

**RFP 22-71589 BUSINESS PROPOSAL
ATTACHMENT E**

Instructions: Please provide answers in the shaded areas to all questions. Reference all attachments in the shaded area.

Business Proposal

2.3.1 General (optional) - Please introduce or summarize any information the Respondent deems relevant or important to the State's successful acquisition of the products and/or services requested in this RFP.

Syra Health Corp is a medically oriented professional services company that leverages its deep healthcare expertise to create patient-centric solutions for customers based on real-world evidence and insights from advanced analytics. Our areas of expertise include population health management, behavioral and mental health, healthcare quality solutions, health analytics, healthcare education and outreach. The company is headquartered in Carmel, Indiana and is a Women- and Minority- owned company.

Syra Health has experience in partnering with State and Local health departments, pharmaceutical manufacturers, hospitals, and providing niche services in healthcare education and multichannel educational dissemination solutions.

Syra Health Mission: The mission of Syra Health is to promote holistic wellness, health education, and equitable healthcare to all patient demographics resulting in a healthier population that requires less medical care.

Syra Health Leadership and Employee Demographics: Syra Health is led and driven by distinguished intellectuals who possess advanced scientific educational qualifications and bring in decades of professional experience from the healthcare sector.

Deepika Vuppalanchi, PhD, CEO of Syra Health, has served as a molecular biologist and research scientist at premier institutions including the STARK neuroscience center at Indiana University School of Medicine, prior to taking on medical director roles in the private sector. Deepika is a well-published scientific author and has deep understanding of various disease states, guidelines, drug pharmacology, patient care, and public health. Deepika has 15+ years of experience leading teams of medical and technical writers who develop insightful and engaging healthcare educational content by distilling complex scientific

information to simple language that resonates with a wide variety of audience.

Along with Deepika, the team at Syra Health consists of like-minded professionals consisting of **clinical specialists, behavioral health experts, advanced care coordinators, subject matter experts from judicial, corrections, and other public health departments, data scientists, medical writers, creative and marketing directors, and program managers.**

Why Syra Health?

Syra Health is at the forefront of behavioral and mental health initiatives driven by **clinical experts and scientific directors, applied econometricians, data scientists, and market research experts** all coming together in a dynamic environment to provide programs and solutions to advance the core objectives of an organization.

Key Deliverables:

- Healthcare Program implementation and management for public and private sector
- Clinical services in behavioral and mental health
- Clinical staffing for State Government Entities
- Development of Educational and Training resources
- Stakeholder Engagements & Meeting Planning
- Health outcomes assessments & Gap Analysis
- Population health management solutions: Health equity solutions
- Advanced healthcare analytics: Datamining, statistical analysis, data visualization
- Marketing outreach
- Health Technology-driven solutions

2.3.2 Respondent's Company Structure - Please include in this section the legal form of the Respondent's business organization, the state in which formed (accompanied by a certificate of authority), the types of business ventures in which the organization is involved, and a chart of the organization. If the organization includes more than one (1) product division, the

division responsible for the development and marketing of the requested products and/or services in the United States must be described in more detail than other components of the organization. Please enter your response below and indicate if any attachments are included.

The legal form of Syra Health business organization is Syra Health Corp. is responsible for all work we perform in the United States. We have provided our State of Indiana certificate of authority as Exhibit A.


Exhibit A: Syra Health's certificate of authority from State of Indiana.

State of Indiana
Office of the Secretary of State
Foreign Registration Statement
of
SYRA HEALTH CORP.

I, HOLLI SULLIVAN, Secretary of State, hereby certify that an Registration Statement of the above Foreign For-Profit Corporation has been presented to me at my office, accompanied by the fees prescribed by law and that the documentation presented conforms to law as prescribed by the provisions of the Indiana Code.

NOW, THEREFORE, with this document I certify that said transaction will become effective Thursday, March 24, 2022.

