**BUSINESS PROPOSAL**

**ATTACHMENT E**

**RFP-21-66776**

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| **INSTRUCTIONS** |
| * Please supply requested information ***in the blue-shaded areas*** and indicate any attachments that have been included. * Document all attachments with which section and question they pertain to. |

* + 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.

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| Syra Health is a niche service line company of RADcube which has 6+ years of experience providing innovative solutions and services to healthcare industry. Syra Health Corp (Syra Health) has experience in partnering with State and Local health departments, pharmaceutical manufacturers, hospitals, and, providing niche services in healthcare program evaluation, medical communications, and multichannel educational dissemination solutions.  **Syra Health Vision and Goals:** Syra Health is a healthcare company providing unique and forward-thinking solutions in a variety of focus areas including behavioral and mental health. The goal of Syra Health is to promote positive behavioral health for general population over their lifespan and make a favorable impact in public health.  **Syra Health Leadership and Employee Demographics:** Syra Health is led and driven by distinguished intellectuals who possess advanced educational qualifications and bring in decades of professional experience from the healthcare sector.  Deepika Vuppalanchi, PhD, CEO of Syra Health, possesses a doctoral degree in Molecular Neuroscience and Drug Pharmacology and has many years of providing impactful medical storytelling and scientific information for a wide variety of audience using multiple dissemination channels. Deepika has worked as research scientist at the STARK neuroscience center at IUPUI, prior to taking on industry and state focused jobs. Deepika has extensive literature published in various therapeutic areas in high impact factor journals. Deepika has employed several statistical tools in her research and is also well-versed with concepts of network meta-analysis, systemic literature, and cost-effective methodologies.  Along with Deepika, the team at Syra Health consists of like-minded professionals consisting of **physicians, healthcare strategists, public health and policy experts, data scientists, medical writers, and creative directors**.  **Why Syra Health?**  Syra Health is at the forefront of technical and scientific communications driven by PhD technical writers, applied econometricians, publication editors, and creative expertise coming together in a dynamic environment to provide narrative-driven, strategic, insightful, and engaging content to advance your core objectives of an organization.  **INNOVATIVE**   * Novel and forward-thinking solutions to drive unique advancements in medical communications.   **EXPERIENCED**   * Core team of experienced medical and strategic personnel   **SEAMLESS**   * Integrated digital and creative solutions for continuous value demonstration across multichannel networks through the entirety of the project life span   **Our Evidence-Based Proven Methodology:**  Our methodology is based on agile sciences, behavioral economics, and industrial engineering principles supported by our dedicated and experienced teams helps provide strategic, insightful, and engaging educational narratives that elicit positive behaviors eventually leading to betterment of patient lives.  **Key Deliverables:**   * Disease State Education Resources * Policy Dossiers * Health outcomes Summary Reports * Datamining and Statistical Analysis * Data Visualization * Grant Writing and Publications Support * Stakeholder Engagements * Clinical Marketing Resources |

* + 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.

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| **Business Organization:**  The legal form of Syra Health business organization is Syra Health Corp. formed under the laws of the State of Indiana, is responsible for all work we perform in the United States. We have provided our State of Indiana certificate of authority as Exhibit A.    Exhibit A: Syra Health’s certificate of authority from State of Indiana  **Chart of the Organization:**  Syra Health Corp’s operates globally with one common brand and business model—to provide clients throughout the world with the same high level of service. Below Exhibit A1 provides a chart of our organization.    Exhibit B: Syra Health’s Organization Chart |

* + 1. **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.

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| Syra Health is a subsidiary of RADcube LLC. (parent company) providing niche service line company for healthcare industry. RADcube has been actively working state and federal governments for more than 6 years and has successfully partnered and implemented major initiatives. As RADcube is the parent company of Syra Health, its take’s responsibility of financial stability of Syra Health. Please find attached financial statements of RADcube as attachment A along with the proposal. |

* + 1. **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 particular 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).

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

* + 1. **Contract Terms/Clauses** - Please provide the requested information in RFP Section 2.3.5. Indicate the name of the document in the space provided.

