

RFP #24-78490 BUSINESS PROPOSAL
Home and Community Support Professional (HCSP) Training Services RFP
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 is a **local Indiana based healthcare company** poised to address some of the biggest challenges in healthcare including behavioral and mental health, population health, healthcare workforce, digital health, and health education.

As a **publicly owned company**, Syra Health upholds transparency, sound corporate governance, and ethical conduct, ensuring accurate financial reporting, and compliance with regulations. The company engages stakeholders, builds positive relationships, and includes social responsibility in its strategy to benefit the community and the healthcare technology sector.

At Syra Health, we view our relationships with clients as **long-term partnerships** built on trust, transparency, and mutual respect. We are committed to collaborating closely with the State to ensure a seamless acquisition process and ongoing support post-implementation. Our ongoing collaborations with FSSA, since the company's inception in 2020, serve as a genuine testament to our unwavering dedication, commitment, and emphasis on cultivating sustainable long-term partnerships.

Team Syra brings the following capabilities and experience to FSSA:

- Syra Health is an Indiana-based, local publicly traded healthcare company with active State Government contracts in 17+ states and a team of 180+ employees, Syra Health provides comprehensive services and solutions in Health Education and Training.
- Our SMEs and technical writers bring in cumulative experience of 200+ years and have delivered trainings to staff, leadership, and public-facing state personnel for state government clients. These sessions covered topics like health equity and cultural competency, person-centered care, foundations of public health, CLAS standards, trauma-informed care, social determinants of health, the 4Ms of aging, substance use disorders, behavioral and mental health, caregiver support resources, competency assessments for youth, and others.

- Our proposed LMS platform is one of the most accessible LMS available serving over 32,000 users across 100 different client accounts with nearly 8,000 courses in content libraries. The largest single client includes over 17,000 learners.
- Our current learners include registered nurses (RNs), licensed practical nurses (LPNs), nurse practitioners (NPs), or other nursing specialties; allied healthcare professionals like physician assistants, physical therapists, occupational therapists; Home and community-based healthcare workers like home health aides, certified nursing assistants (CNAs), home caregiver, and personal care aides.
- We will bring commercial best practices from various federal and commercial clients. With our innovative approaches and proven processes, we were able to improve 15% to 20% efficiency and cost savings across all our engagements.

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.

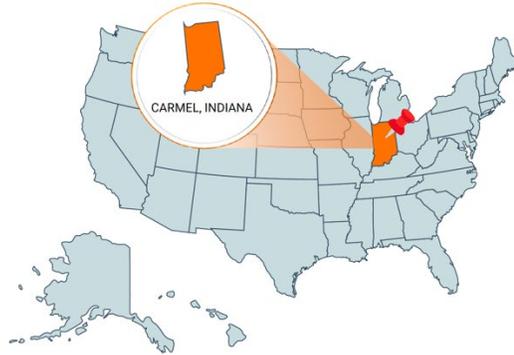
Syra Health is healthcare technology company promoting preventative health, holistic wellness, health education, and equitable healthcare for all patient demographics. Syra Health leverage deep scientific and healthcare expertise to create strategic frameworks and develop patient-centric solutions for the betterment of patient lives and health outcome linked to developing a healthier population. Syra Health offers comprehensive end-to-end solutions in health education services, population health management, behavioral and mental health, healthcare workforce and digital health.

Syra Health Corp. was incorporated in the state of Indiana on November 20, 2020, to provide health education, digital health, population health, behavioral and mental health and healthcare workforces services to providers, payers, governments, institutions, and pharmaceutical companies. On March 11, 2022, the Company redomiciled to Delaware. The Company's corporate office is in Carmel, Indiana.

ORGANIZATION HISTORY

Nasdaq: SYRA

- ✔ Healthcare Technology Company
- ✔ Headquartered in Carmel, Indiana
- ✔ Incorporated in 2020
- ✔ Women-Led
- ✔ Became publicly traded on the Nasdaq on September 29, 2023
- ✔ Ticker Symbol: SYRA
- ✔ 175 employees



We have provided our State of Indiana Certificate of Authority as **Exhibit A**. Syra Health engages in business ventures that are inclusive of behavioral and mental health. We have provided our organizational chart as **Exhibit B**.

