



together toward tomorrow

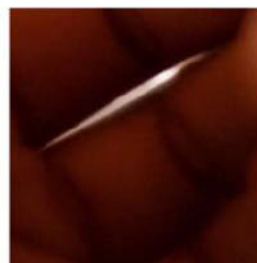
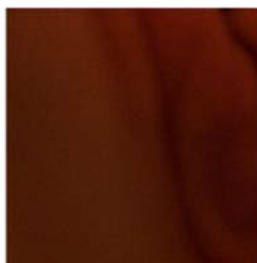
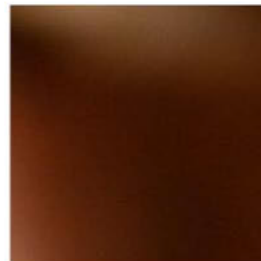
A1 Transmittal Letter

State of Arizona

Arizona Health Care Cost
Containment System
(AHCCCS) AI Call Center
Integration

Task Order YH26-0031

January 08, 2026



5.1 Cover letter

January 8, 2026

Lisa Monreal
Senior Procurement Specialist
AHCCCS Procurement Office
Procurement@azahcccs.gov

Re: TASK ORDER # YH26-0031 AHCCCS AI Call Center Integration

Dear Ms. Monreal:

On behalf of the Accenture team, we are pleased to submit our proposal in response to Task Order #YH26-0031. We recognize the importance of the AI Call Center Integration within AHCCCS's broader modernization strategy. We approach this task order as an opportunity to continue our partnership that started over five years ago. Accenture remains fully committed to supporting AHCCCS in their mission through implementation and beyond, bringing the leadership attention, delivery rigor, and collaboration necessary to execute a program of this scope and visibility.

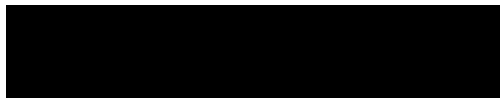
We deeply value our partnership with AHCCCS, and we have supported several initiatives where AHCCCS has demonstrated their desire and willingness to lead by example. For example, AHCCCS chose to be trailblazers during the pandemic and the Public Health Emergency Unwind, implementing virtual agents to make sure members and providers had access to information and tools that supported real, mission-focused outcomes and reduce the workload on the existing workforce.

We offer extensive experience delivering large-scale public-sector health and human services transformations, including trailblazing work with AI in the call center space to make it easier for agents to focus on the value-added tasks. Partnering with AHCCCS, we will maintain strong alignment across technology, policy, operations, and stakeholder communities. Our team brings specialized expertise in Medicaid enterprise systems, Call Center capabilities, Agentic AI, eligibility operations, systems integration, and change enablement, supported by mature program governance practices and a proven ability to work effectively in complex, multi-vendor environments. We also understand the importance of security and compliance in this domain and are prepared to operate in full alignment with AHCCCS's requirements.

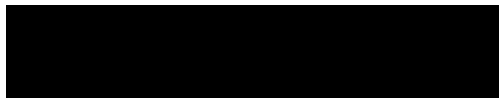
We are enthusiastic about the opportunity to support AHCCCS and welcome the chance to discuss our proposal, approach, and implementation considerations in more detail. This response is submitted under Contract #CTR078072. Please feel free to contact me at your convenience to schedule a conversation or request any additional information.

Thank you for your time and consideration.