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| 1. Syra Health accepts all the Mandatory Terms and Conditions as discussed in RFP Section 2.3.5 and 2.2.2. Please see transmittal letter as requested. |

* + 1. **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 four (4) Attachment H’s 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.

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| **Customer 1** |  |
| Legal Name of Company or Governmental Entity | **State of Florida Department of Health** |
| Company Mailing Address | 4052 Bald Cypress Way, |
| Company City, State, Zip | Tallahassee, FL 32399 |
| Company Website Address | <http://www.floridahealth.gov> |
| Contact Person | Hasan Mirza |
| Contact Title | Data Integration Project Manager |
| Company Telephone Number | 313-492-2327 |
| Company Fax Number | [850-245-4444](https://www.google.com/search?rlz=1C1CHBF_enIN919IN919&sxsrf=ALeKk02JGplkOvssX23oCiTe4fUL3NYRlg%3A1613737923841&ei=w68vYLTdMtTt9QO3t6HwDQ&q=florida+state+department+of+health+%2B+fax+number&oq=florida+state+department+of+health+%2B+fax+number&gs_lcp=Cgdnd3Mtd2l6EAMyBggAEBYQHjoHCAAQRxCwAzoICCEQFhAdEB46CQgAEMkDEBYQHlDrbliDfmCQhQFoAXACeACAAbIBiAHBCJIBAzAuOJgBAKABAaoBB2d3cy13aXrIAQjAAQE&sclient=gws-wiz&ved=0ahUKEwj0yted-vXuAhXUdn0KHbdbCN4Q4dUDCA0&uact=5) |
| Contact E-mail | [Hassan.mirza@flhealth.gov](mailto:Hassan.mirza@flhealth.gov) |
| Industry of Company | Government |
| **Customer 2** |  |
| Legal Name of Company or Governmental Entity | **The Indiana Clinical and Translational Sciences Institute (CTSI)** |
| Company Mailing Address | 410 W 10th St Suite 1000, |
| Company City, State, Zip | Indianapolis, IN 46202 |
| Company Website Address | https://indianactsi.org/ |
| Contact Person | Christine Drury |
| Contact Title | Director |
| Company Telephone Number | 317 385 9227 |
| Company Fax Number | 317 274 4361 |
| Contact E-mail | [cldrury@iu.edu](mailto:cldrury@iu.edu) |
| Industry of Company | Healthcare Research |
| **Customer 3** |  |
| Legal Name of Company or Governmental Entity | **Indiana Biosciences Research Institute (IBRI)** |
| Company Mailing Address | 1345 W 16th St #300, |
| Company City, State, Zip | Indianapolis, IN |
| Company Website Address | <https://www.indianabiosciences.org/> |
| Contact Person | Daniel Robertson |
| Contact Title | Director, Applied Data Sciences Center |
| Company Telephone Number | [317-983-3350](callto://3179833350) |
| Company Fax Number | (317)472-7355. |
| Contact E-mail | [drobertson@indianabiosciences.org](mailto:drobertson@indianabiosciences.org) |
| Industry of Company | Healthcare Research |
| **Customer 4** |  |
| Legal Name of Company or Governmental Entity | **Pharmaneek Pharmacy Services** |
| Company Mailing Address | 7345 Woodland Drive Suite A |
| Company City, State, Zip | Indianapolis, IN 46278 |
| Company Website Address | <https://www.pharmaneek.com/> |
| Contact Person | Harvinder Dhani |
| Contact Title | CEO |
| Company Telephone Number | [**(866) 241-6885**](tel:18662416885) |
| Company Fax Number | N/A |
| Contact E-mail | hdhani@softbir.com |
| Industry of Company | Pharmaceuticals |

* + 1. **Registration to do Business -** Selected out-of-state Respondents providing the products and/or services required by this RFP must be registered to do business within the State by the Indiana Secretary of State and the Indiana Department of Administration, Procurement Division. The address contact information for this office 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.

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

* + 1. **Authorizing Document -** Respondent personnel signing the Transmittal Letter 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.

