**Attachment H**

**State of Indiana Contact:**

Teresa Deaton-Reese

Procurement Consultant

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Indiana Department of Administration

**Reference Check Form**

**RFP 24-78490**

**Home and Community Support Professional (HCSP)**

**Training Services**

Reference Check Form Due Date:

**March 12th, 2024**

**by 3:00 PM Eastern Time**

**INSTRUCTIONS: You have been asked by the vendor listed below to provide a reference as they are responding to the current solicitation with the state of Indiana. This is a standard form created by the State of Indiana and your input is very much appreciated. During this competitive process, a representative from the State of Indiana, may contact you directly for more detail. If you have any questions, please contact the State of Indiana contact listed in the box in the top left side of the form.**

**Please provide the information requested below and submit this reference check form to:**

[**idoareferences@idoa.in.gov**](mailto:idoareferences@idoa.in.gov)**:**

The subject line of the email submissions must clearly state the following:

**RFP 24-78490 Reference – [*INSERT COMPANY NAME*]**

**VENDOR NAME**

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| --- |
| Syra Health Corp. |

**REFERENCE CONTACT INFORMATION**

|  |  |
| --- | --- |
| **Reference Company Name** | Maricopa County Department of Public Health (MCDPH) |
| **Contact Name** | Ms. Shaeleen Corea |
| **Contact Title** | Regional Health Equity Program Specialist |
| **Company Mailing Address** | 4041 N. Central Ave. Suite 700 |
| **Company City, State, Zip** | Phoenix, Arizona 85012 |
| **Company Website Address** | https://www.maricopa.gov/ |
| **Contact Telephone Number** | 602-689-1836 |
| **Contact Fax Number** | N/A |
| **Contact Email** | Shae.Corea@maricopa.gov |
| **Industry of Company** | Public Health |

QUESTIONS: Please provide a response to each of the questions listed below regarding the vendor listed above.

1. If you decline to provide a reference, please indicate that below and provide any comments you would be willing to share regarding the reason.

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| --- |
| N/A |

1. How long did you/have you and/or members of your team worked with the vendor? Please provide the specific dates of service.

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| Syra Health Corp. was awarded a contract with our organization on July 7, 2023 and January 24, 2024. |

1. With what type of internal and external stakeholders did the vendor have to communicate with?

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| --- |
| Syra Health’s key personnel communicated with internal MCDPH stakeholders including executive leadership, project team members, sales and marketing, operations departments, and the MCDPH training workgroup (inclusive of myself). Syra Health team members communicated with external members of the Maricopa County Department of Public Health including community partners, CBOs, and hospital partners. |

1. Has the vendor been cited for any financial audit issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

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| No. Syra Health is a publicly traded company, and all financial documents are audited by third party and readily available. |

1. Has the vendor been subject to any requests for corrective action to cure performance issues? If you are able to, please describe the issue briefly, and any corrective actions required. Did the vendor ultimately address the issue(s) in a satisfactory manner?

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| No. |

1. Would you rate your experience with the quality of services/work provided by vendor as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| Superior. Syra Health’s key team members have delivered high quality trainings to our staff and our community partners. I specifically would like to call out their proactive communication methods that helped avoid any potential issues and resulted in a stress-free collaboration process. I am confident that if any issues would have arose during our collaboration, they would have been addressed promptly and effectively. |

1. Would you rate the vendor's knowledge of your business as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| --- |
| Superior. Syra Health’s trainers are very knowledgeable about the communities in Maricopa County and its populations served. Their staff usually has advanced degrees like PhD and PharmD and years of healthcare industry experience. They have taken additional steps to research Maricopa County’s health statistics in order to ensure the training content was relevant to the audience. |

1. Would you rate the overall quality of the vendor’s staff as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| Superior. Syra Health provided quality trainers for all trainings. Their project and communication team were very adaptable and a pleasure to work with. |

1. Would you describe the quality of the vendor’s engagement and communication with stakeholders (internal and external) throughout the project as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| Superior. Our agency does not have any issues regarding communication with the vendor. Syra Health’s key personnel communicated effectively with our respective team members. They have been responsive, professional, and thorough. |

1. Would you rate the vendor’s ability to provide appropriate staff and resources for the project, as needed, at all times as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| Superior. Syra Health provides quality staff and resources for all trainings and have provided quality trainings on topics of health equity and foundations of public health. The trainers have had excellent credentials and experience and were very adept in their knowledge of training topics. |

1. Would you rate the vendor's performance regarding cost and/or schedule overruns on the project as poor, satisfactory, above average or superior? Please elaborate on why you are giving the vendor this rating.

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| Superior. Syra Health’s cost of all projects did not exceed the project's planned cost. |

1. Are there any other topics you believe Indiana should consider during its reference evaluation or comments you would like to share?

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| During our in-person training on health equity, the trainer (Dr. Emily D’Agostino) was very in tune with the audience and picked up on their desire to include more discussion time at the end of the training instead of covering more health equity statistics. We appreciated her flexibility to pivot the planned training to accommodate the desire of those present. |

1. Would your overall rating of the vendor be poor, satisfactory, above average or superior?

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| --- |
| Superior. |