Cost Proposal Narrative

Syra Health Corp. is pleased to present our Cost Proposal, based on the services requested in **RFP-24-78490.**

Our cost proposal offers the State of Indiana the best value: we propose the right size team with staff experienced in implementation and maintenance of the HCSP Training Program to FSSA.

Syra Health provides the completed *Attachment D – Cost Proposal* as a separate Excel workbook. According to the instructions for Attachment D, we have filled in the Respondent Name and the information requested in the associated tabs.

Staff Hourly Pricing
The wages for the positions outlined in our Cost Proposal are based on Indiana market rate analysis completed by our Compensation team. This analysis helps us provide wage rates paid for comparable positions based on job descriptions. In addition, our administrative overhead includes fringe benefits Medical, Vision, Dental, Health Insurance, retirement plans, vacation days, sick leave, other allowances, recruitment and onboarding costs, training and development, turnover and replacement costs, technology and equipment, travel, compliance, and regulatory expenses.

Training Development Deliverable Costs
The indicated costs encompass the efforts needed for creating three curricula, associated competency assessments, and micro-credential learning courses. The development team comprises a project manager, training development manager, IT systems coordinator, instructional designers, LMS developers, Spanish translators, medical content writers, and HCSP SMEs. Authors will generate the content, while instructional designers and LMS developers will utilize RISE ARTICULATE 360 to enhance training, visuals, and LMS integration. Costs for checklist creation are incorporated, along with any adjustments required for printing materials for classroom training.

LMS and Training Registry – System Implementation Costs
The cost summarized in this section include System Implementation Costs for LMS and Training Registry, particularly those linked to the setup and deployment of these systems. These expenses cover customization and configuration tailored to meet the specific FSSA training program requirements, integration with databases, and initial training for administrators and users. Non-staffing costs pertain to the software and licenses needed for the initial implementation phase, constituting one-time expenses.

Program Operations Cost
The costs indicated are associated with the recurring program operations expenses as it relates to staff and their activities. Some of the associated tasks include contract management, curricula review, maintenance, and updates, maintaining the training registry, quality assurance activities (HCSP Training Experience and Providers Survey), quality and compliance activities, development of the health equity and cultural competency plan, gap analysis and reporting

recommendations to the State for HCSP Career Lattice Advancement, and Marketing and outreach activities with state.

Customer Support Services
The costs indicated represents the staffing costs for call support managers, agents, and multilingual translators. The technical costs with online chat monitoring and other electronic help resources are also included in this section.

LMS and Registry Costs
The expenses for staffing to maintain and operate the LMS and Training Registry are outlined. Licensing costs are specified per learner per month, with a maximum count set at 40,510 as per the RFP. We are flexible to negotiate a fixed price for 25,000 learned, with the option to transition to an on-demand licensing model, offering cost-effective solutions to the State. We have included the fixed annual systems staffing price increase at 2.5%.

Payment Processing Gateway Costs
The costs outlined indicate staffing costs for implementation, maintenance, and operations for payment processing. This includes customization, integrations to APIs, and quality testing. We are interested in pursuing this service and would like to engage further with the State.