

**25-80910 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.

**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.

Prism Holistic Care LTD. ("Prism") is an Illinois S Corp. As a 30+ year community-based management organization, our mission is to enhance community development through innovative, accessible and culturally competent programming for all.

Please see the Certificate of Good Standing and Prism's organizational chart under Attachment J.

**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.

**Commitment to Diversity and Strong Leadership:** Prism has chosen to partner with a Women's Business Enterprise (WBE) to underscore our commitment to community and diversity. By collaborating with businesses that share our values, we believe we can build the strongest team for this contract and achieve long-term success.

**Leadership of Prism and netlogx:** The 100% minority-owned Prism executive leadership team includes Zul Kapadia (President), Dr. Sameer Kapadia (Secretary), and Dr. Mehbub Kapadia (Director), all of whom have extensive experience managing large-scale government funded programs. Our diverse team brings expertise in

healthcare, nonprofit management, and community outreach, which allows us to navigate complex grant administration and deliver impactful services. Partnering with netlogx, owned by Audrey Taylor, who leads an all-women executive team, netlogx shares a passion for community service.

**Familiarity with Communities Served:** Prism and netlogx have deep connections with the communities we serve. Prism partners with over 2,000 communities across Illinois, and over 75% of our team is composed of Black, Indigenous, and People of Color (BIPOC) professionals. Our cultural competency and multilingual capabilities enable us to effectively serve diverse populations. We maintain strong feedback loops through surveys, community meetings, and partnerships with local organizations.

netlogx' leadership is similarly engaged with community initiatives throughout the Midwest, supporting programs like the Indiana Adoption Program, autism resources, and affordable early childhood education. netlogx also played a key role in launching a daycare in a community with high demand for infant care.

**Accountability to Communities Served:** Prism ensures accountability through transparent governance and high ethical standards. Our advisory board includes our consumers who have strong ties to the communities we serve, ensuring community voices are consistently represented. We maintain regular reporting and transparency with stakeholders and partners. netlogx's compliance expertise equips both organizations to exceed stakeholder expectations and adhere to governance protocols like conflict-of-interest policies. Prism's leadership remains adaptive, addressing the evolving needs of communities—a critical approach during the pandemic, when we responded to the urgent needs of businesses, nonprofits, and residents.

**Community Engagement and Advocacy:** netlogx was founded with the mission of making a positive impact on the community. They are committed to not just discussing change management, but actively participating in it. The company prioritizes diversity, inclusion, and volunteerism, and supports causes aligned with their team members' personal beliefs and advocacy efforts. The leadership team at netlogx is equally committed to community advocacy. As board members of the National Association of Women Business Owners (NAWBO), they support women entrepreneurs in Indiana and beyond. netlogx also provides significant backing to nonprofit organizations like Second Helpings, which rescues over 200,000 pounds of food each month. netlogx sponsored the purchase of new delivery vehicles and initiated a data consolidation project that helps Second Helpings operate more efficiently by standardizing donor information through a centralized database and Salesforce integration. With a strong focus on community engagement, accountability, and transparency, Prism and netlogx are well-positioned to effectively serve and advocate for the diverse communities.

**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.**

Please see the financials for 2022 and 2023 under Attachment J.

**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).

The Prism Team, supported by the financial management systems of Prism, is well-prepared to manage, monitor, and maintain the financial integrity of the program. With a proven track record in overseeing large, multi-million-dollar programs funded by federal, state, and local agencies, Prism's fiscal management will ensure compliance, transparency, and proper use of funds.

#### **Strong Financial Management and Oversight Team**

The program will be overseen by John Kolozak, Director of Operations, who has over five years of experience managing federal grants. He previously served as COO/CFO for two Chicago-based nonprofit public charter school networks, managing multiple federal grants and guiding them through challenging periods, such as the COVID-19 pandemic. John will lead a team dedicated to the financial oversight of the grant program, ensuring that all funds are properly allocated and managed in accordance with grant requirements.

#### **Experience with Large-Scale Funding**

Prism has administered significant federal pass-through funds from agencies like the CDC, FEMA, and the Department of Health and Human Services, including managing Chicago's drive-thru vaccine site at the United Center. Our financial oversight

processes have ensured compliance with federal standards, efficient fund management, and full accountability.

For this grant program, Prism has partnered with netlogx, a firm with extensive experience managing complex government programs. netlogx has facilitated coordination between federal agencies and states, securing full federal funding approval and optimizing cost allocation for state programs. This expertise will be leveraged to ensure meticulous management of program funds.

### **Solid Financial Reserves and Cash Flow Management**

To ensure uninterrupted program operations, Prism maintains healthy financial reserves. These reserves enable the organization to cover expenses while awaiting reimbursements from funders.

