

RFP 24-77468
ATTACHMENT E: BUSINESS PROPOSAL

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

Business Proposal

2.3.1 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. which is responsible for all work we perform in the United States.

State where formed: Delaware

Headquarters: Indiana

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**.

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.



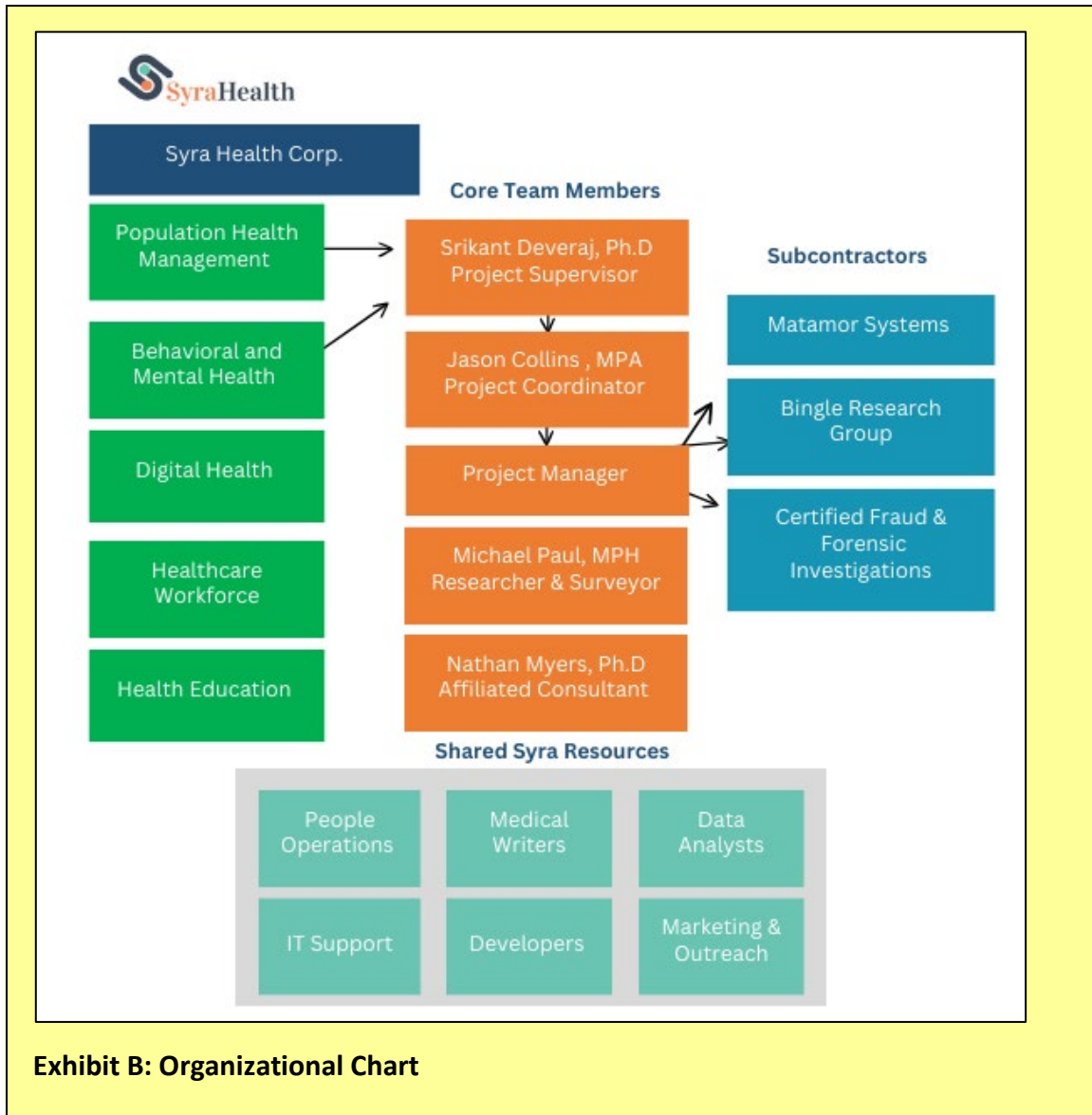
In Witness Whereof, I have caused to be affixed my signature and the seal of the State of Indiana, at the City of Indianapolis, March 25, 2022

