

## RFP 24-78490 CLARIFICATION QUESTIONS INSTRUCTIONS

Please supply requested information in the blue-shaded areas and indicate any attachments that have been included. Where appropriate, supporting documentation may be referenced by specific page and/or paragraph number(s).

**If any of this response contains confidential information, as defined by IC 5-14-3, provide a separate redacted (for public release) version of this document. Specify which statutory exception of APRA applies and provide a description explaining the manner in which the statutory exception to the APRA applies.**

### RESPONDENT NAME:

The State requests response(s) to the below question(s) by **Monday, June 3, 2024, 3:00 PM ET.**

RESPONDENT	ATTACHMENT	CLARIFICATION QUESTION	RESPONDENT RESPONSE
Syra Health	Attachment F	Section 10 - Please detail your experience collaborating with a marketing vendor or related partner on a marketing campaign or project.	<p>Syra Health legacy business unit Health Education offers services and solutions in health marketing for private and public entities. We have in-house content developers/medical writers with advanced degrees (PhDs and PharmD), copy editors, marketing tactic specialists, creative and graphic UI/UX (user interface) designers, and strategists who all come together as dynamic team to create marketing campaigns for healthcare organizations. We have a collective experience of 300+ years performing these activities in-house.</p> <p>Some of our recent clients in the public sector include Maricopa County Dept of Public Health (MCDPH), Arizona, FSSA/DMHA/ SEOW, Indiana Department of Health, and Indiana University.</p> <p><b>Project 1: MCDPH, Arizona</b> The success of the program implementation relied on effective and collaborative marketing outreach to staff and partners at MCDPH. Our marketing team lead, Brandon Serba, worked closely with MCDPH program manager and marketing director, Devonna McCarthy, to understand the training program's learners and tailor the marketing campaign for maximum engagement. The campaign employed various tactics, including email blasts, social media posts, electronic and printed brochures, and training reminders.</p> <p>Additionally, pre- and post-training surveys and learner feedback were crucial metrics for evaluating the training's success. To enhance these efforts, we collaborated with the well-established market</p>

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			<p>research vendor, Bingle Research, for the development and deployment of the surveys. This project exemplifies our collaborative efforts with the client's marketing department, Syra Health, and external vendors to achieve all aspects of the marketing campaign goals. We continue to work with this client and are currently preparing for our fourth training implementation in this county.</p> <p>[Please see Attachments A, B,C,D for marketing outreach samples and surveys]</p> <p><b>Project 2: FSSA / Dept. of Mental Health and Addiction</b>            Since 2021, Syra Health has been the prime vendor for the State Epidemiology Outcomes Workgroup (SEOW) and hosts the <a href="#">annual symposium</a>, which attracts over 200 attendees both in-person and virtually. The Syra team collaborates with multiple state stakeholders and external vendors to execute the symposium. In particular, we engage with the FSSA brand marketing team and ADA compliance committee to ensure all materials align with FSSA branding and meet state compliance standards.            [Please See Attachments -</p> <p><i>Vendor partners:</i> We partner with Borshoff for the creation and execution of printed marketing materials and creative design (marketing agency). For the development, deployment, and data analysis of pre- and post-surveys, we engage with Bingle Research (market research agency)            In the private sector, our clients have been pharmaceutical companies – Abbvie, Eli Lilly, Leo Pharma, Seattle Genetics and payers – MHS, Humana, and Anthem.</p> <p><b>Project 3: Eli Lilly, Taltz product</b>            Syra Health team members have experience working closely with another healthcare marketing agency (Precision Value- POC Dr. Ami Gopalan) for the execution of Eli Lilly Taltz marketing brand strategy and tactics (POC – Laci Hasenour). The marketing tactics involving creation of value propositions, disease state materials, electronic and printed materials.</p> <p><b>Summary of Our Collaborative Process:</b> From the outset, our team employs SOPs to establish regular updates and maintain open lines of communication,</p>