In Witness Whereof, I have caused to be affixed my signature and the seal of the State of Indiana, at the City of Indianapolis, March 25, 2022

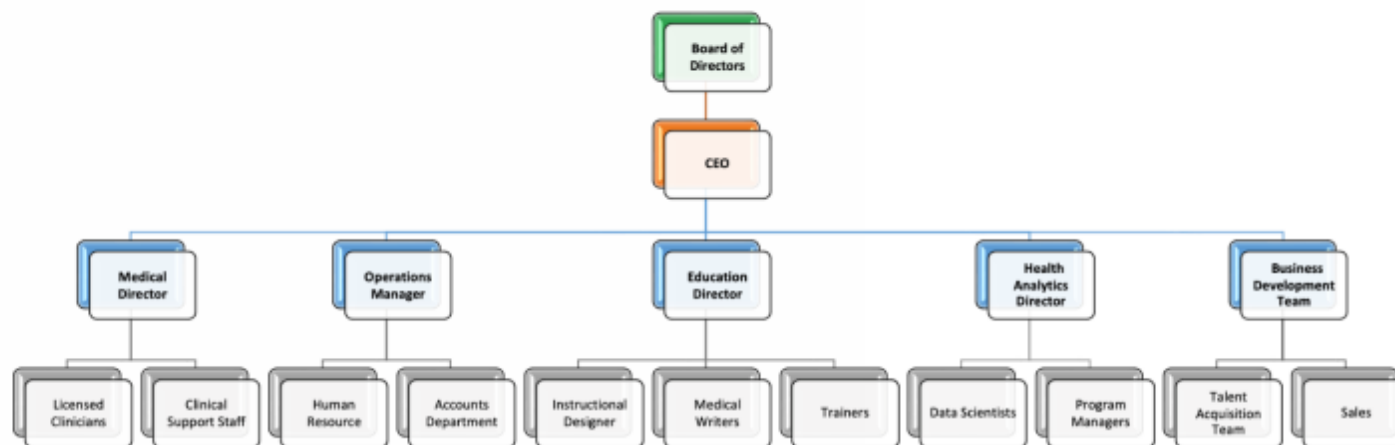
 HOLLI SULLIVAN
SECRETARY OF STATE

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To ensure the certificate's validity, go to <https://bsd.sos.in.gov/PublicBusinessSearch>



Organizational Chart



2.3.3 Respondent's Diversity, Equity and Inclusion Information - With the Cabinet appointment of a Chief Equity, Inclusion and Opportunity Officer, on February 1, 2021, the State of Indiana sought to highlight the importance of this issue to the state. Please share leadership plans or efforts to measure and prioritize diversity, equity, and inclusion. Also, what is the demographic compositions of Respondents' Executive Staff and Board Members, if applicable.

Syra Health leadership is committed to prioritizing diversity, equity, and inclusion. Led by Deepika Vuppalanchi (Women and Minority); >80% of Syra Health employees are female; >60% are African American race; 20% are Hispanic Race; 5% are Veterans, and ~25% are Asian.

The founding company, Sahasra Technologies (dba STLOGICS), is a certified WMBE with the State of Indiana.

Syra Health is currently in the process of acquiring a WMBE status with the State of Indiana.

2.3.4 Company Financial Information - This section must include documents to demonstrate the Respondent's financial stability. Examples of acceptable documents include most recent Dunn & Bradstreet Business Report (preferred) or audited financial statements for the two (2) most recently completed fiscal years. If neither of these can be provided, explain why, and include an income statement and balance sheet, for each of the two most recently completed fiscal years.

If the documents being provided by the Respondent are those of a parent or holding company, additional information should be provided for the entity/organization directly responding to this RFP. That additional information **should explain the business relationship between the entities and demonstrate the financial stability of the entity/organization which is directly responding to this RFP.**

Syra Health is a subsidiary of STLHolding Corp. providing niche service line company for healthcare industry. STLHolding Corp has been actively working state and federal governments for more than 18 years and has successfully partnered and implemented major initiatives. As STLHolding Corp is the parent company of Syra Health, its take's responsibility of financial stability of Syra Health. Please find attached financial statements of STLHolding Corp as Attachment M along with the proposal.