HOLLI SULLIVAN
SECRETARY OF STATE

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

Exhibit A: State of Indiana Certificate of Authority



2.3.2 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 is a public corporation, Women and Minority-owned, WBENC certified, and MBE certified by the National Minority Supplier Development Council (NMSDC). It focuses on Diversity, Equity, and Inclusivity with ~65% of its workforce belonging to a minority and/or diverse class. Syra Health leadership is committed to prioritizing diversity, equity, and inclusion. Led by **Deepika Vuppalanchi (CEO)-Woman and Minority; Sandeep Allam (President) - Minority**

- **Asian; Priya Prasad (COO) - Woman and Minority** >60% of Syra Health employees are female; >60% are African American race; 20% are Hispanic Race; 5% are Veterans, and ~25% are Asian.

Syra Health strives to be culturally competent by prioritizing diversity, equity, and inclusion (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.

Our 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 the links 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/>

2.3.3 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 publicly traded corporation. Please find the attached financial statements of Syra Health as **Attachment Syra Health- Financials** and our company's SEC S1-filing as **Attachment Syra Health - SEC -S1 Filing** along with the proposal response.

2.3.4 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.

Furthermore, we maintain a strict separation between audit functions and consulting services within our organization. This separation ensures that our auditing activities are conducted with complete independence and objectivity. It prevents any conflicts of interest that could compromise the accuracy and integrity of our financial reporting.

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).

2.3.5 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 of the RFP and Attachment B.

2.3.6 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	YesCare Corp.
Company Mailing Address	205 Powell Place, Suite 104
Company City, State, Zip	Brentwood, TN 37027
Company Website Address	https://www.yescarecorp.com/
Contact Person	Bill Carr
Contact Title	President
Company Telephone Number	800-729-0069
Company Fax Number	N/A
Contact E-mail	William.Carr2@Yescarecorp.com
Industry of Company	Mental and Behavioral Health Services
Customer 2	
Legal Name of Company or Governmental Entity	Neurodiagnostic Institute (NDI)
Company Mailing Address	5435 E 16th St
Company City, State, Zip	Indianapolis, IN 46218
Company Website Address	https://www.in.gov/fssa/dmha/state-psychiatric-hospitals/neurodiagnostic-institute/
Contact Person	Patti Clift
Contact Title	COO, Retired
Company Telephone Number	317-441-8380
Company Fax Number	Please use email
Contact E-mail	pgclift@att.net
Industry of Company	Mental and Behavioral Health Services
Customer 3	
Legal Name of Company or Governmental Entity	RADcube
Company Mailing Address	1119 Keystone Way N #302
Company City, State, Zip	Carmel, IN 46032
Company Website Address	https://www.radcube.com/

Contact Person	Feroz Syed
Contact Title	CEO
Company Telephone Number	317-456-7560
Company Fax Number	
Contact E-mail	ferozs@radcube.com
Industry of Company	IT and healthcare

2.3.7 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 our Executive Summary.

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 Vuppalachchi, Syra Health’s CEO, is legally authorized by the organization to commit to the organization contractually. We have attached the proof of authority 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 STL Holdings, and Deepika Vuppalanchi.

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

RESOLVED, 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

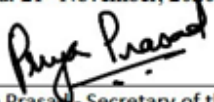
e. Accounting

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)

Exhibit C: Authorizing Document

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.
- 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 always maintains the privity of contract and begins by selecting a proven and qualified subcontractor who meets our vetting process. Our subcontract management model promotes consistency in managing subcontracts across functions, mitigates risk to the agency and project, and will enhance profitably. Defining expectations across procurement and program management personnel is a critical component of our subcontract management. We entered into a Subcontractor Agreement with the subcontractors that spells out the detailed Scope of Work, Technical Requirements, Deliverables, Contractual and Security Terms and Conditions, and Acceptable Quality Levels. We then manage our subcontractors following a well- documented Subcontractor Management Plan.

Syra Health is committed to executing the subcontracting goals required for this project and will ensure compliance with all State statutes.