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			<p>ensuring all parties are aligned and any issues are promptly addressed. We engage our marketing vendors during kickoff and strategy sessions to help us refine our target audience, key messaging, and innovative strategies. We also ensure that our vendors have the adept ability to adapt, and pivot based on real-time data to drive the campaign's success.</p> <p>In the context of implementing marketing and advertising for new training programs and certification requirements, our approach is characterized by a tailored, needs-based strategy that prioritizes stakeholder engagement and buy-in. This collaborative approach ensures that outreach efforts are well-coordinated and resonate with the target audience, driving meaningful participation and uptake of the HCSP training program. <i>[More detailed response that includes the methodology and processes has been provided in the proposal]</i></p> <p>For the HCSP training program, as outlined in our proposal, we plan to collaborate with <b>Briljent</b>, our <b>WBE partner</b>, to leverage their experience with State of Indiana marketing campaigns. Additionally, we have a strategic partnership with Borshoff, another Indiana-based WBE-certified marketing agency, known for leading major campaigns and projects for the State and other healthcare organizations such as IHCA (Indiana Healthcare Association), Indiana University, and MDWise. We can further draw upon these existing partnerships if the HCSP training program requires it.</p>
Syra Health	Attachment F	<p>Section 11 - Can you clarify if online chat functionality is available outside of scheduled customer support operating hours?</p> <p>If so, does the response time differ?</p>	<p>Syra Health offers comprehensive technical support for HCSP training system users. This includes a global, real-time interaction with agents via live online chat, toll-free 800 telephone service, 24/7 access to a knowledge base, and offline support through email and voicemail. Our <b>proposed hours exceed</b> the requirement of fifty (50) hours of requested availability and the minimum of fifteen (15) hours offered outside of the regular EST business hours.</p> <p>Our online chat support availability includes:</p> <p><b><u>Support Availability (Scheduled Customer Support Operating Hours)</u></b></p>

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			<ul style="list-style-type: none"> <li>• <b>Regular Business Hours (Monday to Friday, EST):</b> <ul style="list-style-type: none"> <li>○ <b>8:00 AM - 12:00 PM:</b> Call Support Shift 1</li> <li>○ <b>12:00 PM - 1:00 PM:</b> Lunch Break/Handover/Transition</li> <li>○ <b>12:00 PM - 4:00 PM:</b> Call Support Shift 2</li> </ul> </li> <li>• <b>Weekday Evenings</b> <ul style="list-style-type: none"> <li>○ <b>4:00 PM - 8:00 PM (Weekdays):</b> Call Support Shift 4</li> </ul> </li> <li>• <b>Weekends:</b> <ul style="list-style-type: none"> <li>○ <b>10:00 AM - 2:00 PM (Saturday):</b> Call Support Shift 5</li> </ul> </li> </ul> <p><b>Current Support Capabilities:</b></p> <ul style="list-style-type: none"> <li>• <b>Live Online Chat:</b> Available during the above hours.</li> <li>• <b>Leave a Message:</b> Available when chat is offline, with responses typically within 10 minutes.</li> <li>• <b>Email Support:</b> Queries can be sent to support@yeslms.com, with responses within 15 minutes.</li> <li>• <b>Knowledge Base Access:</b> Users can search our comprehensive customer support knowledge base while waiting for a response. The knowledge base includes step-by-step instructions and videos covering most tasks learners need to accomplish.</li> <li>• <b>Response and Resolution Times During Work Hours:</b> <ul style="list-style-type: none"> <li>○ <b>Live Online Chat:</b> Responses within two minutes.</li> <li>○ <b>Voice Call:</b> Responses within one minute.</li> <li>○ <b>Leave a Message:</b> Responses within 10 minutes.</li> <li>○ <b>Email:</b> Responses within 15 minutes.</li> <li>○ <b>Simple Inquiries:</b> Resolved within one hour.</li> <li>○ <b>Complex Inquiries:</b> Resolved within 24 hours, with regular updates.</li> </ul> </li> </ul> <p><u><b>Support Availability (Outside Scheduled Customer Support Operating Hours)</b></u></p>

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			<p>While live chat functionality is not available outside of scheduled customer support operating hours, several mechanisms are in place to ensure user assistance.</p> <ul style="list-style-type: none"> <li>• <b>Voicemail and Email Support:</b> Users can leave messages, and these are typically returned within an hour once support operating hours resume.</li> <li>• <b>Knowledge Base:</b> An online repository of English and Spanish articles, videos, FAQs, and guides that users can access at any time.</li> <li>• <b>Messages and Inquiries:</b> Our team will respond to 100% of voicemails and at least 98% of online chat and email inquiries by the end of the next business day.</li> </ul> <p><b>Future Capabilities</b></p> <ul style="list-style-type: none"> <li>• <b>(NEW) 24/7 Conversational AI Chatbot:</b> A conversational artificial intelligence-based chatbot can be made available to respond to customer queries in both English and Spanish. Since this feature was not included in the original proposal submission, we look forward to discussing its potential and utilization with the state further.</li> </ul> <p>Syra Health and YesLMS are committed to ensuring high-quality support for all users. While live online chat is available only during scheduled support hours, alternative support options, including message leaving and access to an extensive knowledge base, are available at all times. This ensures that users receive timely and effective support, regardless of the time of their inquiry. A futuristic implementation of a 24/7 automated conversational AI chatbot will further enhance our after-hours support capabilities, providing immediate assistance in English, Spanish and Burmese.</p>