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

* + 1. **Subcontractors -** The Respondent is responsible for the performance of any obligations that may result from this RFP and shall not be relieved by the non-performance of any subcontractor. Any Respondent’s proposal must identify all subcontractors and describe the contractual relationship between the Respondent and each subcontractor. Either a copy of the executed subcontract or a letter of agreement over the official signature of the firms involved must accompany each proposal.

Any subcontracts entered into by the Respondent must be in compliance with all State statutes and will be subject to the provisions thereof. For each portion of the proposed products or services to be provided by a subcontractor, the technical proposal must include the identification of the functions to be provided by the subcontractor and the subcontractor’s related qualifications and experience.

The combined qualifications and experience of the Respondent and any or all subcontractors will be considered in the State’s evaluation. The Respondent must furnish information to the State as to the amount of the subcontract, the qualifications of the subcontractor for guaranteeing performance, and any other data that may be required by the State. All subcontracts held by the Respondent must be made available upon request for inspection and examination by appropriate State officials, and such relationships must meet with the approval of the State.

The Respondent must list any subcontractor’s name, address and the state in which formed that are proposed to be used in providing the required products or services. The subcontractor’s responsibilities under the proposal, anticipated dollar amount for subcontract, the subcontractor’s form of organization, and an indication from the subcontractor of a willingness to carry out these responsibilities are to be included for each subcontractor. This assurance in no way relieves the Respondent of any responsibilities in responding to this RFP or in completing the commitments documented in the proposal. The Respondent must indicate which, if any, subcontractors qualify as a Minority, Women, or Veteran Owned Business under IC 4-13-16.5-1 and Executive Order 13-04 and IC 5-22-14-3.5. See Sections 1.21, 1.22 and Attachments A/A1 for Minority, Women, and Veteran Business information.

IVOSB entities (whether a prime or subcontractor) must have a bidder ID. If registered with IDOA, this should have already been provided (as with MWBEs). IVOSBs that are only registered with the Federal Center for Veterans Business Enterprise will need to ensure that they also have a Bidder ID provided by IDOA (please see section 2.3.7, Department of Administration, Procurement Division for details).

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| Syra Health would serve as the Prime Contractor for the Epidemiological Outcomes Workgroup Project and would be the firm that the State would contract with all services. As such, Syra Health would be responsible for the performance of any obligations that may result from this RFP and would provide the single point of contact for accountability for all aspects of the project. We have chosen team members to help assist with us in to identify, collect, store, analyze, and interpret data and support services. We have teamed with the following subcontractors who offer a good understanding of the Epidemiological Outcomes Workgroup and will collaboratively work with Syra Health to meet the needs of the State.  **MBE – IT Transformers (MBE – Subcontractor):** IT Transformers is headquartered Carmel Indiana. IT Transformers are certified Minority Business Enterprise (MBE) with the State of Indiana. They are specialized in in providing Data Engineering services for their clients to help them in data derived decision making. They are specialized in:   * Data Warehousing * Data Management * Data Analytics * Data conversions   **Certified Fraud & Forensic Investigation (WBE Subcontractor):** CFFI is headquartered in Indianapolis, Indiana provides investigative services to individuals, companies, and state and local governments looking for professional fraud detection and prevention solutions. CFFI has deep experience in the financial sector that sets it apart from other investigators. CFFI understand effectively identify irregular patterns and behaviors that might indicate fraud or abuse. CFFI also provide a broad range of investigative services such as background checks, locating assets, and covert surveillance. CFFI’s customized services will provide the accurate information needed to make critical decisions and protect financial interests.  **Bingle Research Group (IVOSB):** Bingle Research Group is a full-service Indianapolis marketing, communication, and branding research firm with 30 years of experience in custom qualitative and quantitative research solutions to provide answers, insights, and strategies to grow brands and businesses. Bangle research specializes in following below services.        • Branding and Corporate Image research       • Advertising and Communication research       • Market and Customer Segmentation research       • Customer research  Please refer to Attachment A-MWBE Sub-Contractor Commitment Form and IVSBE Sub-Contractor Commitment Form for all the Sub-Contractor details. |

* + 1. **Evidence of Financial Responsibility**
    2. **General Information** - Each Respondent must enter your company’s general information including contact information.