Subcontractor 1

Name: Bingle Research Group

Address: 2110 N. Meridian Street Indianapolis, IN 46202

Organization Form: IVOSB

Bingle Research Group is a results-oriented, strategic-thinking marketing research and database professional company. Bingle Research Group conducts marketing research, brand positioning, market and competitive intelligence and consumer insights to build company's and clients' businesses. Bingle Research Group has extensive expertise in all areas of marketing research plan development, analysis and evaluation of programs and communication tools with significant experience in consumer research. Specific expertise in developing brands and positionings, providing insights into consumer behaviors and influential messages and identifying and advising on new business and communication opportunities.

Fred Bingle has over forty years of experience in the marketing and marketing research business and founded the Bingle Research Group in 1999. His depth of experience in marketing research design, data retrieval methodologies and marketing consulting services has been the fundamental cornerstone for

growth of the firm. His understanding of consumers/customers has been a major factor in positioning the organization as a high-quality provider of marketing consulting services supported by custom designed primary research. The ability to employ innovative data gathering and database approaches to meet the informational, cost, and timeframe objectives of clients has contributed to the company's overall success and growth. Fred received his

B.B.A. degree in Marketing from the University of Notre Dame and his M.B.A. in Marketing from Ohio State University. Fred has been a member of the Indianapolis Chapter of the American Marketing Association and has served on the Board of the Notre Dame Club of Indianapolis. Fred is a veteran of the U.S. Army and Bingle Research Group, Inc. is a registered Veteran Business Enterprise.

Bingle Research Group will research and collect data from community stakeholders that describes best practices of a highly qualified School Based Mental Health provider, utilize research and data collected to design and develop a plan of study for School Based Mental Health Providers who wish to obtain the endorsement from DMHA, and develop multiple pathways to obtain the endorsement based on the Mental Health provider's level of experience and education in the field that will drive the development of the endorsement and will serve as a valuable scope contribution of the contract.

Subcontractor 2

Name: Metamor Systems

Address: 11495 N. Pennsylvania St., Suite 140
Indianapolis, IN 46032

Organization: MBE

Since their inception in 2008, Metamor Systems has played a crucial role in enhancing the State of Indiana's Social Services Data Warehouse by providing a team of proficient application developers, data engineers, and dashboard developers. Their contributions have been instrumental in assimilating Medicaid and other social service program data into a unified and efficient analytical platform. Metamor Systems has not only developed and maintained this platform but has also offered unwavering support and conducted thorough data analysis on a multitude of population health measures, cementing their extensive expertise in healthcare analytics.

Their deep-seated experience has positioned them to take on intricate endeavors such as the translation of HEDIS measures into a sophisticated and enduring information technology system. This system, which recalculates HEDIS measures on a monthly basis, has become an invaluable resource for healthcare clinics, providing them with essential progress updates and generating vital patient alerts. The initiative underscores Metamor Systems' dedication to advancing healthcare management and their ability to translate complex data into meaningful and actionable insights for health

strategies.

Subcontractor 3

Name: Certified Fraud & Forensic Investigation

Address: 10115 Indian Lake Blvd.

North, STE #88

Indianapolis, IN 46236

Organization: WBE

Certified Fraud & Forensic Investigations offers a suite of services that combine the financial acumen of Certified Public Accountants (CPAs) with the investigative prowess of seasoned private investigators. They specialize in detecting and analyzing fraudulent activities, providing comprehensive government and business investigation solutions. Their unique dual licensing allows them to deliver a blend of forensic accounting, due diligence, and background checks, supported by expert testimony and a commitment to revealing the truth and protecting their clients' financial interests.

Certified Fraud & Forensic Investigations, has the role of a Data Analyst in the project and brings a specialized set of skills to the table, particularly in the realms of Database Analysis and Training, crucial for the execution of Joint Risk Assessment (JRA) and Hazard Vulnerability Analysis (HVA). Their precision in analyzing complex data sets ensures that the assessments are built on a foundation of accuracy and depth, which is paramount for effective public health decision-making. Additionally, their ability to distill and impart this knowledge through comprehensive educational resources, such as guides and webinars, empowers stakeholders to conduct JRAs and HVAs with greater efficacy.

Their expertise is not limited to data alone; they also excel in augmenting the project's capabilities through their Staffing Services. By providing skilled professionals who can seamlessly adapt to the evolving landscape of JRA and HVA assessments, Certified Fraud & Forensic Investigations ensures that the project is resilient, responsive, and consistently delivers high-quality outcomes. Their adeptness in navigating the complexities of data and human resources positions them as an invaluable asset in bolstering the infrastructure and integrity of health emergency preparedness and response initiatives.