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Syra Health	Attachment F	Section 11 - If call volumes increase unexpectedly during the contract, how would you approach adjusting or adding staffing to ensure customers are able to get support?	<p>In the event of high inquiry or voicemail volumes, Syra Health has a well-thought-out plan to ensure that customers continue to receive timely and effective support. These high volumes of inquiries are expected to occur around the time of onboarding and addition of organizations with large direct service workers.</p> <p>As indicated in the proposal, few approaches include having <b>on-call customer support staff</b> to address high inquiry volumes, pending State approval. We plan to utilize <b>part-time staff, temporary hires</b>, and our existing pool of trained support agents who can work <b>additional shifts</b> as needed. Furthermore, we maintain an <b>active recruitment pipeline</b> to bring in additional qualified support staff on short notice.</p> <p>We currently provide customer call support for a healthcare organization in Indiana, enabling us to utilize additional staff as needed.</p> <p>On-call staff will ensure that the turnaround time for voicemails will remain within one business day and other types of electronic or email system-user requests for support received will remain under 24 business hours.</p> <p>To further manage high call volumes, we can deploy <b>automated solutions such as our conversational AI chatbot</b>, which can handle routine inquiries 24/7 and in multiple languages. This reduces the load on live agents, allowing them to focus on more complex issues.</p> <p>Furthermore, our customer service and support team include members that are multilingual to support diverse populations. The support staff will be able to provide services in Spanish. Andreza Aranha leads the customer service and support team. Aranha is fluent in Spanish and English. She has provided several years of multilingual technical support for YesLMS. Andreza will be able to hire and train additional multilingual staff to accommodate any call support surge that may arise.</p>

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Syra Health	Attachment F	Section 12 - What modifications or enhancements do you anticipate needing to make to your system(s) to meet the State's requirements? How did you arrive at that list?	<p>Syra Health is pleased to propose our technology solution is <b>ready off the shelf</b> and available immediately for deploying, requiring minimal setup time. The system comes pre-configured with <b>95%</b> of essential features and functionalities necessary for HCSP training, <b>minimizing the need for extensive customization, reducing implementation costs, and time-to-launch.</b></p> <p>To specifically meet the State's unique requirements, we anticipate a few specific modifications and enhancements as outlined below.</p> <p><b><u>Branding Customization</u></b></p> <ul style="list-style-type: none"> <li>• <b>Custom Branding:</b> To ensure alignment with the FSSA standards of branding and compliance, our design team will collaborate with State authorities to establish a comprehensive branding scope of work, supplemented by RACI charts to streamline feedback and delivery. This customization will include: <ul style="list-style-type: none"> <li>○ State branding messages</li> <li>○ Logos</li> <li>○ Color scheme</li> <li>○ Incorporation of any state-specific guidelines, compliance language, and disclaimers</li> <li>○ Certificate templates with FSSA branding will be designed and deployed into the system.</li> </ul> </li> <li>• <b>Role-Based Access:</b> As part of the LMS platform, we will implement a robust role-based access control system to ensure that each user type has specific permissions and access rights, dictating the actions that users within that role can perform on the platform. The system will support five distinct roles upon account creation: learners, instructors, managers, administrators, and primary administrators.</li> </ul> <p>Furthermore, <b>we will integrate with the State of Indiana's federated service(s) of choice (e.g. Access Indiana or AAD Enterprise Application) to enable Single Sign-On (SSO) for State employees and comply with the State's technology requirements and vision.</b></p>



