

TASK ORDER SOLICITATION AMENDMENT #2		
Task Order: YH26-0031 AHCCCS AI Call Center Integration	Solicitation Due Date: Thursday, January 8, 2026, 3:00 pm Arizona Time	Procurement Officer: Lisa Monreal Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.
 This Solicitation is amended as follows:

Paragraph # or Title	Page #	Amendment
Task Order	1	The Proposal Due Date is revised from December 9, 2025, at 3:00 PM (Arizona Time) to January 8, 2026, at 3:00 PM (Arizona Time).
Attachment 1 AI Call Center Requirements Response Matrix	Global Requirements Tab	Global Requirements 97 (GR97) has been incorporated into the Requirements Response Matrix document.

The attached documents are hereby incorporated into this solicitation amendment.

1. AHCCCS Responses to the Questions and Answer Form; and
2. Revised Attachment 1 of the Requirements Response Matrix.

No other changes are being made at this time.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE SOLICITATION AMENDMENT	THIS SOLICITATION AMENDMENT IS HEREBY EXECUTED ON THE DAY, IN PHOENIX, AZ
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: SIGNATURE ON FILE
TYPED NAME:	TYPED NAME: Meggan LaPorte, CPPO, MSW
TITLE:	TITLE: Chief Procurement Officer
DATE:	DATE: December 8, 2025

ANSWERS TO THE QUESTIONS

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Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Accenture			Please confirm the current ServiceNow products and modules in use (e.g., ITSM, CSM, Knowledge), so the team can align with existing case management and knowledge capabilities.	Current ServiceNow products and modules in use include the following: Public Sector Digital Services (including ITSM), Hardware Asset Management Professional, HR Service Delivery Enterprise, Integrated Risk Management Professional, IT Operations Management (ITOM) Discovery, Strategic Portfolio Management Professional, Automation Engine Enterprise, Employee Document Management, Now Assist for Enterprise v2 – Unrestricted User
2.	Accenture		CC36, CC39 – CC41, CC72 PDF: 1.2, 3–4 SSAE 18 certification	Please confirm the current and target versions, editions, tenants, and license types for Genesys Cloud and ServiceNow modules (CSM, Virtual Agent, WFM, WSD). Are these environments owned and managed by AHCCCS?	Xanadu is the current version of ServiceNow. ServiceNow is hosted as SaaS in the ServiceNow platform; AHCCCS is responsible for execution and management. Genesys is managed by the Arizona Department of Administration (ADOA), and the current version is Genesys Cloud 3.

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3.	Accenture		CC68	Please confirm the percentage or volume of interactions currently handled through voice, chat, SMS, and any other channels. Could you also clarify which additional channels are included? Additionally, please provide the agent count details	For the time period 01/01/2025-11/20/2025, the following communications were received for member and provider data: Total Communications: 12,086,912 Text Messages: 6,598,147 Phone calls: 1,312,550 Emails: 4,176,215 Monthly average live agent metrics: MESSAGES: 1,206,457 Monthly: 18,929,669 SESSIONS: 834,930 Monthly: 11,974,950 Tickets: Total Yearly: 10,564 Monthly average: 880
4.	Accenture		SLA10	Please confirm the number and types of environments required (e.g., Development, Production). Are any additional environments needed for Training or Disaster Recovery?	Requirement GR97 has been added to the Requirements Response Matrix. Please refer to RRM GR97 for detailed guidance. Additionally, AHCCCS expects that the vendor will provide the environments necessary to support the system and AHCCCS' needs. Activities to identify the exact number and type of environments is expected as part of design.
5.	Deloitte	Self-Services	CC90	What is the technical platform or technology for the State's web portal?	The current platform is ServiceNow.

