



INNOVATIVE HEALTHCARE IT SOLUTIONS

09/30/2024

Tyrula LLC

1604 Spring Hill Rd Suite 150, Vienna, VA 22182

888-489-7852

Rachna.Uppal@tyrula.com or Manu.Uppal@tyrula.com

Contract POC: Rachna Uppal (President)

Re: Response Submission for DSHS Competitive Solicitation #2423-859

Dear Sir or Madam:

1. Enclosed please find the Response of Tyrula LLC with respect to the above Competitive Solicitation (RFQQ #2423-589). This Response includes this Letter (Attachment B) as well as Attachments C (Bidder Certifications), D (Bidder Response Form), E (Contractor Inclusion Plan), and **F (Contractor Intake Form)** as set forth in the Solicitation Document. In addition to these completed Attachments, the response includes the following additional materials (if any): _ Pricing Spreadsheet (Washington State).XLSX
2. I am authorized to submit this Response on behalf of Bidder, to make representations on behalf of Bidder and to commit Bidder contractually.
3. I have read the Solicitation Document and Sample Contract. In submitting this Response, Bidder accepts all terms and conditions stated in the Solicitation Document, including those set forth in the following amendments which Bidder has downloaded (please complete, indicating if no amendments were issued):

Amendment Number(s)

Date(s) Issued

X No Amendments were issued with respect to this RFP

4. Bidder represents that it meets all minimum qualifications set forth in this DSHS Competitive Solicitation and is capable, willing and able to perform the services described in the DSHS Competitive Solicitation within the time frames set forth for performance.
 - a. By my signature below, I certify that all statements and information provided in Bidder's Response are true and complete.

Sincerely,

Rachna Uppal

Rachna Uppal, President

Attachment C Bidder Certifications and Assurances

Bidder must sign and include the full text of this Attachment C with the Response. Altering or conditioning your certification of this Attachment C may result in your bid being disqualified.

Under the penalties of perjury of the State of Washington, Bidder makes the following certifications and assurances as a required element of its Response to this Competitive Solicitation. Bidder affirms the truthfulness of these facts and acknowledges its current and continued compliance with these certifications and assurances as part of its Response and any resulting contract that may be awarded by DSHS.

1. Bidder declares that all answers and statements made in Bidder's Response are true and correct.
2. Bidder certifies that its Response is a firm offer for a period of 180 days following receipt by DSHS, and it may be accepted by DSHS without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 180-day period. In the case of a protest, the Bidder's Response will remain valid for 210 days or until the protest is resolved, whichever is later.
3. Bidder has not been assisted by any current or former DSHS employee whose duties relate (or did relate) to this Solicitation and who assisted in other than his or her official, public capacity. If there are any exceptions to these assurances or if Bidder has been assisted, Bidder will identify on a separate page attached to this document each individual by: (a) name, (b) current address and telephone number, (c) current or former position with DSHS, (d) dates of employment with DSHS, and (e) detailed description of the assistance provided by that individual.
4. Bidder certifies that Bidder is not currently bankrupt or a party to bankruptcy proceedings and has not made an assignment for benefit of creditors and authorizes DSHS to conduct a financial assessment of Bidder in DSHS' sole discretion.
5. Bidder acknowledges that DSHS will not reimburse Bidder for any costs incurred in the preparation of Bidder's Response. All Responses shall be the property of DSHS. Bidder claims no proprietary right to the ideas, writings, items or samples submitted as part of its Response.
6. Bidder acknowledges that any contract award will incorporate terms set forth in the Sample Contract(s), including its attachments and exhibits, as set forth as Attachment A to the Solicitation Document, or may, at DSHS' option be negotiated further. DSHS may elect to incorporate all or any part of Bidder's Response into the Contract.
7. Bidder certifies that it has made no attempt, nor will make any attempt, to induce any other person or firm to submit, or not submit, a Response for the purpose of restricting competition and that the prices and/or cost data contained in Bidder's Response: (a) have been determined independently, without consultation, communication or agreement with others for the purpose of restricting competition or influencing bid selection, and (b) have not been and will not be knowingly disclosed by the Bidder, directly

or indirectly, to any other Bidder or competitor before contract award, except to the extent that Bidder has joined with other individuals or organizations for the purpose of preparing and submitting a joint Response or unless otherwise required by law.