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			<ul style="list-style-type: none"> <li>• <b>Custom Fields:</b> Our platform offers user-friendly drag-and-drop capabilities, allowing authorized personnel to seamlessly integrate custom fields into learner or provider profiles during setup. These custom fields facilitate data collection, which will play into generation of comprehensive and/or ad hoc reporting.</li> </ul> <p><b><u>Learning Pathways and Competency Testing</u></b></p> <ul style="list-style-type: none"> <li>• <b>Training Resource Library:</b> The LMS will be updated to reflect other State-approved HCBS-related training content and resources beyond the HCSP Training program's main curricula in the Training Resource Library</li> <li>• <b>SCORM and xAPI:</b> To ensure that our system meets the highest standards for interoperability, compatibility, and reusability, we have made excellent progress in adding SCORM compliance to our LMS platform. We anticipate releasing a system upgrade to all users by September that will allow for full integration of SCORM. After that has been released, we will begin implementation of newer technology, xAPI, which is <b>more robust and maintains interoperability of existing content in an accessible manner.</b></li> <li>• <b>Customized Learning Pathways:</b> We will develop and deploy customized learning pathways that cater to different user types, ensuring personalized and efficient learning experiences after State's approval. These pathways will be complemented by tailored competency testing to assess and validate learner progress and comprehension. <ul style="list-style-type: none"> <li>○ <b>Quiz System Enhancements:</b> Our quiz system will be modified to allow for the creation of a large databank of questions, which can be used for dynamically generating a subset of questions for pre and posttests. In addition to this functionality requested by the RFP, we are expanding this concept to apply the question databank for use in all types of quizzes throughout the LMS.</li> </ul> </li> <li>• <b>Notifications and Calendar Enhancements:</b> There are several small customizations planned for our notifications and</li> </ul>



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			<p>calendar systems to meet the detailed needs of the RFP.</p> <p><b>Training Registry</b></p> <ul style="list-style-type: none"> <li> <b>Training Registry Development:</b> Our team will develop a comprehensive training registry, a web-based relational database to track training completion and issue certifications upon successful testing. This registry will update each learner's profile, allowing on-demand access by the State. Both individual and aggregate data will be available, supporting real-time monitoring and workforce reporting. <ul style="list-style-type: none"> <li>In preparation for the go-live date, our system architects have prepared a draft technical architectural process, identified key development areas, and outlined potential Sprint plans for the code development, testing, and deployment of the training registry.</li> </ul> </li> <li> <b>API Integration:</b> We will utilize the existing APIs (xAPI) specifically designed to integrate with the LMS to the Training Registry, ensuring real-time data exchange and synchronization. This integration will facilitate accurate tracking and reporting of training and certification data. </li> <li> <b>Integrations with other state platforms:</b> Our solution offers APIs for custom integrations and data exchange with other state systems if desired. </li> </ul> <p><b>Custom Reporting Capabilities</b></p> <ul style="list-style-type: none"> <li> <b>Enhanced Reporting Capabilities:</b> To meet the State's reporting requirements, we will enhance the system's reporting functionalities. This includes the ability to generate both standard and ad-hoc reports, as well as configurable dashboards that offer insights into training compliance, learner progress, and other critical metrics. </li> <li> <b>Custom Reports:</b> We will work closely with State administrators to develop custom reporting templates tailored to specific needs. This includes configurable fields, filtering options, and the ability to schedule automated report generation. These reports will help the </li> </ul>

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			<p>State monitor compliance, identify training gaps, and make data-driven decisions.</p> <p>While our proposed LMS is a robust and ready-to-deploy solution, these planned modifications and enhancements are aimed at not just meeting but exceeding the State's requirements. Our approach ensures that the transition is smooth, the user experience is optimized, and all compliance standards are rigorously upheld.</p> <p>We arrived at the above-described list through a comprehensive analysis of the RFP SOW requirements, consultations with our technical team, and subcontractors. Our system architects reviewed the current capabilities and identified configuration that need to be addressed to align with the State's expectations. Additionally, we leveraged our experience from similar projects to anticipate necessary enhancements that ensure a robust and compliant solution.</p>
Syra Health	Attachment F	Section 12 - Does the system allow for individual learners who do not have a current HCBS provider employer, supervisor, or trainer to make an account and access training?	<p>Yes, the system is designed to accommodate individual learners who do not have a current HCBS provider employer, supervisor, or trainer. This includes those who are self-employed, unemployed, or simply interested in HCBS training and certification.</p> <p><b><u>Access for Individual Learners</u></b></p> <ul style="list-style-type: none"> <li>• <b>Flexible Account Creation:</b> Our system offers flexibility in account creation, allowing individual learners to self-register without the need for an existing employer or supervisor. This functionality ensures that the training and certification resources are accessible to a wider audience, including: <ul style="list-style-type: none"> <li>○ <u>Individuals</u> seeking to enter the HCBS field</li> <li>○ <u>Self-employed caregivers</u> looking to update their skills</li> <li>○ <u>Unemployed individuals</u> aiming to enhance their employability</li> </ul> </li> <li>• <b>State-Controlled Access:</b> While the default setting enables the State to permit anyone to create an account, the administration has</li> </ul>

