact person, email address, and Vendor signature and date.

4.2.2. Table of Contents: Clearly identify the material by section and page number.

4.2.3. Response Reference: Vendor's response should clearly reference how the information provided applies to the RFI request. For example, listing the RFI number and restating the RFI request as a header in the proposal would be considered a clear reference.

4.2.4. Responses: All responses must be submitted to the Purchasing Division **prior** to the date and time stipulated in the RFI as the opening date. All submissions must be in accordance with the provisions listed in Section 2: Instructions to Vendors Submitting Information.

4.2.5. Response Delivery: Vendor's response must be delivered by the opening date of 04/11/2023 at 1:30 PM ET to the West Virginia Purchasing Division at:

2019 Washington Street, East
Charleston, WV 25305

By signing below, I certify that I have reviewed this Request for Information in its entirety; understand the requirements, terms and conditions, and other information contained herein; that I am submitting this information for review and consideration;

Microsoft Corporation
_____
(Company)

Vladimir Valencia, Account Executive - Industry Solutions Delivery
_____
(Representative Name, Title)

717-368-3728 / (425) 936-7329 (ATTN: vvalen)
_____
(Contact Phone/Fax Number)

4/14/2023
_____
(Date)