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

N/A

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 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)	105
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	90%+

- 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. For your review, we have included our formal disaster recovery plan

Syra Health's Information Technology Disaster Recovery Overview

Syra Health's customer and administrative data are important company resources and assets. Data used by the company often contains detailed information about Syra Health as well as personnel information about Syra Health's customers, staff, and other third parties affiliated with the company. Maintaining availability of the data is paramount to operational success.

Disaster Recovery Plan

Syra Health's Disaster Recovery Plan is split into 4 steps:

1. Disaster is declared. Stakeholders are informed, depending on severity and type of incident, an alert will be put out so that staff and customers are aware of the issue.
2. Systems designed with automatic failovers (Hot-Spare) do not require intervention and will be automatically restored to working order. Systems that do require intervention will proceed to the next step.
3. I.T. will begin reviewing the outage to see when they occurred so the systems can be reverted to the last working configuration, whether by restoring from cold backups, or by pushing the spare system into production.
4. I.T. will perform a board of review to determine what the issue was, inform stakeholders of their findings, and work on designing a system that will help mitigate the same issue in the future.

D.R. Classifications

All Syra Health systems will be reviewed on a periodic basis and failovers tested as needed to verify company integrity and policies, and in compliance with federal and/or state laws.

The systems designed for use are built on a tiered approach.

Key & Mission Critical Services

These systems are kept in triplicate (Hot-Spare) across multiple hosting and cloud providers, and regions. This can include but is not limited to: Application Servers and Services, Data Storage Infrastructure, Security & Identity provider solutions.

Data Backups

- Data Backups are maintained as a part of all branches of this overview to ensure business continuity.
- Mission Critical Systems are setup to have data mirroring established with at least 3 copies, 2 of which must be stored on separate environments and regions. Mission Critical systems are also archived hourly with a two-week cycle (Cold Vault) in the event the environment/system suffers an unrecoverable error.
- Priority Business systems are established with data mirroring, where the systems can share the same cloud infrastructure/ provider but has to be located in separate regions (i.e., One system is set up with an instance in an East Coast Cloud, and the second instance is in a West Coast Cloud).
- Day-to-day operations is setup to have data mirroring in a minimum of 2 locations.

Attachment 1: Formal Disaster Recovery Plan

- 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.

2.3.12 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 was founded in 2020 and has been in continuous business since then, adding contracts and growing each year thereafter. Our holding company STLogics has ~20 years of staffing experience across all job categories including health care in public and private sectors such as State Government agencies, Fortune 500 companies and Non-profits. Today, Syra Health follows the same values and differentiators in making a significant footprint in healthcare solutions. For your review, we have included a snapshot of State Government Contracts that were awarded to Syra Health and its Parent Company.

State Government Contracts	
	<p>FSSA/DMHA/State Epidemiology Workgroup Outcomes (SEOW) (Prime Vendor)-2021: Indiana Dept of Health - Substance Abuse Trends Consultation reports</p> <p>FSSA/DMHA/Neuro Diagnostic Institute (NDI) (Prime Vendor)-2021: Trauma Informed Care (TIC)</p> <p>Minnesota/Support Adoption of CLAS (Prime Vendor)-2023</p> <p>Washington, DC: Epidemiological Studies Report (Prime Vendor)-2023</p> <p>FSSA/OMPP/HHW and HIP (WMBE Sub-contractor)-2022</p>
	<p>Department of Corrections/Corizon Health (Prime Vendor)-2021</p> <p>FSSA/Department of Children Services (DCS)/Competency Services (Prime Vendor)- 2022</p> <p>The State of Kansas/ Staffing of Temporary Medical Personnel in State Psychiatric Hospitals (Prime Vendor)-2023</p> <p>Maricopa County, Arizona/Temporary Medical Staff (Prime Vendor)-2022</p> <p>Washington, DC/ DBH/Temporary Nurse Staffing (Prime Vendor)-2023</p> <p>Arizona/ Health Equity Trainings for Community Based Organizations (Prime Vendor)-2023</p> <p>Virginia/Statewide Temporary Medical Services (Prime Vendor)-2023</p> <p>Oklahoma DOC/Temporary Medical Nurses (Prime Vendor)-2023</p> <p>Minnesota/Supplemental Nursing Services (Prime Vendor)-2023</p> <p>Ohio/Department of Veteran Affairs (DVA)/Temporary Nursing Staff-2023</p> <p>West Virginia/Direct Care Staffing Services (Prime Vendor)-2023</p>