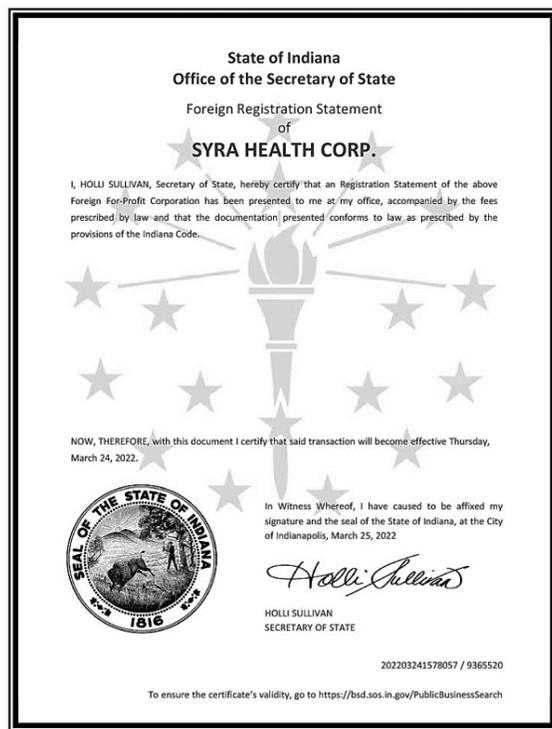


Exhibit A: State of Indiana Certificate of Authority

SYRA HEALTH ORGANIZATIONAL STRUCTURE

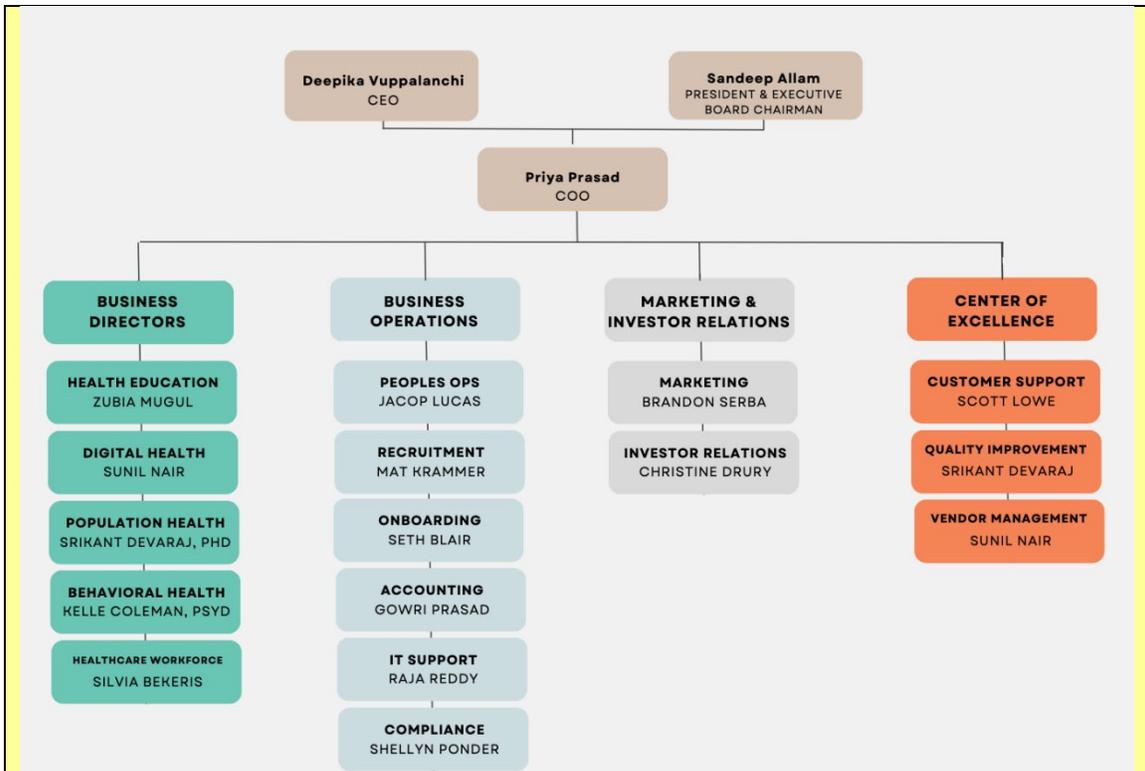
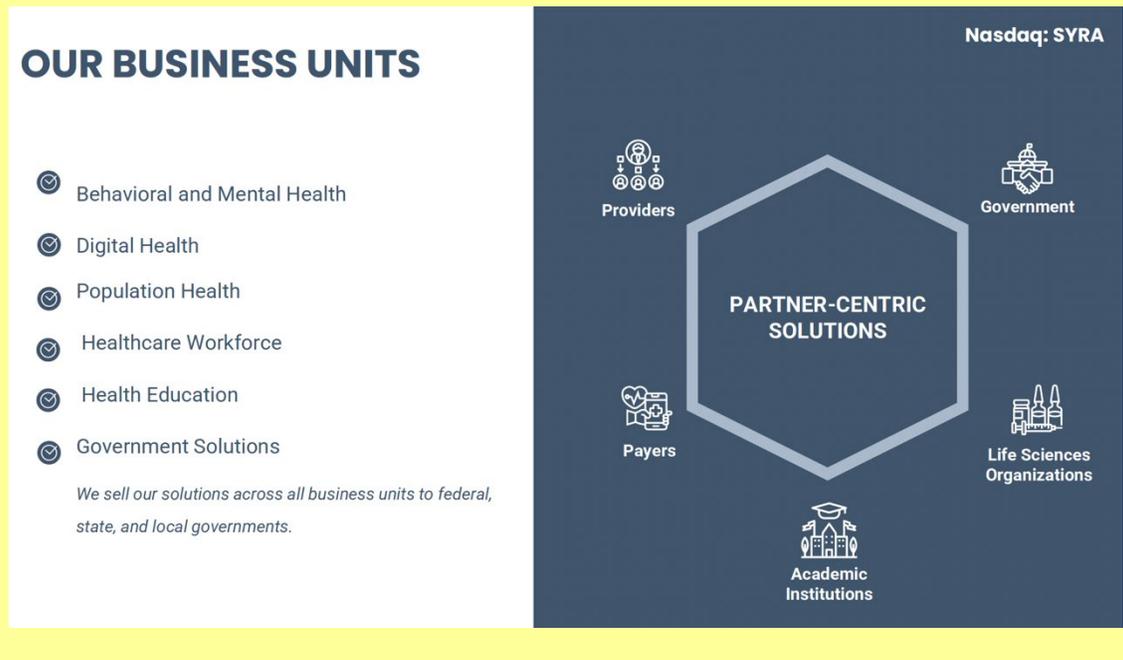


Exhibit B: Organizational Chart

Syra Health serves healthcare providers, government, payers, academic institutions, and life science organizations in the US.