8. Bidder acknowledges that if it is awarded a contract containing Business Associate requirements under the Health Insurance Portability and Accountability Act of 1996 (HIPAA), or any other Data Security requirements, that Bidder will incorporate the terms of such Business Associate or Data Security requirements into all related subcontracts.

9. Bidder acknowledges that if awarded a contract with DSHS, Bidder is required to comply with all applicable state and federal civil rights and other laws. Failure to comply may result in contract termination. Bidder agrees to submit additional information about its nondiscrimination policies, at any time, if requested by DSHS.

10. Bidder certifies that Bidder has not, within the three-year period immediately preceding the date of release of this competitive solicitation, been determined by a final and binding citation and notice of assessment issued by the Department of Labor and Industries or through a civil judgment to have willfully violated state minimum wage laws (RCW 49.38.082; Chapters 49.46 RCW, 49.48 RCW, or 49.52 RCW).

11. Bidder certifies that it has a current Business License and agrees that it will promptly secure and provide a copy of its Washington State Business License, unless Bidder is exempted from being required to have one, if Bidder is awarded a contract.

12. Bidder authorizes DSHS to conduct a background check of Bidder or Bidder's employees if DSHS considers such action necessary or advisable.

13. Bidder has not been convicted nor entered a plea of *nolo contendere* with respect to a criminal offense, nor has Bidder been debarred or otherwise restricted from participating in any public contracts.

14. Bidder certifies that Bidder has not willfully violated Washington state's wage payment laws within the last three years.

15. Bidder certifies that Bidder is not presently an agency of the Russian government, an entity which is Russian-state owned to any extent, or an entity sanctioned by the United States government in response to Russia's invasion of Ukraine.

16. Bidder acknowledges its obligation to notify DSHS of any changes in the certifications and assurances above.

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature: Rachna Uppal
Title: President
Organization Name: Tyrula LLC
Date: 09/27/2024
Place Signed (City, State): Vienna, Virginia

ATTACHMENT D: BIDDER RESPONSE FORM This form is broken into Seven sections: Section 1. Administrative Response; Section 2. EO 18-03 Response; Section 3. Washington Small Business; Section 4. Certified Washington Veteran-owned Business; Section 5. Management Response; Section 6. Technical Response; and Section 7. Quotation/Cost Proposal. Bidders must respond to all questions in the order and in the expandable space provided. If a question requires Bidder to submit additional documents, please attach them to this document and label them clearly as part of your response to this Attachment D.		
1	BIDDER INFORMATION (ADMINISTRATIVE RESPONSE) Bidder's response to the questions in this Section 1, combined with the information provided in Bidder's Submittal Letter and Certifications and Assurances, comprise Bidder's Administrative Response to this Solicitation. While the Administrative Response is not given a number score, the information provided as part of Bidder's Administrative Response may cause the Bid to be disqualified and may be considered in evaluating Bidder's qualifications and experience.	MAXIMUM TOTAL POINTS
a	Please indicate whether you employ or Contract with current or former state employees. If the answer is yes, provide the following information with respect to each individual: 1. name of employee or contractor; 2. the individual's employment history with the State of Washington; 3. a description of the Individual's involvement with the response to this Solicitation; and 4. the Individual's proposed role in providing the services under this any Contract that may be awarded.	NOT SCORED
	ANSWER: Tyrula LLC, does not currently have any current or former state employees.	
b	Please list the names and contact information of three individuals you agree may serve as Bidder references and may freely provide information to DSHS regarding the reference's experience and impressions of Bidder. In providing these names, Bidder represents that it shall hold both DSHS and the organizations and individuals providing a reference harmless from and against any and all liability for seeking and providing such reference.	NOT SCORED
	ANSWER: Sandra Sealey (OCAO) – sandra.sealey@ihs.gov Myrna Small (CSU) – myrna.small@ihs.gov Tracy Solomon (Multco) – tracy.solomon@multco.us	
c	Please indicate whether your Response contains any variations from the requirements of the Solicitation Document. If the answer is yes, list each variation with specificity and include the pertinent page numbers containing the variation.	NOT SCORED
	ANSWER: Not applicable	
d	Please indicate whether you are requesting that DSHS consider any exceptions and/or revisions to the sample contract language found in Attachment A. If so, state the page of Attachment A on which the text you request to change is found, and state the specific changes you are requesting. DSHS shall be under no obligation to agree to any requested changes, and will not consider changes to contract language or negotiate any new language not identified in response to this question.	NOT SCORED
	ANSWER: Not applicable	