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| **Business Information** |  |
| Legal Name of Company | Syra Health Corp |
| Federal Identification Number (FIN) | 85-4027995 |
| Contact Name | Deepika Vuppalanchi |
| Contact Title | CEO |
| Contact E-mail Address | deepikav@syrahealth.com |
| Company Mailing Address | 1119 Keystone Way N #301, |
| Company City, State, Zip | Carmel, IN 46032 |
| Company Telephone Number | [317-845-5326](https://www.google.com/search?q=STLOGICS+INDIANA+POLIS+ADDRESS&rlz=1C1CHBF_enIN919IN919&oq=STLOGICS+INDIANA+POLIS+ADDRESS&aqs=chrome..69i57j33i10i160j33i10i299.10091j0j7&sourceid=chrome&ie=UTF-8) |
| Company Fax Number | [1-866-896-0246](file:///C:\Users\Ansar\AppData\Local\8x8-Work\app-7.4.3-b5\resources\app\index.html) |
| Company Website Address | https://syrahealth.com/ |
| Federal Tax Identification Number (FTIN) | 85-4027995 |
| Number of Employees (company) | 396 Employees |
| Years of Experience | 6 |
| Number of U.S. Offices | 4 |
| Year Indiana Office Established (if applicable) | 2015 |
| Parent Company (if applicable) | RADcube LLC |
| Revenues ($MM, previous year) | $ 9,475,941.69 |
| Revenues ($MM, 2 years prior) | $ 7,023,131.29 |
| % Of Revenue from Indiana customers | 80% |

* 1. 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.

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| Yes, Syra Health do have formal disaster recovery plan, our disaster recovery plan is one that  focuses on disaster resilience, ensuring our cloud solutions are hosted in multiple data centers (called Availability Zones) and architected for scalability and the ability to distribute load between them. Should one zone become unavailable, the load automatically shifts to another.  Specific details regarding our disaster recovery plan and capability are considered strictly confidential and cannot leave SyraHealth’s direct control. More information about this architectural model of using multiple availability zones can be found here:  https://aws.amazon.com/builders-library/static-stability-using-availability-zones/ |

* 1. What is your company’s technology and process for securing any State information that is maintained within your company?

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| All services, including that of our platforms, are hosted in our Virtual Private Cloud in Amazon Web Services (AWS) data centers. AWS’s data centers are state of the art, using innovative architectural and engineering approaches.  Our team in collaboration with Amazon has many years of experience in designing, constructing, and operating large-scale data centers. This experience has been applied to the AWS platform and infrastructure. AWS data centers are housed in nondescript facilities, to avoid noticeable branding which might make the facility vulnerable to recognition.  Physical access to Syra Health facilities is:   * + - * Strictly controlled both at the perimeter and at building ingress points by professional security staff using video surveillance, intrusion detection systems and other electronic means. * Authorized staff must pass two-factor authentication a minimum of two times to access data center floors * All visitors and contractors are required to present identification and are signed in and continually escorted by authorized staff * All physical access to Syra Health data centers is logged and audited routinely * AWS does not allow customers, or their agents access to their hosting facilities. Information about AWS security can be found at: https://aws.amazon.com/security/   AWS uses a shared security model whereby AWS is responsible for security ‘of’ the cloud and Syra Health is responsible for the security ‘in’ the cloud. AWS provides several security capabilities and services to increase privacy and control network access including network firewalls, web application firewalls, virtual private networks, and private dedicated connections from Syra Health to Amazon AWS. In addition, Amazon AWS provides industry-leading capabilities for DDoS protection to ensure the best possible protection for maintaining the availability of the platform. AWS maintains a comprehensive compliance program guaranteeing robust controls are in place and regularly audited.  With respect to protecting data within the cloud, all data stored in the platform is stored exclusively within the borders of the U.S. Data is maintained and securely managed through the application. |

* + 1. **Experience Serving State Governments -** Please provide a brief description of your company’s experience in serving state governments and/or quasi-governmental accounts.