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			<p>comprehensive control over the account creation process. Here's how the system ensures flexibility and control:</p> <ul style="list-style-type: none"> <li>○ <b>State-Controlled Permissions:</b> The State has the authority to enable or restrict account creation as deemed necessary. This includes the ability to pre-approve individuals, control the registration process, and manage permissions and access levels.</li> <li>○ <b>Administrator Oversight:</b> State administrators can oversee and manage all user accounts created within the system. They can enforce enrollment criteria, monitor user activities, and ensure compliance with training requirements.</li> <li>○ <b>Customizable User Roles:</b> The system allows for the creation of custom user roles, ensuring that individual learners are provided with appropriate access and resources aligned with their specific needs and circumstances.</li> </ul> <p><b>User Experience and Compliance</b></p> <ul style="list-style-type: none"> <li>• <b>Seamless User Experience:</b> Individual learners will have access to the same robust set of features and resources as those affiliated with HCBS providers, ensuring a consistent and comprehensive training experience. Features include: <ul style="list-style-type: none"> <li>○ <b>Self-Paced Learning Paths:</b> Learners can access self-paced learning modules tailored to their professional goals.</li> <li>○ <b>Certification Management:</b> The system enables learners to download, print, and share their certifications. They can also upload external certifications for comprehensive tracking.</li> <li>○ <b>Support and Resources:</b> Learners have access to support materials, notifications for training deadlines, and opportunities to engage in competency testing and surveys.</li> </ul> </li> </ul>

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			<ul style="list-style-type: none"> <li>• <b>Ensuring Compliance and Standardization:</b> To maintain a high standard of training and certification, the system is equipped with features that ensure compliance and standardization for all users, regardless of their affiliation status. This includes: <ul style="list-style-type: none"> <li>○ <b>Automated Tracking and Reporting:</b> The system tracks training progress and certification status, ensuring that individual learners meet the same standards required of HCBS provider-employed staff.</li> <li>○ <b>Auditable Records:</b> Comprehensive records of training completions and certifications are maintained within the system, providing auditable trails for state compliance reviews.</li> </ul> </li> </ul> <p><b><u>Data Privacy and Security Considerations</u></b>  While the system readily supports user self-enrollment, we understand that this capability must be balanced with operational and procedural concerns. Allowing unsupervised enrollments by any internet-connected entity could potentially present challenges. To mitigate this:</p> <ul style="list-style-type: none"> <li>• <b>Comprehensive Control:</b> The State will retain full control over who can create and administer accounts, ensuring that only approved individuals gain access to the training material.</li> <li>• <b>Best Practices and Guidance:</b> Our team will provide guidance and advice around best practices for data privacy and security to maintain the integrity of the system. This includes configuring the system to meet the State's specific needs while safeguarding against unintended consequences.</li> <li>• <b>Configurable Solutions:</b> We offer the flexibility to configure account creation and access protocols based on the State's operational requirements and security policies.</li> </ul> <p>The system's flexible account creation and rigorous administrative controls ensure that individual learners can access and benefit from HCBS training</p>

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			and certification. This approach not only broadens the reach of the training program but also ensures that all learners, regardless of their employment status, receive a consistent, high-quality training experience. The State retains full control over the registration and administration process, ensuring that all training activities meet compliance standards and contribute to the overall goal of enhancing HCBS service delivery while maintaining data privacy and security.
Syra Health	Attachment F	Section 15 - The proposal states that a “Seamless interface allows for selecting or visualizing pre-defined columns and queries.” What types of columns and queries are available for the State to customize or select?	<p>YesLMS's reports system is designed with flexibility in mind, providing the State with extensive options to configure and select various columns and queries. The redesigned Reports system offers significant enhancements in both data sorting depth and flexibility.</p> <p><b><u>Available Reports and Customization Options</u></b></p> <p><b>Learners Report:</b></p> <ul style="list-style-type: none"> <li>The Learners report includes the following customizable fields: <ul style="list-style-type: none"> <li>Name</li> <li>Email</li> <li>Status</li> <li>Account Date (date user account was created)</li> <li>Job Title</li> <li>Department</li> <li>Division</li> <li>Location</li> <li>Custom user profile fields (configured by System Administrator)</li> <li>Role</li> <li>Last Login</li> <li>Enrolled Courses</li> <li>Completed Courses</li> <li>Groups</li> <li>Time (time spent learning)</li> </ul> </li> <li>The learner report can be filtered by: <ul style="list-style-type: none"> <li>Courses the learner is enrolled in</li> <li>Groups the learner is part of</li> <li>Status of the learner</li> </ul> </li> <li>When displaying courses the learner is enrolled in, the report shows additional details: <ul style="list-style-type: none"> <li>Date of enrollment</li> </ul> </li> </ul>