2.3.5 Integrity of Company Structure and Financial Reporting - This section must include a statement indicating that the CEO and/or CFO, of the responding entity/organization, has taken personal responsibility for the thoroughness and correctness of any/all financial information supplied with this proposal. The areas of interest to the State in considering corporate responsibility include the following items: separation of audit functions from corporate boards and board members, if any, the manner in which the organization assures board integrity, and the separation of audit functions and consulting services. The State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

Sandeep Allam, Principal of Syra Health & STLHolding Corp., confirms responsibility for the thoroughness and correctness of any/all financial information supplied in the proposal.

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6. Additional rows may be added if necessary.

| Contract Term Identifier and Header | Suggested Language Change | Rationale for Suggested Change |
|-------------------------------------|---------------------------|--------------------------------|
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| | | |

2.3.7 References - Reference information is captured on **Attachment H** Respondent should complete the reference information portion of the **Attachment H** which includes the name, address, and telephone number of the client facility and the name, title, and phone/fax numbers of a person who may be contacted for further information if the State elects to do so. The rest of **Attachment H** should be completed by the reference and **emailed DIRECTLY** to the State. The State should receive three (3) **Attachment Hs** from clients for whom the Respondent has provided products and/or services that are the same or similar to those products and/or services requested in this RFP. **Attachment H** should be submitted to idoareferences@idoa.in.gov. **Attachment H** should be submitted by the due date listed in Section 1.24 of the RFP. Please provide the customer information for each reference.

| | |
|--|---|
| Customer 1 | |
| Legal Name of Company or Governmental Entity | FSSA/DMHA/Neurodiagnostic Institute |
| Company Mailing Address | 5435 E. 16th Street |
| Company City, State, Zip | Indianapolis, IN 46218 |
| Company Website Address | https://www.in.gov/fssa/dmha/state-psychiatric-hospitals/neurodiagnostic-institute/ |
| Contact Person | Patricia G Clift |
| Contact Title | Assistant Superintendent / COO |
| Company Telephone Number | 317-941-4080 |
| Company Fax Number | Please use email |
| Contact E-mail | Patricia.clift@fssa.in.gov |
| Industry of Company | Healthcare |
| Customer 2 | |
| Legal Name of Company or Governmental Entity | RADcube |
| Company Mailing Address | 1119 Keystone Way N Suite #301 |
| Company City, State, Zip | Carmel, IN 46032 |
| Company Website Address | https://www.radcube.com/ |
| Contact Person | Feroz Syed |
| Contact Title | CEO |
| Company Telephone Number | 317-286-2768 |
| Company Fax Number | Please use email |
| Contact E-mail | ferozs@radcube.com |
| Industry of Company | IT and Healthcare |
| Customer 3 | |
| Legal Name of Company or Governmental Entity | Skill Demand Energy |
| Company Mailing Address | 1119 Keystone Way N Suite #202 |
| Company City, State, Zip | Carmel, IN 46032 |

| | |
|--------------------------|---|
| Company Website Address | https://www.skilldemand.com/ |
| Contact Person | Lav Jhanji |
| Contact Title | President |
| Company Telephone Number | 317-986-2441 |
| Company Fax Number | 1-866-896-0246 |
| Contact E-mail | lavj@skilldemand.com |
| Industry of Company | Energy efficiency |

2.3.8 Registration to do Business – Per RFP 2.3.8, Respondents providing the products and/or services required by this RFP must be registered to do business by the Indiana Secretary of State. The Secretary of State contact information may be found in Section 1.18 of the RFP. This process must be concluded prior to contract negotiations with the State. It is the successful Respondent's responsibility to complete the required registration with the Secretary of State. Please indicate the status of registration, if applicable. Please clearly state if you are registered and if not provide an explanation.

Yes, Syra Health is registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division.