What We Offer



Behavioral & Mental Health

Preventing behavioral and mental health issues before they reach a crisis point



Government Solutions

Custom solutions combined and tailored to the unique needs of government



Digital Health

Digital solutions that empower healthcare for improved outcomes and user experiences



Health Education

Training and education to address health disparities and bridge knowledge gaps



Population Health

Data evaluation and epidemiological solutions that improve the health of entire communities



Healthcare Workforce

Staffing and solutions that solve healthcare workforce challenges

Health Education Services

Syra Health believes that one of the main drivers of the healthcare education solutions market is the need to address challenges in the healthcare industry through effective and innovative medical and scientific training. With evolving healthcare technology, healthcare professionals must be knowledgeable with respect to various patient-care approaches to make better informed clinical decisions and assure patient satisfaction. We believe that targeted and continuous healthcare education solutions are needed to help healthcare professionals improve their competency, improve health equality, and incorporate innovative and new therapeutic options into practice to improve overall patient care quality. Therefore, we aim to provide health education solutions to pharmaceutical and medical device manufacturers, biotechnology companies, payers, large employers, academic institutions, and government agencies.

Specifically, we develop health education content to drive the organizational and strategic brand goals and vision of our clients. Our education outreach plan utilizes omnichannel delivery approaches from a suite of solutions for in-person, virtual and hybrid arrangements, and our deliverables include traditional print and electronic formats. Some of our targeted education approaches include the utilization of artificial intelligence tools to provide real-time information to customers.

Within our health education service line, we offer the following services: medical communications, patient education, and healthcare training.

HealthCare Training

According to BMC Public Health, health disparities are linked to up to \$135 billion in economic losses in the United States per year. We believe health equity will be achieved when all sections of the population have attained their full potential for health and well-

being regardless of race, age, sex, health conditions, social position or other socially determined circumstances. To decrease health disparities and improve patient outcomes and satisfaction, Syra Health has a team of subject matter experts that create trainings for employees and staff of health organizations, pharmaceutical companies, payers, and large healthcare employers.

Syra Health offers trainings in a variety of formats including virtual and classroom training, e-learning trainings, videos, surveys, and online assessments coupled with metrics. Syra Health's comprehensive training toolkits include facilitator and discussion guides, work mats and other resources for training. Syra Health's customized training programs in the following areas: health equity, cultural competency, social determinants of health, preventative health, workforce, and sales training; behavioral and mental health; care coordination; and caregiver training.

Learner Profiles: Syra Health caters to a wide variety of healthcare learners who come from diverse backgrounds and may have varying levels of prior education and experience in healthcare. Some of our learners include nursing professionals like registered nurses (RNs), licensed practical nurses (LPNs), nurse practitioners (NPs), or other nursing specialties; allied healthcare professionals like physician assistants, physical therapists, occupational therapists; Home and community-based healthcare workers like home health aides, certified nursing assistants (CNAs), home caregiver, and personal care aides.

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 holds Prime corporation status and is MBE certified by the National Minority Supplier Development Council (NMSDC). It places a strong emphasis on Diversity, Equity, and Inclusivity (DEI), with approximately 65% of its workforce representing diverse and minority groups. The leadership at Syra Health is deeply committed to prioritizing diversity, equity, and inclusion. Syra Health is spearheaded by Deepika Vuppalanchi (CEO), who is a woman and minority, Sandeep Allam (President), who is a minority of Asian descent, and Priya Prasad (COO), who is a woman and minority. Moreover, over 52% of Syra Health employees are female, over 45% are of African American descent, approximately 20% are of Hispanic descent, 5% are Veterans, and about 25% are of Asian descent.

Syra Health strives to be culturally competent by prioritizing DEI and continuously engaging in learning about the communities we serve and the different cultures that comprise them. We work intrinsically with diverse groups and those that have a great

interest in serving these populations. To ensure our staff prioritizes DEI we make sure our personnel understand the importance of accepting cultural differences and demonstrate humility through suspension of judgment and the ability to learn. We have established organizational level strategic DEI goals, plans and policies, indicators, and measures that we hold our personnel accountable for. Syra Health's **DEI team** consists of Dr. Deepika Vuppalanchi, CEO, Health Equity and DEI expert, Dr. Emily D'Agostino, People Operations Director, Jacop Lucas, and DEI Director, Shellyn Ponder.

Syra Health's DEI team and People Operations Team conduct regular reviews of diversity metrics across our workforces. The DEI team contributes insights to the organization's policies and procedures, ensuring they align with the DEI strategy. Communication about DEI activities will occur through various channels, including the Intranet, Internet, and Employee Resource Groups.