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			<ul style="list-style-type: none"> <li>○ Date of course completion</li> <li>○ Course progress</li> <li>○ Time spent on the course</li> <li>• An overview Management section provides composite data for all learners, including: <ul style="list-style-type: none"> <li>○ Completion percentage for all courses</li> <li>○ Average score across all courses</li> </ul> </li> </ul> <p><b>Courses Report:</b></p> <ul style="list-style-type: none"> <li>• The Courses report contains the following fields: <ul style="list-style-type: none"> <li>○ Name (name of course)</li> <li>○ Published status (published, unpublished, hidden, archived)</li> <li>○ Number of learners enrolled</li> <li>○ Number of certificates issued</li> <li>○ Course category</li> <li>○ Average time spent on the course</li> </ul> </li> <li>• Within the Learners report, courses can be filtered to see all learners enrolled, their completion status, scores/grades, certification status, and additional course-specific metrics.</li> <li>• The report also includes a “Top Performing” section with the following fields: <ul style="list-style-type: none"> <li>○ Course</li> <li>○ Average score</li> <li>○ Number of learners enrolled</li> <li>○ Number of learners completed</li> <li>○ Enrollment dates</li> <li>○ % progress</li> <li>○ Completion percentage</li> </ul> </li> </ul> <p><b>Groups Report:</b> Groups are defined by system administrators and associate multiple learners with one or more courses. The Groups report provides information on learner groups, containing the following fields:</p> <ul style="list-style-type: none"> <li>• Name (name of group)</li> <li>• Number of learners</li> <li>• Number of courses</li> <li>• Number of enrollments</li> <li>• Completed courses</li> <li>• Average completion rate</li> </ul> <p><b>Enrollment Report:</b> The Enrollment report lists courses and learners enrolled in those courses and can be filtered by</p>

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			<p>Courses or User Groups. It contains the following fields:</p> <ul style="list-style-type: none"> <li>• Course</li> <li>• Name (name of learner)</li> <li>• Email</li> <li>• Group</li> <li>• Accessibility accommodation</li> <li>• Examination Scores</li> <li>• Number of attempts</li> <li>• Enrollment date</li> <li>• Conclusion date</li> <li>• Progress (percent course completion)</li> </ul> <p><b>Custom Reporting:</b> To meet the State's specific needs, YesLMS will offer the following custom reporting enhancements:</p> <ul style="list-style-type: none"> <li>• <b>Customization Flexibility:</b> Administrators can create custom reports tailored to specific criteria and operational needs. Custom fields can be added to reports to capture unique data points relevant to the State's requirements.</li> <li>• <b>Filtering and Sorting Options:</b> Reports can be filtered and sorted by any column heading in ascending or descending order, allowing for detailed data analysis.</li> <li>• <b>Export Capability:</b> All reports can be exported to a CSV file for further filtering, sorting, and customization outside the LMS.</li> <li>• <b>Scheduled Reports:</b> Administrators can schedule reports to be generated and delivered automatically at specified intervals, ensuring timely access to critical data.</li> <li>• <b>Dashboard Insights:</b> Customizable dashboards offer visual insights into key metrics, aiding in data-driven decision-making.</li> </ul> <p>While a detailed demonstration of these features will be provided during our scheduled presentation, we hope that this text-based overview offers a comprehensive understanding of the customization capabilities within YesLMS's reports system. Our approach ensures that the State can generate, customize, and utilize reports that meet their specific operational and compliance needs, enhancing overall data transparency and decision-making.</p>