### **Compliance with Federal and State Regulations**

Prism adheres to strict financial controls, ensuring full compliance with federal, state, and local regulations. Our experience managing federally funded programs includes rigorous monitoring, record-keeping, and detailed reporting to meet the financial requirements of the grant program. We have developed systems to track every dollar spent and ensure that it is fully aligned with the program's objectives. netlogx will support Prism in managing compliance, having successfully acted as compliance monitors for Medicaid and other large-scale federal programs. Their expertise includes performing independent audits and ensuring adherence to state and federal regulations. netlogx has also assisted the Indiana Family and Social Services Administration in securing CMS certification, demonstrating their ability to manage complex financial and operational requirements.

### **Dedicated Financial Management Team**

Our financial management team specializes in nonprofit accounting, grant management, compliance, and financial reporting. This team will monitor all expenses, ensuring that program funds are spent in alignment with the grant's objectives.

### **Bank Account with Strict Financial Controls**

Prism will use a dedicated bank account specifically for the program. This account will be separate from other organizational finances, ensuring complete transparency in managing program funds. All funds will be released according to the grant's financial guidelines, with multiple layers of approval required for every disbursement. This approach ensures that all expenditures are compliant, and that financial resources are managed with the highest standards of integrity and accountability.

### **Monitoring Expenditures and Keeping Financial Records**

Prism's monitoring process includes:

- Centralized Financial Tracking: All program-related expenditures will be tracked in

real-time using an advanced financial management system. This system will provide visibility into each transaction, making it easy to monitor fund disbursements and ensure compliance.

- Detailed Record-Keeping: Prism will maintain digital and physical records of all transactions, including documentation for each expenditure. This ensures that all financial 27 records are audit-ready and available for review by any regulatory body.
- Monthly Financial Reporting: Prism will provide IDOE with regular financial reports, detailing expenditures, fund allocation, and any necessary corrective actions.
- Regular Internal Audits: Our compliance team will perform regular internal audits to ensure that all expenditures align with the program’s objectives and are compliant with federal and state regulations. These audits will identify any discrepancies or areas for improvement, ensuring that the program remains on track financially.

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

The Prism Team will conform to all mandatory and required contract clauses. We do not propose any alternative language to the contract.

**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](mailto: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.

<b>Customer 1</b>	
Legal Name of Company or Governmental Entity	Illinois Department of Public Health
Company Mailing Address	69 W Washington St.
Company City, State, Zip	Chicago, IL 60602
Company Website Address	<a href="http://www.dph.illinois.gov">www.dph.illinois.gov</a>
Contact Person	Dr. Arti Barnes
Contact Title	Medical Director/ Chief Medical Officer
Company Telephone Number	217-782-4977
Company Fax Number	217-782-3987
Contact E-mail	Arti.Barnes@illinois.gov
Industry of Company	Healthcare

<b>Customer 2</b>	
Legal Name of Company or Governmental Entity	Chicago Public Schools
Company Mailing Address	42 W. Madison St.
Company City, State, Zip	Chicago, IL 60602
Company Website Address	<a href="http://www.cps.edu">www.cps.edu</a>
Contact Person	Ken Papineau
Contact Title	Director
Company Telephone Number	773-553-1000
Company Fax Number	773-553-1622
Contact E-mail	kgpapineau@cps.edu
Industry of Company	Education
<b>Customer 3</b>	
Legal Name of Company or Governmental Entity	Cook County Health Department
Company Mailing Address	7556 Jackson Blvd.
Company City, State, Zip	Chicago, IL 60130
Company Website Address	<a href="http://www.cookcountypublichealth.org">www.cookcountypublichealth.org</a>
Contact Person	Kiran Joshi
Contact Title	Senior Medical Officer
Company Telephone Number	708-836-8600
Company Fax Number	312-864-9890
Contact E-mail	kjoshi@cookcountyhhs.org
Industry of Company	Healthcare

**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.

Prism is registered to do business with the State of Indiana. Our Secretary of State-issued number is 202410101830877.

**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.

The President of Prism, Zul Kapadia, is legally authorized to commit our organization

contractually.

Please see the corporate resolution under Attachment J.

**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.

Prism approached netlogx, an Indiana-certified WBE, to partner on this opportunity. netlogx introduced Prism to PME (Indiana-certified MBE) and Bravia (Indiana-certified VBE) with whom netlogx has previously partnered on Indiana opportunities.

Please see the certifications and letters of commitment for all three entities under Attachment J.