Syra Health's leadership and operations team has direct experience working in organizations and communities to address DEI disparities. Members of our team bring a wealth of DEI experience, having worked with disinvested communities and building expertise in addressing disparities and inequities in the public sector. Our expertise also includes assisting several health plans and managed care organizations assess their practices and policies to protect and better serve special populations including LGBTQ+ patients, members, and staff.

To measure and prioritize DEI, Syra Health will continue to engage in the following efforts:

- **Conduct Assessments and Outreach:** Learn more about the population being served, conduct questionnaires, research, and analyze census data to understand the demographics of the population, and network with key members of the community, groups, public services, organizations, and businesses.
- **Develop DEI Materials:** We develop marketing and educational materials incorporating DEI to effectively reach out to diverse groups within the population.
- **Continuous Analysis and Research** on best DEI practices and community-based approaches for continuous improvements to increase DEI in the populations being served.
- **Continuous Participation in DEI Social Activities:** Syra Health was a sponsor for the 2022 and 2023 Cric Indy League Networking Event & Tournament Sponsor. Cric Indy's main purpose is to connect our community and to celebrate diversity.
- **Educational Reports:** We have published special topics and reports dedicated to understanding health disparities and drug abuse trends in special populations in Indiana. For more information, please refer to link below:

Impact of COVID-19 Pandemic on Behavioral Health and Substance Use in Indiana:
https://www.in.gov/fssa/dmha/files/COVID-19_Overall-Population.pdf

Regional Mental Health and Suicide Trends in Indiana:
<https://www.in.gov/fssa/dmha/files/Regional-MH-and-Suicide-Trends-in-Indiana.pdf>

Analysis of Opioid Overdose Mortality and Vulnerability Index in Indiana:
https://www.in.gov/fssa/dmha/files/AnalysisofOpioidOverdoseMortality_2023.pdf

Link to Data Dashboards created by Syra Health:
<https://www.in.gov/fssa/dmha/substance-misuse-prevention-and-mental-health-promotion/prevention-partners/state-epidemiological-outcomes-workgroup/dashboards/>

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 Corp offers the stability, financial robustness, and access to public capital markets necessary to ensure the company remains well-capitalized throughout the duration of the Contract. Syra Health's common stock is publicly traded on the NASDAQ under the symbol "SYRA." Syra Health currently has market capitalization exceeding \$45 million.

Please find the attached financial statements of Syra Health as **Attachment_N_Syra Health-10Q 2023** and our company's SEC S1-filing as **Attachment_O_Syra Health - SEC - S1 Filing** along with the proposal response.

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).

Syra Health acknowledges the importance of ensuring the integrity of company structure and financial reporting, as outlined in the proposal requirement. Regarding the separation of audit functions from corporate boards and board members, we strictly adhere to recognized best practices and applicable regulations. Our audit functions are performed independently, separate from the influence or control of corporate boards and board members. This separation ensures objectivity and impartiality in our financial reporting processes.

To assure board integrity, Syra Health has implemented robust corporate governance mechanisms. We have established clear policies and procedures that define the roles, responsibilities, and ethical standards for board members. These guidelines promote transparency, accountability, and a commitment to the best interests of the company and its stakeholders.

As the CEO of Syra Health, I Deepika Vuppalanchi, assume personal responsibility for upholding the highest standards of integrity and accuracy in the financial information presented in this proposal. I affirm that the information provided has been thoroughly reviewed and stand by its correctness. By adhering to these principles and practices, Syra Health is committed to maintaining a strong and reliable corporate structure, ensuring the accuracy of financial reporting, and upholding the highest levels of transparency and accountability in all our operations.

Syra Health acknowledges that the State will consider the information offered in this section to determine the responsibility of the Respondent under IC 5-22-16-1(d).

2.3.6 Contract Terms/Clauses - Please provide the requested information in RFP Section 2.3.6.

Syra Health will adhere to all contract terms and clauses as specified in Section 2.3.6 including Attachment B.

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 no more than

ten (10) business days after the proposal submission 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	National Disability Institute
Company Mailing Address	1701 K Street NW, Suite 1000
Company City, State, Zip	Washington, DC 20006
Company Website Address	https://www.nationaldisabilityinstitute.org/
Contact Person	Elizabeth Jennings
Contact Title	Deputy Director
Company Telephone Number	(202) 296-2040
Company Fax Number	N/A
Contact E-mail	ejennings@ndi-inc.org
Industry of Company	Nonprofit
Customer 2	
Legal Name of Company or Governmental Entity	Indiana VRS, Program of BRS, Division of Disability & Rehabilitative Services
Company Mailing Address	402 W Washington St # W453
Company City, State, Zip	Indianapolis, IN 46204
Company Website Address	https://www.in.gov/fssa/ddrs/rehabilitation-employment/vocational-rehabilitation-employment/
Contact Person	Steve Upchurch
Contact Title	Training Director
Company Telephone Number	(800) 545-7763
Company Fax Number	N/A
Contact E-mail	Steve.Upchurch@fssa.IN.gov
Industry of Company	State Government Agency
Customer 3	
Legal Name of Company or Governmental Entity	Maricopa County Department of Public Health (MCDPH)
Company Mailing Address	4041 N. Central Ave. Suite 700
Company City, State, Zip	Phoenix, Arizona 85012
Company Website Address	https://www.maricopa.gov/
Contact Person	Ms. Shaeleen Corea
Contact Title	Regional Health Equity Program Specialist
Company Telephone Number	602-689-1836
Company Fax Number	N/A
Contact E-mail	Shae.Corea@maricopa.gov

Industry of Company	Public Health
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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.