e	If Bidder considers any information that is submitted as part of its Response to be proprietary, please identify the numbered pages of Bidder’s Response containing such information and place the word “Proprietary” in the lower right hand corner of each of these identified pages.	NOT SCORED
	ANSWER: Not applicable	
f	Please indicate whether you have had a contract terminated for cause or default within the past five (5) years. If so, please provide the terminating party’s name, address and telephone number and provide a summary describing the alleged deficiencies in Bidder’s performance, whether and how these alleged deficiencies were remedied and any other information pertinent to Bidder’s position on the matter. “Termination for Cause” refers to any notice to Bidder to stop performance due to Bidder’s asserted nonperformance or poor performance and the issue was either (a) not litigated; (b) litigated with a resulting determination in favor of the other party; or (c) is the subject of pending litigation.	NOT SCORED
	ANSWER:Not applicable	
g	Please identify any prior contracts Bidder has entered into with the State of Washington within the past ten (10) years and identify the dates and nature of the contract and primary agency contact for each.	NOT SCORED
	ANSWER: Tyrula LLC has been the incumbent for the VA online billing platform with the state of Washington for the past 5 years.	
h	Please indicate whether Bidder has been the subject of a lawsuit or administrative proceeding alleging a failure to comply with laws relating to the types of services Bidder proposes to provide pursuant to this Competitive Solicitation. If the answer is yes, please list the nature of the allegations, docket number, disposition and date (if applicable) and Bidder’s explanation of how it has changed its practices or operations relative to any alleged deficiencies since that proceeding was filed.	NOT SCORED
	ANSWER: Not applicable	
i	Please describe your proposed plans for the use of Subcontractors in performing this Contract, listing each Subcontractor, its proposed role, and the estimated percentage of the Contract that will be performed by each Subcontractor. Please indicate whether each Subcontractor self-identifies or is certified as a Washington small business, a minority-owned business, a woman-owned business, a disadvantaged business enterprise, or a veteran-owned business. If the answer is yes, please identify the type of organization(s) and provide details of any certifications. Note that all Subcontractors must be approved by DSHS.	NOT SCORED
	ANSWER: Tyrula LLC does not plan to use a subcontractor for this opportunity.	
J	Please describe any programs, policies or activities of your organization that support human health and environmental sustainability in your business practices. If a program, policy or activity is specifically applicable to this Contract, please indicate so.	NOT SCORED

	ANSWER: Not applicable.	
2	BIDDER EO 18-03 CERTIFICATION	MAXIMUM TOTAL POINTS
EO	<p>Are your employees required to sign, as a condition of employment, a mandatory individual arbitration clause and/or a class or collective action waiver?</p> <p>Please Note: Points for this question will be awarded to bidders who respond that they do not require these clauses and waivers. If you certify here that your employees are NOT required to sign these clauses and waivers as a condition of employment, and you are the successful Bidder, a term will be added to your Contract certifying this response and requiring notification to DSHS if you later require your employees to agree to these clauses or waivers during the term of the Contract.</p>	30
	ANSWER: No, Tyrula LLC does not require the above information to be signed in condition employment.	
3	BIDDER CERTIFICATION –WASHINGTON SMALL BUSINESS	MAXIMUM TOTAL POINTS
	<p>Are you a Washington Small Business as defined under RCW 39.26.010?</p> <p>According to Chapter 39.26.010 RCW, to qualify as a Washington Small Business, Bidder must meet three requirements:</p> <ol style="list-style-type: none"> a. <i>Location.</i> Bidder’s principal office/place of business must be located in and identified as being in the State of Washington. A principal office or principal place of business is a firm’s headquarters where business decisions are made and the location for the firm’s books and records as well as the firm’s senior management personnel. b. <i>Size.</i> Bidder must be owned and operated independently from all other businesses and have either: (a) fifty (50) or fewer employees; or (b) gross revenue of less than seven million dollars (\$7,000,000) annually as reported on Bidder’s federal income tax return or its return filed with the Washington State Department of Revenue over the previous three consecutive years. c. <i>WEBS Certification.</i> Bidder must have certified its Washington Small Business status in Washington’s Electronic Business Solution (WEBS). 	50