**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.

<b>Business Information</b>	
Legal Name of Company	Prism Holistic Care Ltd.
Contact Name	Zul Kapadia
Contact Title	Director and President
Contact E-mail Address	<a href="mailto:z@prismhealthlab.com">z@prismhealthlab.com</a> <a href="mailto:johnk@prismhealthlab.com">johnk@prismhealthlab.com</a>
Company Mailing Address	33 W Grand Ave, Suite 500
Company City, State, Zip	Chicago, IL 60654
Company Telephone Number	800-325-1812
Company Fax Number	773-920-3322
Company Website Address	<a href="http://www.prism.org">www.prism.org</a>
Federal Tax Identification Number (FTIN)	45-2663917
Number of Employees (company)	21
Years of Experience	13 years
Number of U.S. Offices	1
Year Indiana Office Established (if applicable)	2024

Parent Company (if applicable)	N/A
Revenues (\$MM, previous year)	\$5,012,546.79
Revenues (\$MM, 2 years prior)	\$13,066,676.01
% Of Revenue from Indiana customers	0

- a. Does your Company have a formal business continuity and/or disaster recovery plan? Please provide a yes/no response. If not, please provide an explanation of any alternative solution your company has to offer. If yes, please note and include as an attachment.

Prism has a business continuity plan. Please see the plan under Attachment J.

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

Prism employs a multi-layered approach to securing any State information maintained within our systems. The security measures we have in place include:

**Cloud-Based Data Storage with Built-In Security:**

All data, including any State information, is stored within Google Drive as part of Google Workspace Business. Google Workspace provides enterprise-grade security features, including end-to-end encryption, data loss prevention (DLP), and secure cloud infrastructure. We have a Business Associate Agreement (BAA) with Google to ensure compliance with HIPAA and similar data protection standards.

**Multi-Factor Authentication (MFA) and Single Sign-On (SSO):**

Access to email and Google accounts is protected by mandatory multi-factor authentication (2FA). We also utilize Google's Single Sign-On (SSO) with 2FA for all third-party services that integrate with our systems, ensuring that only authorized users can access sensitive information. This significantly reduces the risk of unauthorized access.

**Encryption of Sensitive Communications:**

For sensitive communications, including those involving State information, we use Virtru encryption for Gmail. This adds an extra layer of encryption, ensuring that sensitive data is protected during transmission. Recipients are required to authenticate themselves before accessing the encrypted content.

**Access Control and Monitoring:**

Our internal policies require strict access control measures. Employees are only granted access to data that is necessary for their role. All access to Google Workspace and other systems is logged and monitored to detect any unauthorized access attempts or suspicious activities.

**Data Backup and Redundancy:**

Google Workspace ensures continuous backup and redundancy for all stored data, allowing for rapid data recovery in the event of a breach or system failure. This ensures that all State information is both protected and retrievable, should any incident occur.

**Employee Training and Policies:**

All employees undergo regular training on data security and best practices, including how to handle sensitive information such as State data. Our policies also mandate that any data stored locally must be immediately uploaded to our secure cloud storage, ensuring it is safeguarded by the above-mentioned security measures.

By leveraging these technologies and processes, our company ensures that all State information is securely maintained and remains compliant with all applicable security and privacy standards.

**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.

Our bidding team has extensive experience administering state and federally funded programs, utilizing robust monitoring, meticulous record-keeping, and strict accounting practices to ensure compliance and effective fund management. Our work spans multiple large-scale initiatives, demonstrating our capacity to manage complex programs and deliver impactful outcomes.

For this project, Prism has partnered with netlogx, which brings extensive experience managing complex government programs and funding such as Medicaid enrollment compliance and independent audits that follow state, Medicaid, and federal regulations. netlogx has successfully helped states secure full federal approval for funding, while facilitating coordination between federal agencies and optimizing cost allocation across state agencies. Example of our collective experience includes:

**COVID-19 Testing and Vaccination Programs:**

Prism has managed several contracts for COVID-19 testing and vaccination in partnership with federal and state agencies, including the U.S. Army, National Guard, CDC, FEMA, IEMA, IDPH, CCDPH, and CDPH. These programs involved setting up testing sites and vaccination clinics, particularly in underserved areas, and required precise planning and execution to meet federal and state guidelines. Our

intergovernmental experience helped us manage logistical and operational challenges effectively.

**Direct Cash Subsidy Program with Cook County Health:**

Prism administered a federally funded direct cash subsidy program with Cook County Health, distributing gift cards to patients receiving COVID-19 vaccinations. This initiative required strict record-keeping to track funds, verify eligibility, and ensure federal compliance and transparency.

**IEMA-Funded Emergency Response Program:**

Prism worked with the Illinois Emergency Management Agency (IEMA) on federally funded community vaccination clinics, with spending totaling \$10 million. Our responsibilities included logistical planning and stakeholder coordination, adhering to federal guidelines to ensure successful delivery.

**Award Administration:**

netlogx provides grant management support for the Indiana Department of Health (IDOH), overseeing 75 awards worth \$4.75 million from state and federal sources. Their services include drafting grant language, facilitating bidder conferences, reviewing applications, and ensuring compliance with spending and reporting requirements.