Syra Health Corp is registered and holds an active status and is in good standing with the Indiana Secretary of State. Status details have been submitted in Executive Summary.

202203241578057	SYRA HEALTH CORP.	FOREIGN LEGAL NAME	Foreign For-Profit Corporation	1119 KEYSTONE WAY, STE 201, CARMEL, IN, 46032 - 3356, USA	DEEPIKA VUPPALANCHI	Active
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2.3.9 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, CEO is legally authorized by the organization to commit to the organization contractually. We have attached the required documentation as **Exhibit C**.

**MINUTES OF THE INITIAL MEETING
OF THE BOARD OF DIRECTORS OF
SYRA HEALTH CORP**

1. Identification of Meeting, Directors and Shareholders Present, and Action Taken

The Board of Directors of Syra Health, Corp. ("Corporation") met at **9:00 AM** on **21st November, 2020** for a **Regular Meeting**.

The following named Directors were present and are all the persons duly elected as Directors by the Shareholders of Corporation: **Sandeep Allam**, representing **STLHoldings**, and **Deepika Vuppalauchi**.

On motions made and seconded, the following resolutions were unanimously adopted:

2. Resolutions:

a. Minutes and Books

RESOLVED, that the Secretary of the Corporation shall record, or cause to be recorded, all proceedings of the Board of Directors, Board Committees, and members in a book to be kept for that purpose at the principal executive office of the Corporation;

RESOLVED, FURTHER, that the minutes of all meetings of the Board of Directors, Board Committees, and Shareholders shall include the following information in addition to a record of the proceedings: the time and place of the meeting; whether it is regular or special and, if special, how it was authorized; what notice of the meeting was given; the names of those present and absent from Board and Board Committee meetings; and the number of Shareholders present at meetings of Shareholders; and,

RESOLVED, FURTHER, that the Secretary of the Corporation shall maintain a record of all cancelled and issued Stock Certificates.

RESOLVED, FURTHER, that the Secretary of the Corporation is directed to procure a minute book and any other books and records that may be required by the Corporation.

b. Bylaws

RESOLVE, that the Bylaws presented to and considered at this meeting and attached as Exhibit A are hereby approved and adopted as the Bylaws of the Corporation.

c. Officers

RESOLVED, that the following named persons are hereby elected to the officers of the Corporation as set forth below:

Name Office

Deepika Vuppulanchi _____ President/Chief Executive Officer
Sandeep Allam _____ Chairperson
Hari Allam _____ Treasurer
Priya Prasad _____ Secretary
Feroz Syed _____ Vice-President

The above officers shall serve at the pleasure of the Board.

d. Common Stocks Issued

RESOLVED, that as authorized by its Bylaws to issue only one class of stocks, this Corporation, acting pursuant to the Indiana Corporations Code, hereby issues 1,000,000 of its common stocks having a par value of \$.01. Said issued common stocks are distributed to the following named persons for adequate consideration as set forth below:

Name of Member	Number of Common Stocks
Deepika Vuppulanchi _____	300,000
STLHolding Corp _____	700,000

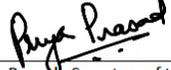
e. Accounting

RESOLVED, that an accrual accounting system be adopted and financial year will end 31st Dec.

f. Adjournment

The Secretary asked whether there was any further business to come before the Directors at this meeting, and there being no response, the meeting was adjourned at 7:00 p.m.

Dated: 21st November, 2020.



Priya Prasad - Secretary of the Corporation



Sandeep Allam (Member of the Board of Directors)



Deepika Vuppulanchi (Member of the Board of Directors)

2.3.10 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.
- 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.

Syra Health understands that we are fully accountable for the actions, performance, and results of our subcontractors. We will oversee subcontractor activities diligently and provide regular reports on their compliance, corrective actions, and outcomes of monitoring activities as required. The subcontractors we have selected for the HCSPs Training Program will support Syra Health in delivering the full scope of service. We do

not delegate management of any potential risk related to the provision of those services.

Our Indiana-based diversity subcontractors listed below are long-term partners of Syra Health and have successfully and consistently proven their ability to perform delegated activities for our State programs (example: FSSA/DMHA; FSSA/DCS; IDOH).

Subcontractors Experience & Expertise			
Subcontractor/Vendor	WMBE/IVOSB Status	Services	Experience
RADcube	MBE-Indiana	Technology Services – Training Registry Project Management	Established in 2015, providing technology solutions and working with multiple State & Federal agencies. Worked with FSSA and State of Indiana on multiple programs.
Briljent	WBE-Indiana	Curriculum and Training Activities	With over 25+ years of experience, Briljent's comprehensive suite of services helps state agencies and organizations fund, plan, and implement new policies, systems, and program. Project implementations with FSSA and State of Indiana.
Bingle Research Group	IVOSB-Indiana	Quality Metrics and Survey Activities	Founded in 1999, Bingle Research brings in comprehensive expertise and experience in qualitative and quantitative data collection to gauge learner satisfaction and other metrics. Has previous experience working with State of Indiana.