	<p>Virginia DOC/Temporary Medical Services (Prime Vendor)-2023 Washington, DC/Temporary Staffing Services (Prime Vendor)-2023</p> <p>Private Sector; Pharmaceutical Companies:</p> <ul style="list-style-type: none"> ▪ Eli Lilly ▪ Leo Pharma ▪ Abbvie <p>Medical Communication Agencies:</p> <ul style="list-style-type: none"> ▪ Precision Value <p>Enova</p>
 STLogics (holding company –WMBE CERTIFIED)	<p>FSSA /DMHA/ Behavioral Health Gap Analysis FSSA /OMPP/ Fraud and Abuse Detection System FSSA /Indiana IMPACT Program FSSA /Office of Early Childhood – QA Monitoring Application FSSA /Office of Early Childhood – Systems Modernization FSSA/Application Services FSSA/Department of Child Services/Child Support Modernization FSSA/Department of Child Services/Child Welfare Application Services Indiana Economic Development Cooperation / Department of Defense Indiana Supreme Court Division of State Court Administration Indiana Department of Corrections Indiana Department of Education Indiana Department of Transportation Indiana Office of Attorney General State of Maryland / MDThink State of Massachusetts / EOHHS State of Florida / HIV Agency State of Michigan / HIV Agency</p>

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.

Past Performance No.1

Client Name Indiana Division of Mental Health and Addiction

Title Chair and manage State Epidemiological Outcomes Workgroup

Description

Since 2021, Syra Health has been managing the ongoing efforts of the SEOW by monitoring substance use and mental health and chairing the workgroup. The Indiana State Epidemiological Outcomes Workgroup (SEOW) was established by the Indiana Family and Social Services Administration, Division of Mental Health and Addiction (FSSA/DMHA) to collect, analyze, and report on the epidemiological data regarding substance use and abuse in Indiana. The SEOW is comprised of committee members from over 16 state agencies/divisions across the state of Indiana who are knowledgeable about mental, emotional, and behavioral health disorders, as well as prevention, intervention, and treatment issues. The SEOW committee aims to monitor the prevalence of substance misuse and mental illness in Indiana, implement state-based interventions, and reduce the occurrence of related behavioral health issues. The workgroup used epidemiological data and

evidence-based practices to assess the needs of all Indiana residents and youth and to promote physical and mental wellness to combat drug addiction, mental health disorders, and suicide.

Past Performance No.2

Client Name Neurodiagnostic Institute (NDI), Indianapolis, Indiana

Title Staffing Services for The Department of Mental Health and Addiction (DMHA), NDI (State-owned psychiatric hospital)

Description

Syra Health provides Department of Mental Health and Addiction, Neurodiagnostic Institute (State-owned psychiatric hospital) staffing services for all the NDI exclusively to (NDI) in Unit 2E and Unit 2W and supplemental staffing to other units of the NDI. Syra Health manages the daily and shift assignments for staffing services. All medical staff provided are registered, licensed, certified, etc., as required by law to provide medical services in the State of Indiana.

Syra Health is registered, licensed, and authorized by the State of Indiana to provide medical staffing services in the State. The Neurodiagnostic Institute has eligibility criteria for all Registered Nurses (RNs), mental health technicians, Licensed Practical Nurse (LPNs), Certified Nursing Aides (CNAs) applicants prior to an assignment. Syra Health is expected to recruit, interview, and staff nurse providers with all requisite qualifications verified and licensing confirmed.

Syra Health's team stepped up to all the staffing requirements not just on the contracted units but across the hospital. Currently, Syra Health has about **100 clinical staff** at the facility supporting the hospital in its entirety. Our team works with the hospital administration in optimal scheduling based on acuity daily. We also operate a 24/7 call support line for our employees to reach out to scheduling managers about changes to their schedules.

2.3.14 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

2.3.15 Payment - Removed at the request of the agency.

N/A

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

N/A