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Syra Health	Attachment F	Section 16 - Can you confirm that “Attachment V - Disaster Recovery” is your current Disaster Recovery Plan? Is this what you propose to modify “to accommodate the needs of the State for this project”?	<p>Attachment V-Disaster Recovery is a high-level introductory example of what a detailed Disaster Recovery Plan would entail.</p> <p>As a publicly traded healthcare company, we have a robust IT disaster recovery plan that ensures quick systems recovery and mechanisms that allow data to be recovered swiftly and securely in the event of a cyberattack, natural disaster, or hardware failure, helping to maintain compliance and protect patient confidentiality. Additionally, we are HIPAA compliant, and employees are trained in this area. Our disaster recovery plan includes strategies for dealing with cyber incidents, ensuring that data backups are secure and that systems can be restored to operational status quickly, reducing the impact of such attacks. Another section of our disaster plan includes emergency response and communication plans that indicate clear protocols for internal and external communication during a disaster.</p> <p>Additionally, we ensure that our vendors and sub-contractors have a disaster recovery plan in place.</p> <p><b>We have incorporated a milestone into the overall project plan to consolidate the various BCDR plans from all subcontractors and vendors. We are prepared to then collaborate with the State of Indiana to incorporate relevant requirements and recommendations into a project specific BCDR deliverable.</b> Please refer to our technical response to Section 16 for key components of the BCDR plan, collaboration strategies, continuous improvement processes, and accessibility of this living document.</p>
Syra Health	Attachment F	Section 19 - Can you clarify how you plan to implement continuous quality improvement based on survey results and other	Syra Health’s comprehensive QMIP is designed to advance FSSA’s goals of a training standard that would create efficiencies, uniform values, principles, and quality standards, and reduce the burden on administration. To meet these objectives, we will

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		feedback from the State or system users?	<p>perform the following activities and address each element in our annual QMIP and Work Plan.</p> <table><tr><th>QMIP Activity</th><th>Description</th></tr><tr><td>Performance Measures and Reporting</td><td>Our QMIP and work plan will be in alignment with the performance measures mandated by the State. Our Compliance Officer and Quality Management Manager will diligently oversee the reporting of all performance measures to the State, adhering strictly to the specified timelines and requirements set forth by FSSA.</td></tr><tr><td>Implementing and Reporting Learners Survey program</td><td>Our QMIP and work plan will indicate quarterly reporting schedule, the process of providing the results of the learner experience survey to FSSA by the 15th of the month following each survey quarter (SOW Section 11.1).</td></tr><tr><td>Provide Feedback and report to the HCBS Provider Survey results</td><td>Details on the objectives of conducting biannual survey, HCBS Provider Surveys, survey instrument, survey administration, data collection and analysis, and timelines for reporting survey results to FSSA will be provided (SOW 10.1.2)</td></tr></table> <p>Our Compliance Officer and Quality Management Manager will integrate feedback data from survey results and other feedback from the State and system to identify trends, recurring issues, strengths, and areas needing improvement (SWOT analysis). The core of this analysis will include examining the effectiveness of training materials, ease of use of the LMS, and the efficiency of the training registry.</p> <p>In tandem with out project managers and key stakeholders, the quality assurance team will strategize priorities on actionable items, develop a timeline, and seek approval from State authorities before updates and upgrades are made to the system or curricula.</p> <p><b>Feedback Implementation to Curricula</b></p>	QMIP Activity	Description	Performance Measures and Reporting	Our QMIP and work plan will be in alignment with the performance measures mandated by the State. Our Compliance Officer and Quality Management Manager will diligently oversee the reporting of all performance measures to the State, adhering strictly to the specified timelines and requirements set forth by FSSA.	Implementing and Reporting Learners Survey program	Our QMIP and work plan will indicate quarterly reporting schedule, the process of providing the results of the learner experience survey to FSSA by the 15th of the month following each survey quarter (SOW Section 11.1).	Provide Feedback and report to the HCBS Provider Survey results	Details on the objectives of conducting biannual survey, HCBS Provider Surveys, survey instrument, survey administration, data collection and analysis, and timelines for reporting survey results to FSSA will be provided (SOW 10.1.2)
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RESPONDENT	ATTACHMENT	CLARIFICATION QUESTION	RESPONDENT RESPONSE
			<p><b>Curriculum Review Cycles:</b> With our established regular review cycles for the training curriculum based on feedback analysis, our technical writers and instructional designers will ensure that content remains current and effective. These cycles will include scheduled updates and enhancements to the curriculum, as well as timely integration of new information and best practices. All updates will be subject to State approval to ensure compliance and relevance. Additionally, version controls will be maintained and saved, allowing for accurate tracking of changes and easy retrieval of previous versions.</p> <p>Once approved, updates will be incorporated into the LMS within 10 business days, ensuring learners have access to the most up-to-date training materials and resources promptly.</p> <p><b>Feedback Implementation to Training Registry and LMS</b></p> <p><b>Features Enhancement:</b> Based on the QMIP, our technology team will prioritize and develop new features or enhancements in the LMS. These enhancements will undergo rigorous testing and quality assurance processes to ensure seamless integration with the existing technical architecture. Upon completion, they will be deployed to the production environment within 2-4 weeks, following a thorough rollout plan that minimizes disruption to users.</p> <p><b>Performance Monitoring:</b> Any feature updates made to the LMS or Training registry will be continuously monitored for performance and user satisfaction. Utilizing performance monitoring frameworks, our team will conduct regular assessments to identify areas for optimization and improvement. This iterative process ensures that the system operates at peak efficiency and meets the evolving needs of users and allows the implementation of any necessary improvements within a turnaround time of 2 weeks.</p> <p><b>Training and Support:</b> We will implement an ongoing training plan for users on new features and updates within the LMS and training registry to ensure they can effectively utilize the system. In addition, our team will develop/update comprehensive support resources, such as tutorials, help guides, and a responsive support team, to assist users in navigating and maximizing the LMS and training registry. Training sessions will be timely scheduled within 1 week, with recorded sessions available for on-demand access, and support resources will be updated within 3 business days of any system changes or updates to ensure users have the latest guidance and assistance.</p>