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6.	Deloitte	Task Order Exec Summary	2.1	Does AHCCCS currently use features in Genesys for IVR self-service, workforce optimization, and scheduling?	Yes. AHCCCS leverages Genesys Cloud for omni-channel IVR routing and call transcription.
7.	Deloitte	Task Order Exec Summary	4	Will the current “AI-powered call center bot” continue to be used or replaced by the new capabilities described in this task order?	The intent is to replace the current call center bot.
8.	Deloitte	AI Bot Layer 7.2	5	Are additional information systems required to support the self-service use cases (e.g., eligibility verification, provider lookups) or will all information reside in ServiceNow?	AHCCCS is expecting the solution design to pull in information in the most optimal way. This can include pre-loading ServiceNow or reaching out to existing websites.
9.	Deloitte	Task Order Exec Summary	4	What are the anticipated contact center metrics for IVR volumes, agent staff counts, service ticket counts, and AHT?	We expect IVR volume to go up from the current level of approximately 120,000 inbound calls by at least 10%. AHT should be 7 minutes. Service ticket counts would be higher than the current 10,564 by 10%. The staffing count should be 50.

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10.	Deloitte	Task Order Exec Summary	4	What ServiceNow modules are currently used by AHCCCS?	Current ServiceNow products and modules in use include the following: Public Sector Digital Services (including ITSM), Hardware Asset Management Professional, HR Service Delivery Enterprise, Integrated Risk Management Professional, ITOM Discovery, Strategic Portfolio, Management Professional, Automation Engine Enterprise, Employee Document Management, Now Assist for Enterprise v2 – Unrestricted User
11.	IBM	General	N/A	Do you have existing user research, feedback or case volumes related to current help desk that you can share?	All available information is included as part of the Bidders' library.
12.	IBM	General	N/A	Do you have shareable user journeys, personas or future state vision ideas captured?	These are not currently captured. AHCCCS expects the development of user journeys, personas and future state to be included as part of design sessions.
13.	IBM	General	N/A	Do you have UXR and visual design capabilities within the org that will participate or own design deliverables?	No. AI Task Order documents include envisioned user flows and future-state designs for self-service and assisted-service channels. These emphasize omni-channel engagement and low-code customization for portals.

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14.	IBM	Requirement CC01	"AI Call Center Requirements" tab	For TTY/TDD - is the vendor being asked to AI enable TTY/TDD directly, or is vendor being asked to AI enable inbound 711 calls?	This requirement focuses on enabling 711 relay calls through AI-driven routing and transcription, rather than direct TTY/TDD device enablement.
15.	IBM	Requirement CC34	"AI Call Center Requirements" tab	Is this requirement asking vendor to build a mobile application, or simply provide a mechanism for the bot to be invoked by a mobile application that AHCCCS may identify in future?	No. The requirement is asking that the solution provides a mechanism for the bot to be invoked on mobile applications that AHCCCS may identify and be easily configured with those applications.
16.	IBM	Subscription & Licensing	Pricing Schedule	Please provide a list of all currently purchased ServiceNow and Genesys Cloud licenses available for AHCCCS. Which modules are in use today?	Please refer to Question #10.
17.	IBM	Subscription & Licensing	Pricing Schedule	For Genesys Cloud and ServiceNow consumption-based licensing (e.g. Genesys Cloud AI tokens), please provide how much consumption is pre-paid and/or budgeted for currently.	AHCCCS expects vendors to price their solution according to the needs identified. Genesys and ServiceNow are not hosted within the Azure environment within AHCCCS.
18.	IBM	Subscription & Licensing	Pricing Schedule	For any additional Genesys or ServiceNow licenses, should vendor provide our own pricing, or would they be purchased through existing licensing agreements/vehicles?	Additional licenses would be purchased through existing licensing agreements/vehicles.

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19.	IBM	General	N/A	Do you have a validated taxonomy or information architecture that organizes your knowledge of articles?	This is not currently available.
20.	Deloitte	Attachment 5 (5.10.4)	3	Regarding the statement that the solution “will be hosted in the AHCCCS Azure environment”, are vendors required to leverage this environment for hosting the Solution, or can we offer an alternative approach?	Alternative approaches are not being considered.
21.	Deloitte	Task Order Exec Summary	2.1	Does AHCCCS expect to incorporate the AI features within Genesys to support the suite of self-service functions, or should the proposed Solution leverage an integration with Genesys to provide AI capabilities within the IVR and chat?	AHCCCS expects the ServiceNow solution to be where the primary AI features are located, and the vendor will need to integrate ServiceNow and Genesys.