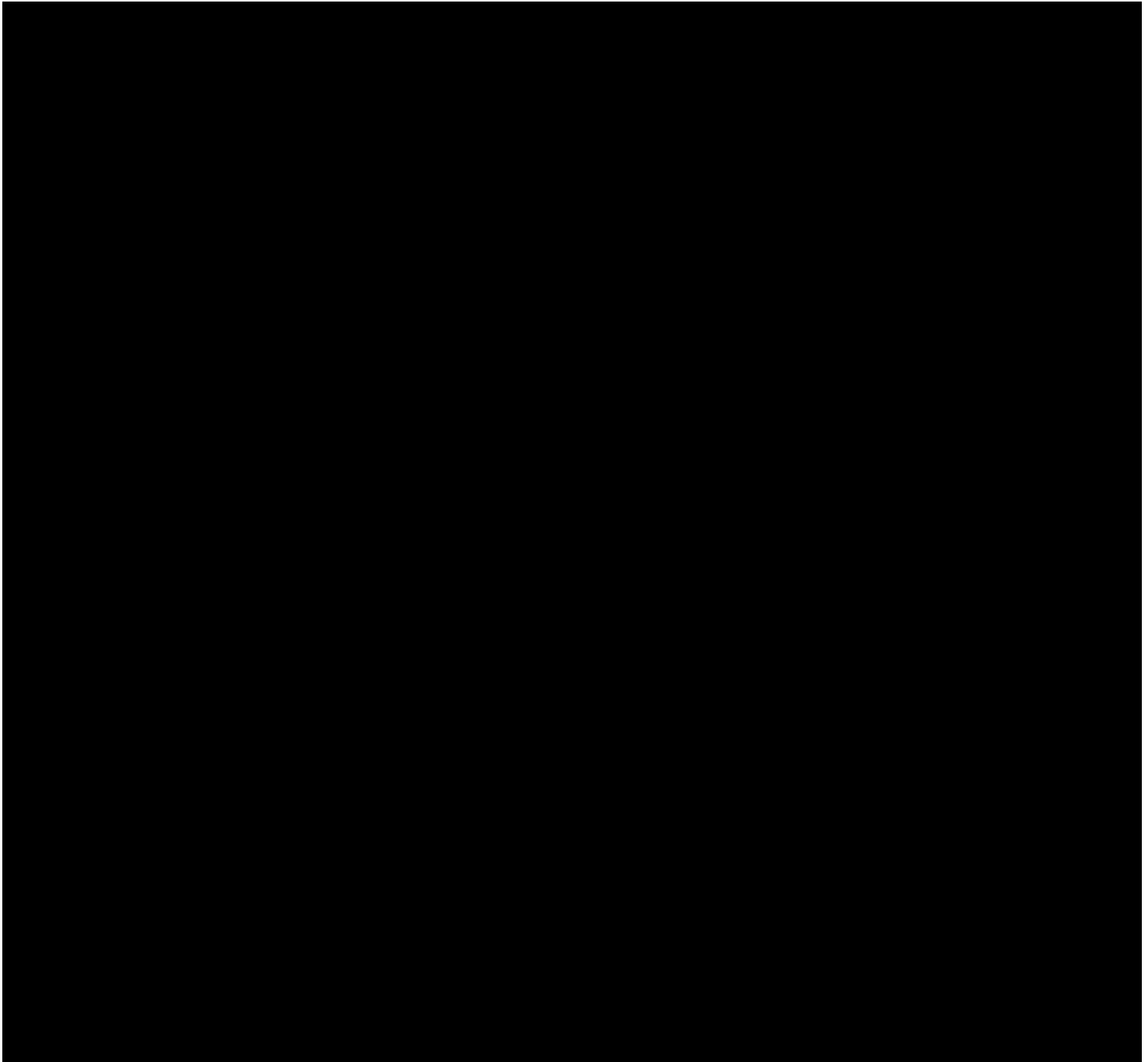
Sincerely,

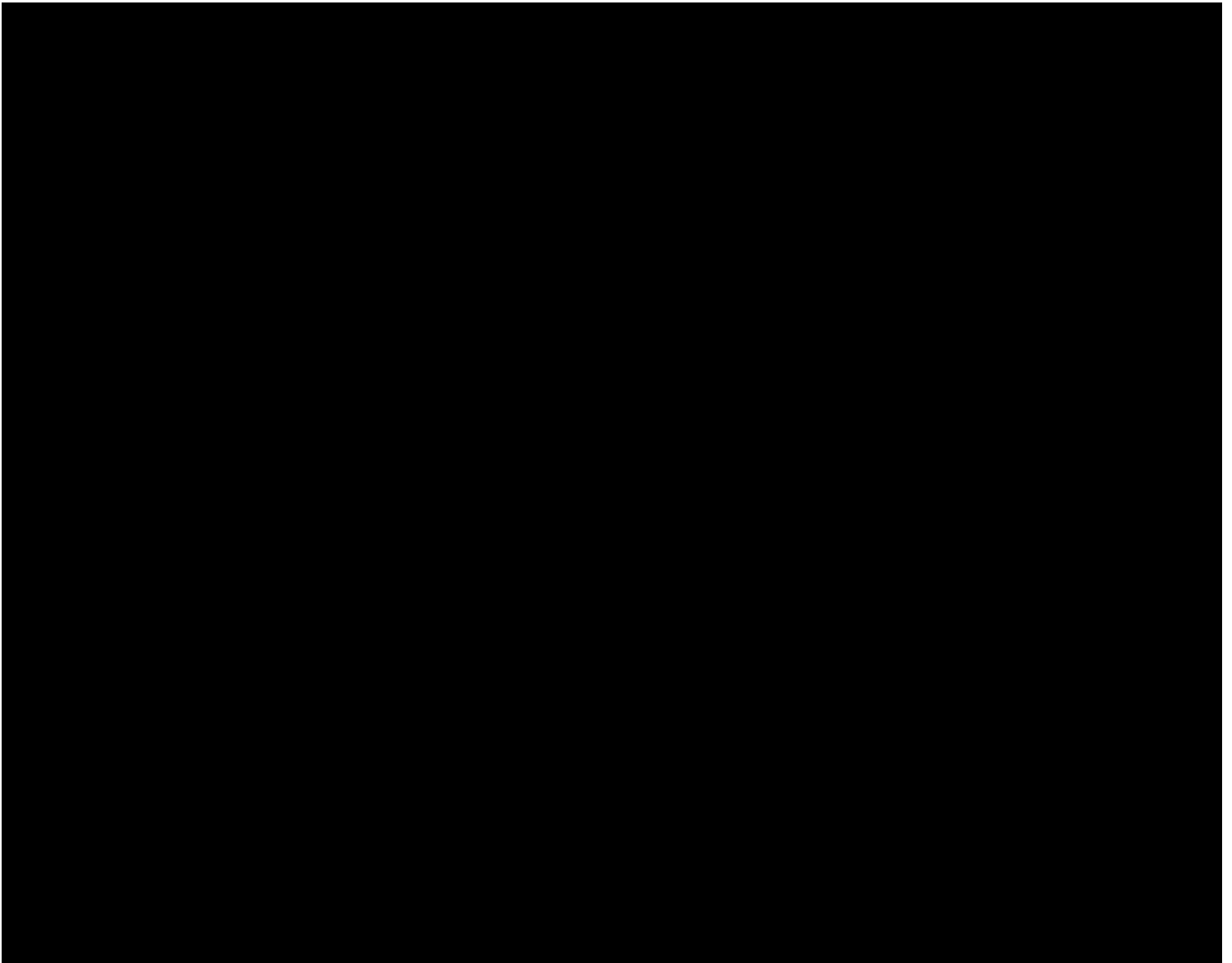


Arnold J. Malvick, Managing Director

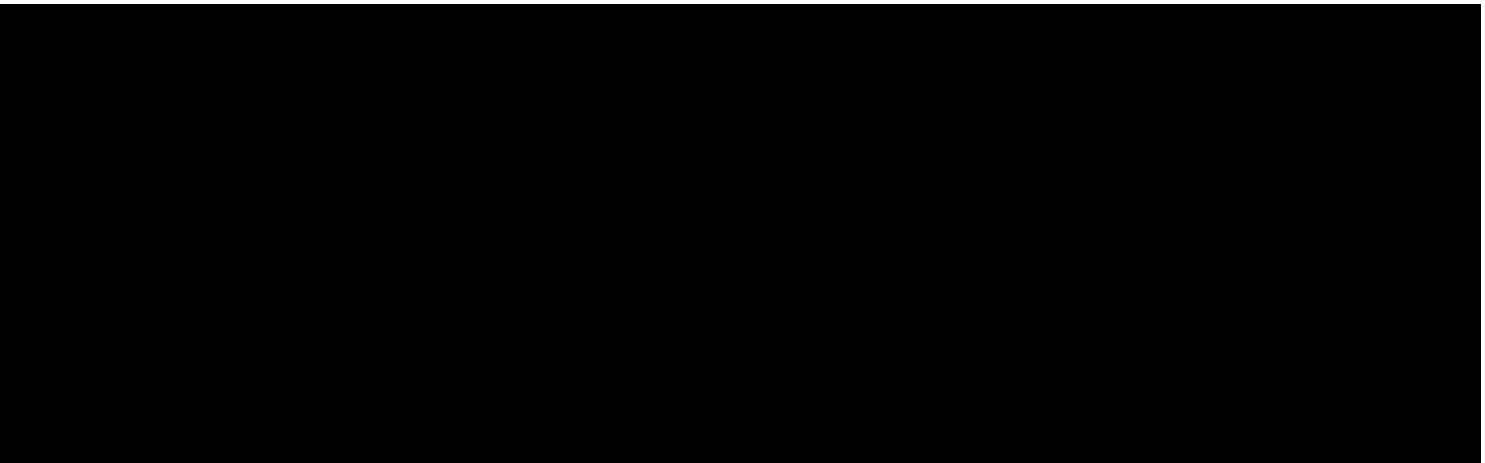


5.2 FedRAMP or StateRAMP Authorization, HITRUST Certification or Security and Privacy Assessment, and SSA-E 18 assessment or equivalent if hosted outside of AHCCCS Azure tenancy





5.3 Proof of compliance with federal regulations for solutions that will process, store, or transmit data from the Federal Hub





5.4 HIPAA Privacy and Security

Specifically, CFR title 45 public Welfare, Parts 155.260 and 164 – Security and privacy; Arizona Security standards and policies set by ADOA / ASET; and all applicable ACA requirements and standards, including MARS-E.