2.3.8 Authorizing Document - Respondent personnel signing the Executive Summary of the proposal must be legally authorized by the organization to commit the organization contractually. This section shall contain proof of such authority. A copy of corporate bylaws or a corporate resolution adopted by the board of directors indicating this authority will fulfill this requirement. Please enter your response below and indicate if any attachments are included.

Deepika Vuppalanchi, Director of the Company, is legally authorized by Syra Health to commit the organization contractually. Proof of authority can be found in Exhibit C below.



March 22, 2022

Indiana Department of Administration
Procurement Division
402 W. Washington St, Room W468
Indianapolis, Indiana, 46024

To Whom it May Concern,

The signed document will confirm that, as a Principal of STLHolding Corp. and Syra Health Corp.
I authorize that Deepika Vuppalaanchi has the authority to make decisions, execute, and approve
on behalf of Syra Health any services, contracts, and amendments with the State of Indiana.

Sincerely,

A handwritten signature in black ink, appearing to read 'Sandeep Allam', with a stylized flourish at the end.

Sandeep Allam,
Principal,
STLHolding Corp and Syra Health Corp.

2.3.9 Diversity Subcontractor Agreements -

- a. Per RFP Section 1.21, Minority & Women's Business Enterprises (MBE/WBE), and 1.22 Indiana Veteran Owned Small Business Subcontractor (IVOSB), explain process followed to engage with potential MBE, WBE and IVOSB owned, Indiana certified businesses listed on Division of Supplier Diversity site. List the businesses invited to discuss the opportunity for potential partnership.

Syra Health would serve as the Prime Contractor for the CMHC Best Practices Assessment project and would be the firm that the State would contract with all services. As such, Syra Health would be responsible for the performance of any obligations that may result from this RFP and would provide the single point of contact for accountability for all aspects of the project. We have teamed with the following subcontractors who offer a good understanding of the DMHA initiatives and will collaboratively work with Syra Health to meet the needs of the State.

Axon Advisors (WBE): Axon Advisors is an information services firm that specializes in two main areas: 1) delivering market research services and 2) brokering subject matter experts (SMEs). The company was established to provide businesses and other entities access to intelligence through a wide variety of both qualitative and quantitative research methodologies. Axon also places highly qualified and knowledgeable SME-consultants on projects for short and long-term engagements.

Virag dba CPS Clinical Services (MBE – Subcontractor): CPS clinical services is headquartered Carmel Indiana and is a certified Minority Business Enterprise (MBE) with the State of Indiana. They are specialized in in providing clinical care solutions and subject matter experts on a variety of areas. CPS Clinical Services will closely work with Syra Health and provide trainers, subject matter experts, and other necessary personnel to execute the training and technical support of the proposal.

Bingle Research Group (IVOSB): Bingle Research Group is a full-service Indianapolis marketing, communication, and branding research firm with 30 years of experience in custom qualitative and quantitative research solutions to provide answers, insights, and strategies to grow brands and businesses. Bingle research specializes in following below services.

- Market and Customer Segmentation research
- Advertising and Communication research

- Healthcare Customer research via interviews and surveys

Please refer to Attachment A-MWBE Sub-Contractor Commitment Form and IVSBE Sub-Contractor Commitment Form for all the Sub-Contractor details.

- b. If not proposing each MBE, WBE or IVOSB subcontractor partnership, explain the rationale for declining to do so. Complete this for each category not proposed.

N/A

2.3.10 Evidence of Financial Responsibility - Removed at the request of the agency.

2.3.11 General Information - Each Respondent must enter your company's general information including contact information.