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| **State Government Experience:**  Team Syra Health has a long history of working with health and human services clients including State of Indiana, Massachusetts, Florida, and Maryland state health agencies. Since its inception, we have has worked with the Governments agencies and helped them in research service by data collection and reporting which helped them in taking crucial decisions. Our data and analytics practice helps client’s harness digital capabilities for driving quantifiable business outcomes, revenue growth, and sustainable competitive advantage. We strongly believe in enabling customers to harness the potential of insights-based value creation. Harnessing foundational elements, including transparency and data security, we optimize internal processes and manage customer expectations with data-driven insights.  **Our State Government Experience**   1. **State of Indiana – Department of Child Services**  * Developing strategic framework, study design, and automated data collection and analysis services * Providing the development, maintenance and the support services to Child Support Programs * Providing Interface and integrations with other systems such as Child Welfare Programs * Staff a wide range of skilled team of IT and Non-IT professionals  1. **State of Indiana – Family and Social Services Administration**  * We are providing employment and training services to Indiana low-income families and individuals who require some support in meeting basic household needs, including those participating in IMPACT, GTW, TANF and SNAP.  1. **State of Massachusetts**   We provided the automated solution for data collection and cleaning for State of Massachusetts which include the below following scope.     * Data analysis to determine trends in substance use. * Reporting and analytics based on data analyses and nurse findings. * Create a new logic model for the updated School Health Services initiative * Connect distinct project teams with their data through custom collection and integration tools. * Defined top-down approach (embedded in project team) providing actionable results presented in a clear manner consistent with individual project standards.  1. **Florida Department of Health**   We have been providing data consulting and engineering services for Florida Department of Health HIV/AIDS Surveillance Program which included the following below scope.     * Providing database consulting and implementation services for HIV/AIDS Surveillance Program * Collection of complete and accurate data and analyze trends in HIV. * Use the data to plan, carry out and evaluate HIV programs and interventions. * Conduct data validation checks to ensure that cases are not reported twice. * Provide informed decisions related to resource allocations.  1. **State of Maryland**   We have been providing consulting services to support Maryland CJAMS program for State of Maryland which includes:   * Management of Maryland CJAMS platform * 5000+ case workers * 200000+ cases per year * 6.5+ Mn Population Managed |

* + 1. **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.

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| Team Syra health has a long history of working with health and human services clients with similar scope of services.   * + - 1. **FSSA-DMHA:** For Indiana DMHA-FSSA we are providing Behavioral Health Gap Analysis along with KSMC program and providing the quality assurance services, technical documentation, and data analysis services.       2. **Indiana Supreme Courts:** For Indiana Supreme courts we have provided program evaluation services the program covered 52 counties of Indiana. Below is the description of services which we provided for Indiana Supreme Courts * Program Evaluated: Odyssey/ Case Management System * Scope of work: We collected data from various source, Conducted Focus Groups and analyzed the collected data and created Statewide program report.   + - 1. **FSSA-OECOSL:** For Indiana FSSA Office of Early Childhood and Out-of-School Learning, we are providing program evaluation services. * Program Evaluated: On My Way PreK and Child Care Development Fund * Scope of work: The program evaluation included we Collected data, Conducted Focus Groups, Created State wide Program Report and currently implementing business process changes. This program covers the entire State of Indiana.   + - 1. **FSSA-OMPP:** For the Indiana FSSA Office of Medicaid Policy and Planning. We are providing program evaluation services which includes Data collection, Focus Groups, Data analysis, Auditing and reporting services. * Program Evaluated: For Fraud and Abuse Detection System our services include Data Collection, Focus Groups, Coordination, Auditing, Reporting * Scope of work: This program will cover the entire State of Indiana   + - 1. **FSSA-DMHA**: For Indiana FSSA-DMHA we are currently contracted to provide Neuro Diagnostic Institute staffing. |

* + 1. **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.**

Buy Indiana

Refer to Section 2.7 for additional information.

Indicate which preference(s), if any, Respondent intends to claim.

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| We claim preference under IC 5-22-15-20.5) as we are Indiana business. Below is the find below our Buy Indiana Status email confirmation.  page1image32542576  Exhibit D: Buy Indiana Status |