	ANSWER: No	
4	BIDDER CERTIFICATION – CERTIFIED WASHINGTON VETERAN-OWNED BUSINESS	MAXIMUM TOTAL POINTS
	<p>Are you a Certified Washington Veteran-Owned Business as defined under RCW 43.60A.190?</p> <p>According to Chapter 43.60A.190 RCW, to qualify as a Certified Washington Veteran-Owned Business, Bidder must meet four requirements:</p> <ul style="list-style-type: none"> a. <i>51% Ownership. Bidder must be at least fifty-one percent (51%) owned and controlled by:</i> <ul style="list-style-type: none"> 1. <i>A veteran is defined as every person who at the time he or she seeks certification has received a discharge with an honorable characterization or received a discharge for medical reasons with an honorable record, where applicable, and who has served in at least one of the capacities listed in RCW 41.04.007;</i> 2. <i>A person who is in receipt of disability compensation or pension from the Department of Veteran’s Affairs; or</i> 3. <i>An active or reserve member in any branch of the armed forces of the United States, including the national guard, coast guard, and armed forces reserves.</i> b. <i>Washington Incorporation/Location. Bidder must be <u>either</u> an entity that is incorporated in the state of Washington as a Washington domestic corporation <u>or, if not incorporated</u>, an entity whose principal place of business is located within the State of Washington.</i> c. <i>WEBS Certification. Bidder must have certified its Veteran-Owned business status in Washington’s Electronic Business Solution (WEBS).</i> d. <i>WDVA Certification. Bidder must have provided certification documentation to the Washington Department of Veterans’ Affairs (WDVA) and be certified by WDVA and listed as such on WDVA’s website (WDVA – Veteran-Owned Businesses).</i> 	50
	ANSWER: No, Tyrula LLC is not a Veteran-Owned Business.	

5	BIDDER QUALIFICATIONS AND EXPERIENCE (MANAGEMENT RESPONSE)	MAXIMUM TOTAL POINTS
	MANDATORY EXPERIENCE AND QUALIFICATIONS	
A	Describe your experience working with the Veterans Administration specifically in the processing of online UB04 client billing documents via a clearinghouse that the VA will accept.	50
	ANSWER: Tyrula LLC, has not only extensive past performance with the Federal Government, but additionally extensive past performance within RCM implementation. We have held a contract with Washington State for the past five years assisting with RCM and more specifically the processing of UB04 client billing documents. We have also executed similar work at varying other facilities across the country; Federal, State, Local, and Tribal.	
B	Describe the record retention provided by the program your company provides. Describe how DSHS staff can access historical records in regards to pending, paid and denied submissions.	20
	ANSWER: Tyrula LLC uses the Optum/CHC clearinghouse which does allow for record retention. Records are maintained within the cloud based system for 2 years. Anything beyond 2 years is not searchable within the portal, but can be acquired via request from Optum/CHC.	
C	Describe your company's ability to successfully handle and keep sensitive client information secure. Describe how your company handles any potential threats to security and give examples of how security threats have been handled in the past.	50
	ANSWER: Tyrula LLC values security and the handling of sensitive information with the highest regard. One of the first steps taken by our organization is to ensure internally that anybody with hands on access to PHI/PII is HIPPA certified. Additionally we ensure to maintain transparency and active communication with our clients at all times. In the past year Optum/CHC clearinghouse was hit by a major cyber security attack. At Tyrula LLC we pride ourselves in that we did not lose a single customer, the key to our success was quick action, ensuring all our clients data was secure and then providing alternate solutions to keep a constant flow of revenue. By keeping security at the frontlines of our priorities we provide not only peace of mind, but quick pivotal plans to account for a wide range of scenarios.	
D	Describe the programs ability to provide real time feedback on submissions including but not limited to if submissions are accepted or rejected by the receiver and provide immediate feedback if submission contains formatting errors. In addition the platform must allow DSHS to edit and resubmit rejected claims rather than recreate the entire submission again and allow DSHS to copy/utilize prior submission information for new submissions and not recreate new submissions from scratch each time.	50
	ANSWER: The system is dynamic in that it will show accepted or rejected claims in realtime. DSHS users have the ability to correct claims in real time, should any errors occur due to incorrect formatting or input for rejected claims, Tyrula will advise on how to correct these erros. The system also allows for DSHS to edit and resubmit rejected claims without having to recreate the entire submission, in addition the capability to copy from a prior claims submission.	