| Business Information | |
|--|--|
| Legal Name of Company | Syra Health Corp |
| Contact Name | Deepika Vuppalanchi |
| Contact Title | CEO |
| Contact E-mail Address | deepikav@syrahealth.com |
| Company Mailing Address | 1119 Keystone Way N #201 |
| Company City, State, Zip | Carmel, IN 46032 |
| Company Telephone Number | 317-845-5326 |
| Company Fax Number | 1-866-896-0246 |
| Company Website Address | https://syrahealth.com/ |
| Federal Tax Identification Number (FTIN) | 85-4027995 |
| Number of Employees (company) | 325 Employees |
| Years of Experience | 18 |
| Number of U.S. Offices | 6 |

| | |
|---|------------------|
| Year Indiana Office Established (if applicable) | 2004 |
| Parent Company (if applicable) | STLHolding Corp. |
| Revenues (\$MM, previous year) | 18 million |
| Revenues (\$MM, 2 years prior) | 15.8 million |
| % Of Revenue from Indiana customers | 80% |

- a. Does your Company have a formal disaster recovery plan? Please provide a yes/no response. If no, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Yes, Syra Health does have a formal disaster recovery plan. Our disaster recovery plan is one that focuses on disaster resilience, ensuring our cloud solutions are hosted in multiple data centers (called Availability Zones) and architected for scalability and the ability to distribute load between them. Should one zone become unavailable, the load automatically shifts to another.

Specific details regarding our disaster recovery plan and capability are considered strictly confidential and cannot leave Syra Health's direct control. More information about this architectural model of using multiple availability zones can be found here: <https://aws.amazon.com/builders-library/static-stability-using-availability-zones/>

- b. What is your company's technology and process for securing any State information that is maintained within your company?

All services, including that of our platforms, are hosted in our Virtual Private Cloud in Amazon Web Services (AWS) data centers. AWS's data centers are state of the art, using innovative architectural and engineering approaches.

Our team, in collaboration with Amazon, has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS platform and infrastructure. AWS data centers are housed in nondescript facilities to avoid noticeable branding which might make the facility vulnerable to recognition.

Physical access to Syra Health facilities is:

- Strictly controlled both at the perimeter and at building ingress points by professional security staff using video

surveillance, intrusion detection systems, and other electronic means.

- Authorized staff must pass two-factor authentication a minimum of two times to access data center floors
 - All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff
 - All physical access to Syra Health data centers is logged and audited routinely
- AWS does not allow customers, or their agents access to their hosting facilities. Information about AWS security can be found at: <https://aws.amazon.com/security/>

AWS uses a shared security model whereby AWS is responsible for security 'of' the cloud and Syra Health is responsible for the security 'in' the cloud. AWS provides several security capabilities and services to increase privacy and control network access including network firewalls, web application firewalls, virtual private networks, and private dedicated connections from Syra Health to Amazon AWS. In addition, Amazon AWS provides industry-leading capabilities for DDoS protection to ensure the best possible protection for maintaining the availability of the platform. AWS maintains a comprehensive compliance program guaranteeing robust controls are in place and regularly audited.

With respect to protecting data within the cloud, all data stored in the platform is stored exclusively within the borders of the U.S. Data is maintained and securely managed through the application.

2.3.12 Experience Serving State Governments - Please provide a brief description of your company's experience in serving state governments and/or quasi-governmental accounts.

State Government Experience:

Team Syra Health, in partnership with its parent company, has a long history of working with health and human services clients, including State of Indiana, Massachusetts, Florida, and Maryland state health agencies. Since its inception, we have worked with the Governments' agencies and helped them in research service by data collection and reporting which helped them in taking crucial decisions. Our data and analytics practice helps client's harness digital capabilities for driving quantifiable business outcomes, revenue growth, and sustainable competitive advantage. We strongly believe in enabling customers to harness the potential of insights-based value creation. Harnessing foundational elements, including transparency and data security, we optimize internal processes and manage customer expectations with data-driven insights.

Our State Government Experience

State of Indiana - Department of Mental Health and Addiction (2021 to 2023)

As a prime vendor, Syra Health supports the vision and mission of the Indiana State Epidemiology and Outcomes Workgroup (SEOW) by providing support in

- Collecting and analysis of Indiana State epidemiological data
- Facilitating data-based decision-making regarding substance abuse prevention across Indiana
- Assessing statewide prevention priorities
- Developing Indiana Annual Epidemiological Report and special topic briefs
- Disseminating research findings to policymakers, state agencies, community organizations, and the public
- Conducting quarterly SEOW meetings and annual SEOW symposium

State of Indiana – Department of Mental Health and Addiction/ NDI (2021 to 2025)

Syra Health is the prime vendor that supports the clinical staffing needs for NDI for 2 units.