RESPONDENT	ATTACHMENT	CLARIFICATION QUESTION	RESPONDENT RESPONSE
			By incorporating these elements into our QMIP and Work Plan, Syra Health ensures that continuous quality improvement is a core component of our operations, enabling us to meet and exceed the State's expectations and requirements.
Syra Health	Attachment F	Section 20 - The proposal mentions that Syra Health “engage[s] with our subcontractors on a weekly and monthly basis” and has “comprehensive quarterly meetings”. Can you clarify whether these meetings are with individual subcontractors or collectively with all project subcontractors?	<p>Syra Health plans to engage with several subcontractors and vendors for the implementation of the HCSP training program, including WMBE and IVOSB subcontractors, and our LMS vendor, YesLMS. Our key subcontractors and vendors are as follows:</p> <ul style="list-style-type: none"> <li>• <b>YesLMS:</b> Women-owned, providing LMS services.</li> <li>• <b>RADcube:</b> MBE in Indiana, offering technology services for the Training Registry.</li> <li>• <b>Briljent:</b> WBE in Indiana, responsible for curriculum and training activities, as well as marketing outreach.</li> <li>• <b>Bingle Research Group:</b> IVOSB, handling quality metrics and survey activities.</li> </ul> <p>We hold weekly and monthly meetings with individual subcontractors to address specific project needs, monitor progress, and provide support tailored to each subcontractor’s role. Additionally, we will conduct comprehensive quarterly meetings with each sub-contractor. These longer meetings are essential for detailed reviews of performance trends, helping us better understand the connections between tasks and guiding the subcontractor to meet quality and effectiveness standards. The objectives of these meetings include:</p> <ul style="list-style-type: none"> <li>• Evaluating the overall business performance, which includes monitoring KPIs.</li> <li>• Assessing staffing and turnover rates.</li> <li>• Analyzing critical compliance and regulatory issues along with associated risks.</li> <li>• Examining policies and procedures.</li> <li>• Reviewing Health Equity and Cultural Competency Standards.</li> <li>• Providing training and educational opportunities.</li> </ul> <p>Furthermore, we will conduct comprehensive quarterly meetings that bring together all the</p>

RESPONDENT	ATTACHMENT	CLARIFICATION QUESTION	RESPONDENT RESPONSE
			<p>subcontractor leads assigned on this project. These collective meetings serve several important functions including facilitation of collaboration among the various subcontractors, ensuring that everyone is working cohesively towards the project's objectives. During these meetings, we ensure alignment on project goals, making sure that all subcontractors are on the same page regarding timelines, deliverables, and expectations. Moreover, these meetings provide a valuable forum for discussing the overall project status, addressing any shared challenges, and identifying opportunities for improvement. By bringing all subcontractors together regularly, we foster a sense of teamwork and collective responsibility, which is crucial for the successful completion of the project.</p> <p>We currently manage FSSA/SEOW, FFSA/NDI, DCS, and IDOH projects, which involve collaboration with Indiana-based WMBE and IVOSB subcontractors and other vendors. Each meeting is documented with detailed minutes, and we track the impact through risk registries and decision logs. <i>[Please see Attachment E – SEOW meeting minutes- SEOW brings in 16 state organization and WMBE/IVOSB vendors together]</i></p> <p>This combination of individual and collective meetings helps us maintain strong relationships and effective communication across all aspects of our projects.</p>