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DCYF OUR415 RFQ: FINAL SUBMITTED QUESTIONS & ANSWERS

This document contains all Questions and Answers submitted about DCYF’s Our415 RFQ from September 1st-11th, 2023. The questions are being provided as they were submitted including any spelling errors or grammatical mistakes. DCYF did not make any corrections to the question text.

SUBMITTED QUESTION	DCYF ANSWER
Is there an expectation that the contractor proactively gather programs to include in the dataset, or will DCYF continue to handle program curation?	Yes. DCYF’s ultimate goal is to develop a highly robust dataset that includes both City funded programs and resources as well as those available from other entities. DCYF staff will maintain connections with City agencies and SFUSD to facilitate the collection of relevant data and will work with the consultant to develop processes for integrating it into the dataset. DCYF will expect the contractor to proactively gather data about programs available in San Francisco that are not City funded as well as assist in ensuring that all programs and resources in the dataset are up to date.
Real time updates: Does DCYF want their analysts to be able to submit and update dataset updates directly?	Yes, DCYF staff should have the ability to perform simple updates to the dataset.
Real time updates: is 24-48 hours acceptable for turnaround from the time DCYF submits an update, to the time the update appears on Our415.org?	Yes, 24-48 hours is acceptable.
How many datasets/resources, if any, does DCYF anticipate adding over the next 12 months, beyond the datasets currently available on the Our415 site now?	DCYF anticipates an integration of up to 12 City departments’ datasets reflecting the members of the Citywide Coordination for Children, Youth and Families.
Is ShelterTech’s current level of integration sufficient or is DCYF expecting more features in the next 12 months?	DCYF is in the development phase of the Our415 initiative and expects to have evolving needs as the project is ramped up. The previous iterations of Our415.org provided sufficient integration but were also developed based on earlier approaches for this work. DCYF’s focus on providing more effective connection to programs and services for San Francisco’s children, youth and families will require the strengthening of Our415.org’s ability to ensure current, relevant and accessible information for users.



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<p>What are some examples of questions DCYF wants this AI capability/assistant to help with?</p>	<p>DCYF is looking for the AI Assistant to serve in a Customer Support role to triage questions submitted by youth and families seeking programs in San Francisco catered to their individual needs which could be based on cost, location, age, etc. The AI Assistant would generate friendly, accessible, culturally humble, and in-language responses. Here are some examples of queries which may come through Our415:</p> <ul style="list-style-type: none"> • I am looking for programs near me which serve children with special needs. • I need to find quality childcare or day care near my job. • What parenting classes and workshops are available near me? • Where can I find financial assistance for educational support? • What mental health resources are available in my local community?
<p>What are potential end results DCYF is seeking with Machine Learning Integration? Is the intended audience for dataset insights DCYF analysts, or users of Our415?</p>	<p>DCYF is hoping to integrate large language models to supplement the curated datasets with content to provide additional layers of relevant content.</p>
<p>Are these particular benefits DCYF is seeking with ML-personalized user journeys that DCYF believes cannot be achieved by the “Robust Search Functionality” item alone?</p>	<p>DCYF is looking for Machine Learning capability in the AI Assistant to guide users with the right prompts to find the services that most fit their needs. This would be able to respond to a wider range of criteria and combinations of criteria than regular search, as well as training and improving the AI Assistant to better respond to queries.</p>