**Chicago Department of Health (CDPH)- Vaccines for Children (VFC) Program:**

Prism manages inventory received by the the Vaccines for Children (VFC) Program for CDPH, handling federally funded vaccines. Responsibilities include eligibility verification, 24-hour reporting, and inventory management, with annual spending between \$250,000 and \$500,000, demonstrating our strong compliance capabilities.

**HRSA Uninsured Program:**

Prism participated in the HHS HRSA uninsured program, managing over \$10 million in federal funding. We ensured compliance with federal guidelines through comprehensive documentation, highlighting our ability to manage substantial federal resources.

**Medicare Provider Services:**

Prism manages \$3-5 million annually in Medicare billing for 200 long-term care facilities across Illinois, adhering to strict audit and regulatory requirements, further enhancing our expertise in federally funded healthcare services.

**United Way Tech Fund:**

netlogx supported the United Way of Central Indiana’s Technology Fund, which awarded \$2.2 million to over 80 organizations, evaluating applicants and ensuring financial stability for community technology projects.

**Enhanced Data Reporting and Compliance:**

netlogx provided project management for Marion County Public Health Department (MCPHD), helping maintain CDC funding by tracking deliverables and resolving risks. Their work ensured compliance with CDC deadlines while addressing local needs.

Across all programs, we employ advanced data management systems to ensure accurate record-keeping and compliance with federal standards. Regular audits and compliance checks ensure our audit-ready processes are maintained, ensuring federal funds are managed responsibly and have maximum community impact.

**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.

Our bidding team has extensive experience serving customers of a similar size to the State of Indiana . Our work spans multiple large-scale initiatives, demonstrating our capacity to manage complex programs and deliver impactful outcomes.

For this project, Prism has partnered with netlogx, which brings extensive experience managing complex government programs and funding such as Medicaid enrollment compliance and independent audits that follow state, Medicaid, and federal regulations. netlogx has successfully helped states secure full federal approval for funding, while facilitating coordination between federal agencies and optimizing cost allocation across state agencies. Example of our collective experience includes:

**COVID-19 Testing and Vaccination Programs:**

Prism has managed several contracts for COVID-19 testing and vaccination in partnership with federal and state agencies, including the U.S. Army, National Guard, CDC, FEMA, IEMA, IDPH, CCDPH, and CDPH. These programs involved setting up testing sites and vaccination clinics, particularly in underserved areas, and required precise planning and execution to meet federal and state guidelines. Our intergovernmental experience helped us manage logistical and operational challenges effectively.

**Direct Cash Subsidy Program with Cook County Health:**

Prism administered a federally funded direct cash subsidy program with Cook County Health, distributing gift cards to patients receiving COVID-19 vaccinations. This initiative required strict record-keeping to track funds, verify eligibility, and ensure federal compliance and transparency.

**IEMA-Funded Emergency Response Program:**

Prism worked with the Illinois Emergency Management Agency (IEMA) on federally funded community vaccination clinics, with spending totaling \$10 million. Our responsibilities included logistical planning and stakeholder coordination, adhering to federal guidelines to ensure successful delivery.

**Chicago Department of Public Health (CDPH) - Vaccines for Children (VFC) Program:**

Prism manages inventory received by the Vaccines for Children (VFC) Program for CDPH, handling federally funded vaccines. Responsibilities include eligibility verification, 24-hour reporting, and inventory management, with annual spending between \$250,000 and \$500,000, demonstrating our strong compliance capabilities.

**HRSA Uninsured Program:**

Prism participated in the HRSA uninsured program, managing over \$10 million in federal funding. We ensured compliance with federal guidelines through comprehensive documentation, highlighting our ability to manage substantial federal resources.

**Medicare Provider Services:**

Prism manages \$3-5 million annually in Medicare billing for 200 long-term care facilities across Illinois, adhering to strict audit and regulatory requirements, further enhancing our expertise in federally funded healthcare services.

**United Way Tech Fund:**

netlogx supported the United Way of Central Indiana's Technology Fund, which awarded \$2.2 million to over 80 organizations, evaluating applicants and ensuring financial stability for community technology projects.

**Enhanced Data Reporting and Compliance:**

netlogx provided project management for Marion County Public Health Department (MCPHD), helping maintain CDC funding by tracking deliverables and resolving risks. Their work ensured compliance with CDC deadlines while addressing local needs.

Across all programs, we employ advanced data management systems to ensure accurate record-keeping and compliance with federal standards. Regular audits and compliance checks ensure our audit-ready processes are maintained, ensuring federal funds are managed responsibly and have maximum community impact.

**2.3.15 Payment** – Removed at the request of the agency.

**2.3.16 Extending Pricing to Other Governmental Bodies** – Removed at the request of the agency.