While Syra Health is capable of internally managing all core functions to improve operational integration, we recognize the valuable contributions that top-tier subcontractors and community partners can offer to bolster our ability to meet the training needs of statewide HCSPs. We prioritize strong local partnerships, particularly with certified minority, women, and veteran business enterprises. Syra Health is a women-led and minority-led organization based in Indiana, and diversity is deeply ingrained in our organizational fabric.

The business and compliance team leaders at Syra Health conduct thorough assessments of potential subcontractors through a stringent procurement process. This process entails evaluating their capabilities to ensure alignment with the program, conducting cost analyses, and performing due diligence reviews to verify compliance with all commercial, legal, and contractual requirements. Our approach to identifying, vetting, onboarding, and supervising subcontractors ensures partnerships with highly qualified, enthusiastic, and top-performing companies that resonate with our vision and principles.

When identifying the need for subcontractor services, we prioritize the identification of potential subcontractors with previous experience working with State governments, training, technological innovation, and implementation expertise. Subsequently, we pre-qualify the identified subcontractor through a comprehensive interviewing and auditing process that evaluates their ability to meet or exceed contractual agreements, program requirements, applicable CMS, federal, and State requirements, as well as applicable quality standards and our company's compliance program standards. Additionally, we consider our partnership experience with subcontractors on previous project implementations.

Although metrics used to evaluate potential subcontractors vary based on the specific services they provide, some of our common metrics include the following elements:



Upon completion of the pre-delegation audit and confirmation of subcontractor engagement, we draft, negotiate, and finalize all required teaming and nondisclosure agreements.

Our written teaming agreements comprehensively outline the subcontractor's services and delegated functions. Teaming agreements include compliance language on

- Monitoring and oversight expectations
- Adherence to specific requirements and delegated activities
- Reporting responsibilities
- File exchange protocols.
- Operational service-level standards
- Key performance indicators.
- Provisions for revocation, termination, and sanctions in cases of unsatisfactory subcontractor performance.

Each teaming agreement is tailored to incorporate any stipulations outlined by FSSA within the Contract pertaining to subcontractor oversight.

2.3.11 Evidence of Financial Responsibility – Removed at the request of the agency.

2.3.12 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 Ste #201
Company City, State, Zip	Carmel, IN 46032
Company Telephone Number	463-345-8950
Company Fax Number	1-(866) 896-0246
Company Website Address	www.syrahealth.com
Federal Tax Identification Number (FTIN)	85-4027995
Number of Employees (company)	185
Years of Experience	3
Number of U.S. Offices	1 Office
Year Indiana Office Established (if applicable)	2020
Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	5.6M
Revenues (\$MM, 2 years prior)	1.2M
% Of Revenue from Indiana customers	75%+

- 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 has a formal disaster recovery plan in place. For your review, we have included our formal disaster recovery plan. Syra Health's disaster recovery plan is designed to help mitigate the impact of unexpected events, such as natural disasters, cyberattacks, or system failures, on business operations. For natural disasters, our disaster recovery plan is framework and guides provided by [Department of Homeland Security](#) and [FEMA](#). Our IT and cybersecurity disaster recovery plan is robust and helps evade emergency situations that perturb normal business operations. Please see attached an abbreviated IT disaster recovery plan as an **Attachment_V_Disaster Recovery**.

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

Syra Health always takes data security and privacy as the most important criteria when it comes to designing and implementing sophisticated software systems. A comprehensive security strategy is in place covering all aspects of people, processes, and technology to ensure the highest standards of data security and privacy are in place. 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.
- 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>

AWS uses a shared security model whereby AWS is responsible for the 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.

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

Syra Health, a women- and minority-owned company based in Carmel, Indiana, has distinguished itself among the leading and emerging healthcare technology firms nationwide. **With active State Government contracts in 17+ states and a team of 180+ employees**, Syra Health provides comprehensive services and solutions in Health Education and Training, Behavioral and Mental Health, Population Health Management, Digital Health, and Healthcare Workforce Development.

Syra Health manages statewide training initiatives, benefiting from our team's **200+ years of combined experience**. Our staff prioritize person-centered care, health equity, and cultural competency, tailoring training to meet diverse needs. Our team is well-versed in adult learning principles and utilizes evidence-based approaches to develop training materials that are relevant, easily accessible, and meaningful to the learner. We use clear, accessible language, recognizing learners' time constraints and need for quick access to information.

Syra Health has spearheaded content development and training initiatives across various government agencies at state, local, and county levels, as well as in private sectors, including pharmaceutical companies and academic institutions. In our recent project with **Maricopa County Public Health Department, Arizona**, in February 2024, we crafted curricula and conducted training sessions for local health officials, external partners, and influencers to enhance public health knowledge. Led by our instructional designers and Subject Matter Expert (SME), Jason Collins, MPH, our team facilitated a hybrid training model involving live and webinar presentations, which engaged ~80 learners. Additionally, in November 2023, we conducted Health Equity training with the same department, led by our expert Dr. Emily D'Agostino. This 4-hour session, attended by around 120 healthcare workers and frontline healthcare staff, featured didactic training supplemented with interactive real-life case scenarios, with all attendees receiving certificates of completion.