- Currently 75+ employees (RNs, behavioral health specialists and CNAs) at the Neurodiagnostic Institute

State of Indiana – FSSA/ Department of Child Services

We are providing employment and training services to Indiana low-income families and individuals who require some support in meeting basic household needs, including those participating in IMPACT, GTW, TANF and SNAP.

- Subcontractor with Maximus
- Supported staffing of 100+ care coordinators

State of Massachusetts

We provided the automated solution for data collection and cleaning for State of Massachusetts which include the below following scope.

- Data analysis to determine trends in substance use.
- Reporting and analytics based on data analyses and nurse findings.
- Create a new logic model for the updated School Health Services initiative
- Connect distinct project teams with their data through custom collection and integration tools.
- Defined top-down approach (embedded in project team) providing actionable results presented in a clear manner consistent with individual project standards.

Florida Department of Health

We have been providing data consulting and engineering services for Florida Department of Health HIV/AIDS Surveillance Program which included the following below scope.

- Providing database consulting and implementation services for HIV/AIDS Surveillance Program
- Collection of complete and accurate data and analyze trends in HIV.
- Use the data to plan, carry out and evaluate HIV programs and interventions.

- Conduct data validation checks to ensure that cases are not reported twice.
- Provide informed decisions related to resource allocations.

State of Maryland

We have been providing consulting services to support Maryland CJAMS program for State of Maryland which includes:

- Management of Maryland CJAMS platform
- 5000+ case workers
- 200000+ cases per year
- 6.5+ Mn Population Managed

2.3.13 Experience Serving Similar Clients - Please describe your company's experience in serving customers of a similar size to the State with similar scope. Please provide specific clients and detailed examples.

Team Syra Health has a long history of working with health and human services clients with similar scope of services.

1. **FSSA-DMHA:** For Indiana FSSA-DMHA we are currently contracted to provide Neuro Diagnostic Institute staffing.
2. **FSSA- DMHA:** For Indiana State Epidemiology and Outcomes Workgroup (SEOW) we are providing support in generation of the annual State Epidemiology report on drugs, alcohol and other substance use in Indiana. Program evaluated: Assessing the Indiana regional prevention model Scope of work: Conducting quarterly SEOW meetings and annual SEOW symposium
3. **FSSA-DMHA:** For Indiana DMHA-FSSA we are providing Behavioral Health Gap Analysis along with KSMC program and providing the quality assurance services, technical documentation, and data analysis services.
4. **Indiana Supreme Courts:** For Indiana Supreme courts we have provided program evaluation services the program covered 52 counties of Indiana. Below is the description of services which we provided for Indiana Supreme

Courts

- Program Evaluated: Odyssey/ Case Management System
 - Scope of work: We collected data from various source, Conducted Focus Groups and analyzed the collected data and created Statewide program report.
5. **FSSA-OECOSL:** For Indiana FSSA Office of Early Childhood and Out-of- School Learning, we are providing program evaluation services.
- Program Evaluated: On My Way PreK and Child Care Development Fund
 - Scope of work: The program evaluation included we Collected data, Conducted Focus Groups, Created Statewide Program Report and currently implementing business process changes. This program covers the entire State of Indiana.
6. **FSSA-OMPP:** For the Indiana FSSA Office of Medicaid Policy and Planning. We are providing program evaluation services which includes Data collection, Focus Groups, Data analysis, Auditing and reporting services.
- Program Evaluated: For Fraud and Abuse Detection System our services include Data Collection, Focus Groups, Coordination, Auditing, Reporting
 - Scope of work: This program will cover the entire State of Indiana.

2.3.14 Payment - Removed at the request of the agency.