E	Describe the resources and live expertise and assistance your company can provide DSHS employees when they have questions or are experiencing issues with the platform.	15
	ANSWER: Tyrula LLC understands the importance of having a consistent and stable clearinghouse system. To ensure that our clients are well equipped for a wide array of situations we have a great team of technical experts to assist when a problem arises. Tyrula has a team of technical experts to assist with any questions that may occur when working with claim within the system; this team assist throughout the whole process from onboarding and training to metrics reporting and claims correction guidance. At Tyrula LLC we also have an internal help desk ready to assist with technical difficulties, and if all else fails we ensure to advocate for our clients with the clearinghouse to ensure that all errors are handled in a quick and efficient manner.	
F	Describe the onboarding process involved with getting DSHS staff trained and prepared to utilize your provided system.	15
	ANSWER: In working with Tyrula (VA Payer), onboarding requires no enrollment needed for eligibility and claims submission which allows for instantaneous submission. Only enrollment needed is ERA. System is the current incumbent which would streamline implementation. Additional training is available on as needed basis. Job aids and training documents are readily available upon request.	
DESIRED EXPERIENCE AND QUALIFICATIONS		
J	Please provide the names of the key team members you will assign to this Contract, if you are the Successful Bidder, and provide their proposed roles describing the relevant experience they possess. Bidder should note that if awarded a contract, it may not reassign its key personnel from the Project without prior approval of DSHS.	NOT SCORED
	ANSWER: -Elizabeth Brown (RCM/RPA Technical Expert), Elizabeth has extensive experience in claims management, implementation, and the overall lifecycle of a claim once entered into the software. -Joshua Lockamy (Technical Assistant & Business Continuity Specialist) Joshua has experience and knowledge with the RCM system and is able to assist with any system error or claims corrections that may occur, Joshua is also able to assist with any contracts questions that may arise.	

6	BIDDER'S SOLUTION AND PROPOSED APPROACH (TECHNICAL RESPONSE)	MAXIMUM TOTAL POINTS
A	Does this service/application have a current SOC2 Type II Audit Report? Is this service/application FedRAMP approved? Have any other third-party information security audits been performed for the service/application?	70

	Yes, the platform does have access to obtain SOC2 Type II Audit Reports. No, the system is not FEDRamp compliant.	
B	<p>Does your service use a major cloud provider for application hosting? y/n</p> <p>Does your service use NIST FIPS approved encryption standards for data-at-rest and data-in-transit? y/n</p> <p>Does your service have formal policies and standards for:</p> <ul style="list-style-type: none"> • Network segmentation? y/n • Vulnerability and Patch Management y/n • Malware Protection y/n • Access and Authentication Management y/n • Strong Password standards and enforcement y/n • The Software Development Lifecycle y/n • Change Management y/n • Asset Management y/n • System Logging and Monitoring y/n • Intrusion Detection y/n • Incident Response and Disaster Recovery y/n <p>If selected as a potential vendor, would you be willing to share any audit reports, copies of your polices and standards and system diagrams with us for a formal security design review? We can sign an NDA if necessary. y/n</p>	80
	ANSWER: Yes, Tyrula LLC's proposed solution complies with all the above security factors.	