Syra Health currently works with **Indiana/FSSA/Department of Child Services** since 2022 to deliver competency services tailored to children deemed not competent to stand trial, encompassing education and counseling regarding their legal rights, responsibilities, and the judicial process. This was a completely new implementation by DCS, and Syra Health was pivotal in shaping the process, outcomes, and expectations for this project. Our team of instructional designers and nurse educators developed a comprehensive Competency Attainment Curriculum, endorsed by State authorities after rigorous review. Further, our team conducts formal competency assessments and furnishes detailed reports to State authorities on the prescribed timelines.

Syra Health leads the **Indiana/FSSA/Department of Mental Health and Addiction/State Epidemiology Outcomes Workgroup** since 2021 and provides service in collecting and analysis of Indiana State epidemiological data on misuse of substances as well as the occurrence of mental illness and suicide in Indiana. Our team facilitates data-based decision-making regarding substance abuse prevention across Indiana, identifying statewide prevention priorities, and developing Indiana Annual Epidemiological Report and special topic briefs. Syra Health leads the broadcast of this, gives research findings to policymakers, state agencies, community organizations, and the public. We also host local SEOW annual conference and provide **Continued Education Units (CEU)** for the attendance of 8-hour long symposium and training activities. Transition and implementation activities were meticulously managed by our team to ensure seamless continuity for the SEOW committee and its associated projects. We have effectively completed the initial renewal period of the contract, and due to our dedication and proven performance, the State has extended our contract

for additional years, underscoring our commitment to excellence and reliability.

Syra Health is currently collaborating with a Federally Qualified Health Center, funded by a grant from the **Minnesota Department of Health** to enhance **Culturally and Linguistically Appropriate Services (CLAS)** with a focus on the Hispanic and Latino communities. As part of this dynamic partnership, our interdisciplinary team of academicians, health equity experts, and data analysts is executing a comprehensive community needs assessment. This includes adapting services for cultural sensitivity, striving for more representative staff demographics, and fine-tuning policies and quality measures—targeted cultural training to bolster staff's understanding of Latino and Hispanic cultural nuances. These comprehensive assessments will guide the project's implementation stage, resulting in **tailored training programs**, guidance on adhering to key CLAS Standards, and a strong engagement with Latino and Hispanic community leaders.

SYRA HEALTH CONTRACTS

Nasdaq: SYRA

NAME	STATE	CONTRACT PERIOD
Department of Behavioral Health/BHA/CPEP and SEH	DC	2023 (+5 years extension)
Department of Behavioral Health/BHA/SEH	DC	2023 (+5 years extension)
Commissioner of Human Services	MN	2023-2028
Dept. of General Services/Statewide Contract	VA	2023–2024 (+2 years extension)
Dept. of Corrections	OK	2023 (+3 years extension)
YesCare/Dept. of Corrections	AL	2023 (+2 years extension)
Indiana Veterans Home	IN	2024 (annual extension)
Ohio Veterans Home	OH	2023 (+3 years extension)
Dept of Administration – Statewide	KS	2023–2028 (+6 years extension)
Osawatomie State Hospital	KS	2023–2028
Dept of Corrections	VA	2023–2025
State of West Virginia – Statewide	WV	2023–2024
Dept. of Mental Health & Addiction (DMHA)/Neuro Diagnostic Institute	IN	2021–2025 (+2 years extension)
Correctional Health Services	AZ	2022–2025 (+ 1 year extension)

NAME	STATE	CONTRACT PERIOD
Confidential	IN	2024-2025
Department of Health	IN	2023 (+5 years extension)
Department of Behavioral Health/Epidemiological Studies	DC	2023-2028
Dept of Health/BRFSS	IN	2023-2024 (+2 years extension)
State of Texas/City of San Antonio – Racial and Ethnic Approaches to Community Health (REACH) Program Evaluation	TX	2023 (+3 years extension)
Centene/MHS – Chatbot	IN	2022-2026 (+2 years extension)
Department of Human Services	MS	FY 2024
E&I Cooperation Syrenity	All	2023-2028
Dept. of Child Services (DCS)/Competency Attainment Services	IN	2022-2024 (+2 years extension possible)
Camden County Health Department/ Psychological Evaluations	NJ	2023-2025
Indiana Department of Health/ Emergency Preparedness	IN	2024 - 2025

2.3.14 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.

Syra Health has demonstrated proficiency in developing training services through the successful implementation of two programs for FSSA/DMHA, one with FSSA/DCS and one with the Indiana Department of Health (IDOH). Notably, Syra Health took over the SEOW within the FSSA/DMHA, a role previously held by the incumbent for over 16 years until 2021. Following the award, Syra Health successfully implemented the program and subsequently received contract extensions in recognition of our quality of work.

Additionally, Syra Health has trained 200+ employees (RNs, CNAs, and Mental Health Aides) working at the FSSA/ Neurodiagnostic Institute (NDI) in Indiana past 3+ years. Training materials included trauma-informed care, person-centered care, health equity, cultural competency, and crisis management.