7	BIDDER'S PROPOSED PRICING (QUOTATION OR COST RESPONSE)	MAXIMUM TOTAL POINTS
A	Please identify all allocated costs, together with the total charges Bidder is willing to accept in consideration of the full performance of the Contract.	50
	ANSWER: TOTAL MAXIMUM BID AMOUNT:	

	Spreadsheet attached with pricing.	
B	Please fully describe any assumptions Bidder has made that affect its proposed total charges, if those assumptions are not explicitly addressed in Attachment A, Sample Contract.	20
	<p>ANSWER:</p> <ol style="list-style-type: none"> 1. 2.5% annual escalation 2. 1500 amount of claims per month, averaged over a year 3. Annual payment for eCS software subscriptions 4. 8% discount from list price 	
C	Bidder should also propose a schedule of payments corresponding to its charges for successfully performing the tasks necessary to accomplish identified milestones corresponding to project objectives and performance measures within each phase. Bidders are required to collect and pay Washington State sales tax, if applicable.	30
	<p>ANSWER:</p> <p>Tyrula LLC complies with the above tax regulations.</p>	

**Attachment E
Contractor Inclusion Plan**

Instructions

DSHS requires that bidder submit this inclusion plan template as part of their proposal. Once submitted, the Inclusion Plan template becomes part of the contract if awarded to the bidder. The Bidder shall also include an anticipated list of small and diverse subcontractors or vendors who may provide services on the project. Responses should reflect the Bidder's sincere efforts to include diverse small businesses. Businesses listed in the plan must be certified by OMWBE or DVA or registered in WEBS as a small business. If a company is not certified or registered but may be eligible for certification, the Bidder should encourage the company to become certified.

Inclusion goals are aspirational. No preference is given for inclusion plans or goals in the evaluation of bids. While no minimum level of OMWBE certified, Veteran Owned, or Washington Small Business participation will be required as a condition for receiving an award, the plan must include the actions the contractor will take to increase subcontracting opportunities for those business types.

DIVERSE BUSINESS INCLUSION PLAN

1. Do you anticipate using, or is your firm, a Washington State Certified Minority Business?

YES NO

2. Do you anticipate using, or is your firm, a Washington State Certified Women's Business?

YES NO

3. Do you anticipate using, or is your firm, a Washington State Certified Veteran Business?

YES NO

4. Do you anticipate using, or is your firm, a Washington State Small Business?

YES NO

5. If you answered No to all the questions above, please explain:

N/A

6. Please provide a description of your firm's planned efforts at outreach to the small and diverse business community:

In the case that a subcontractor is needed, Tyrula LLC has a strong portfolio of relationships with small businesses from varying socioeconomic statuses. As you will see continuously relayed throughout our response, we always ensure that we are expanding our network and supporting other small businesses.

7. Please list projects (5 max.) you have completed with diverse business participation in the last five (5) years:

Subcontractor	Project	Year	Percentage
Inalab	Software Development	2018-present	40%
BTTB	Program Management	2020-present	35%
3T Federal	Software Services	2020-present	35%

8. Please describe how your firm considers using small businesses in the development of bid packages.

Within the contracting industry, there have been many great programs implemented to ensure a diverse industry setting. At Tyrula LLC we work hard to partake in this movement for diversity. In situations where it is appropriate we do our best to work with a diverse group of contractors, in addition to contractors whose principal values align with the expansion of diversity.

9. Please describe the actions you will take to increase subcontracting opportunities for those business types.

Tyrula LLC has always maintained a high priority in fostering a diverse workplace, we also recognize the importance of socioeconomic diversity within the government contracting industry as well. Due to this we ensure that when subcontracting is necessary we observe a wide variety of partner options not only to best serve the opportunity at hand, but movement for a more diverse industry.

10. Please indicate the number of people in your Diversity Inclusion team.

3

If you answered Yes to any of questions one through four above, please complete questions eleven through thirteen.

11. Please list the approximate percentage of work to be accomplished by each group in this contract:

11.1 Minority 100%

11.2 Women 100%

11.3 Veteran 0%

11.4 Small Business 100%

12. Please identify the person in your organization to manage/ lead your Diverse Inclusion Plan responsibility.

12.1 Name: Joshua Lockamy

12.2 Phone: 636-725-6430

12.3 E-Mail: Joshua.Lockamy@tyrula.com

13. Please identify the list of potential diverse subcontractors

13.1 BTTB (Native American Owned Small Business)

13.2 WRMA

13.3 Tusk (Woman Owned Small Business)

I hereby certify, under penalty of perjury under the laws of the State of Washington, that the certifications herein are true and correct and that I am authorized to make these certifications on behalf of the firm listed herein.

Bidder's Signature: *Rachna Nepal*

Title: President

Organization Name: Tyrula LLC

Date: 09/27/2024

Place Signed (City, State): Vienna, Virginia