Similar successful implementations have been carried out in other states, notably Health Equity and Public Health Trainings in Arizona and Washington DC. In Arizona, we promptly implemented trainings within 30 days, which involved curriculum development, subject matter expert engagement, training resource creation, webinar, and in-person activities. Pre- and post-training surveys were also completed within the prescribed implementation timeline. Syra Health trained 100+ state employees of Maricopa County, Arizona Department of Public Health.

Notable organizations that Syra Health has successfully **partnered with or provided training for** include:

Indiana Department of Health (IDOH)	Indiana FSSA/NDI
Indiana Department of Mental Health and Addiction	Arizona, Maricopa County Department of Public Health

Indiana Department of Child Services	Minnesota Department of Human Services (CLAS)
Washington D.C. Department of Health	Kansas Department of Health
Texas San Antonio's REACH	Mississippi Department of Human Services
Virginia Commonwealth Department of Health	Private Sector: Payers, Pharmaceuticals, Academia

Our experience working with these organizations has cultivated Syra Health's curricula development team. Overall, the curricula development team of HCSP Training Program will comprise of members from Syra Health and SMEs with over 200 cumulative years of experience developing trainings for adult and healthcare learners. Previous projects have trained healthcare workers, and those experiences gave our SMEs comprehensive understanding of the roles and trainings needs of direct care providers like CNAs, home health aides, and more. The SMEs for this project have training development experience for direct service providers like HCSPs.



For **state government clients**, our SMEs and technical writers collaborate in delivering trainings to staff, leadership, and public-facing state personnel for state government clients. These sessions cover a diverse array of topics, including health equity and cultural competency, CLAS standards, person-centered training, trauma-informed care, social determinants of health, the 4Ms of aging, substance use disorders, behavioral and mental health, caregiver support resources, competency assessments for youth, and others. Furthermore, our medical team, in conjunction with data analytics, furnishes local, city, county, and state-level data insights specifically tailored to the themes addressed in the trainings. This approach enhances the relevance and engagement of the content for the intended audiences. In Indiana, Syra Health continues to implement content development and training activities for FSSA/DMHA, FSSA/DCS, and IDOH.



For **pharmaceutical clients**, Syra Health's medical and technical writers develop engaging medical content in effective formats to educate patients, physicians, informal caregivers on evolving treatment guidelines, options, and new medications. By using the challenger sales model, the unmet needs and thought-provoking insights are presented upfront and lead to a potential solution that is supported by clinical evidence. Our expertise spans various disease areas like cardiovascular conditions, oncology, diabetes, neurodegenerative diseases, and autoimmune conditions. Directly or indirectly, our team has collaborated with major pharmaceutical companies such as Eli Lilly, AbbVie, Novartis, Pfizer, Seattle Genetics, and numerous others.



For **academia clients**, our medical writers help in developing scientific publications, abstracts and posters, and clinical trial protocols. We are engaged with IU health clinical trial investigators in such highly scientific content catered for FDA review and approval.



For **payer clients**, our team creates content to educate members on their health or Medicaid plan benefits, state government programs and activities, rights and responsibilities, and eligibility requirements for plan enrollment. We educate learners on topics like smoking cessation, diabetes management, cardiovascular health, and self-help management for stress, anxiety, depression, and substance use disorders. Additionally, for one Indiana client, we introduced an innovative conversational chatbot driven by artificial intelligence. This culturally competent chatbot enables member engagement and provides educational support in multiple languages.

2.3.15 Indiana Preferences - Pursuant to IC 5-22-15-7, Respondent may claim only one (1) preference. For the purposes of this RFP, this limitation to claiming one (1) preference applies to Respondent's ability to claim eligibility for Buy Indiana points. **Respondent must clearly indicate which preference(s) they intend to claim. Additionally, the Respondent's Buy Indiana status must be finalized when the RFP response is submitted to the State.**

Approval will be system generated and sent to the point of contact email address provided within the Bidder Registration profile. This is to be attached as a screenshot (copied/pasted) for response evaluation.

Buy Indiana

Refer to Section 2.7 for additional information.

From: gmisworkflow@iot.in.gov <gmisworkflow@iot.in.gov>
Sent: Thursday, February 11, 2021 5:00 PM
To: Hr SyraHealth <hr@syrahealth.com>
Subject: State of Indiana Buy Indiana Status

Dear Syra Health Corp,

After a thorough review of the information and/or documents submitted, Syra Health Corp does qualify for Buy Indiana status under Category # of IC 5-22-15-20.5. This email serves as confirmation of that determination. Please note this Buy Indiana designation will expire on 02/11/2026.

Thank you.

INDIANA DEPARTMENT OF ADMINISTRATION

Attachment 2: Syra Health Buy Indiana Preference

2.3.16 Payment – Removed at the request of the agency.

2.3.17 Extending Pricing to Other Governmental Bodies – Removed at request of Agency.

N/A

2.3.18 Conflict of Interest – Confirm you are in compliance with RFP Section 1.26 Conflict of Interest and list any steps you took to mitigate any potential conflicts of interest, as necessary (e.g., employee screens).

Syra Health is in compliance with RFP Section 1.26 Conflict of Interest.