5.5 Transmittal Letter

The Transmittal Letter should briefly summarize the Offeror's ability to supply the requested services that meet the requirements defined in the Task Order and must contain a statement/attestation indicating the Offeror's willingness to provide the services and deliverables, subject to the terms and conditions set forth in the Task Order.

Accenture LLP is pleased to transmit our proposal for **Task Order No. YH26-0031, AI Call Center Integration**. We appreciate AHCCCS's vision to modernize customer service for members and providers through an AI-powered, omnichannel experience that leverages existing investments in Genesys for telephony and routing and ServiceNow for case management and knowledge.

Summary of our ability to supply the requested services



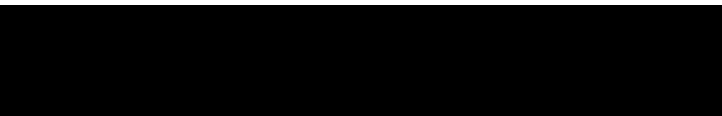
Attestation of willingness and acceptance of terms

Accenture LLP hereby attests that we are willing to provide the services and deliverables described in Task Order No. YH26-0031 and to do so subject to the terms and conditions set forth in the Task Order, including the HIPAA Business Associate Addendum, AHCCCS Terms and Conditions, and any Solicitation Amendments. We further acknowledge AHCCCS's confidentiality, records, and ownership provisions and will comply with all applicable federal and state requirements.

We welcome the opportunity to discuss our approach in more detail and to coordinate next steps with your team.

A person authorized to commit the Offeror to its representations and who can certify that the information offered in the proposal meets all general conditions must sign the Transmittal Letter. In the Transmittal Letter, please indicate the principal contact for the proposal along with an address, telephone number, and an email address if that contact is different than the individual authorized for signature.

Arnold J. Malvick



In addition to the required detailed legal analysis, the Offeror shall summarize in their Submittal Letter the list of distinct portions, including exact page numbers, of their document is requested to be kept confidential. See “Request for Proprietary / Confidential Determination” paragraph (below).

Confidential section	Page numbers
Personnel Information (counts, names, staff proposed, experience, biographical information, resumes)	A1 Transmittal Letter - Cover Letter, divider page, page 1 - Transmittal Letter, pages 1, 5 A2 Signed Solicitation Amendments - Pages 1, 2 B1 Experience and Expertise - B1.1 Specific experience of the firm, pages 1-6 - B1.2 Names and classification of key staff, pages 6-7 - B1.3 Experience with this type of project, page 8 - B1.4 Medicaid eligibility-specific experience and expertise of proposed staff, pages 9-10 - B1.5 Resumes, pages 11-24 B3 Solution Overview - B3.1 Solution Overview, pages 1-10 C1 Legal Analysis for Confidential/Proprietary Determination - Page 2
Client Information (projects, statistics, and examples)	A1 Transmittal Letter - Transmittal Letter, page 5 B1 Experience and Expertise - B1.1 Specific experience of the firm, pages 1-6 - B1.2 Names and classification of key staff, pages 6-7 - B1.3 Experience with this type of project, page 8 - B1.4 Medicaid eligibility-specific experience and expertise of proposed staff, pages 9-10 - B1.5 Resumes, pages 11-24 B2 Method of Approach - B2.1 Proposed project management methodology and approach, pages 1-5 - B2.2 High-level narrative description of the requirements, pages 6-10 - B2.3 High-level proposed schedule, pages 11-12 B3 Solution Overview - Pages 1-10 B5 Pricing Proposal - B5.12 Subcontracts, page 2
Methodology (approach, proprietary tools, assumptions)	A1 Transmittal Letter - Cover Letter, pages 1-5 - Transmittal Letter, pages 2-5 B1 Experience and Expertise

Confidential section	Page numbers
	• B1.1 Specific experience of the firm, pages 1-6 • B1.2 Names and classification of key staff, pages 6-7 • B1.3 Experience with this type of project, page 8 • B1.4 Medicaid eligibility-specific experience and expertise of proposed staff, pages 9-10 • B1.5 Resumes, pages 11-24
	B2 Method of Approach • B2.1 Proposed project management methodology and approach, pages 1-5 • B2.2 High-level narrative description of requirements, pages 6-10 • B2.3 High-level proposed schedule, pages 11-12 • B2.4 Assumptions, pages 13-24
	B3 Solution Overview • Pages 1-10
	B4 Completed Requirements Matrix • Adherence to Mandatory Requirements and Contractor Response Notes columns, pages 1-62
	B5 Pricing Proposal • Pricing Proposal Excel file is unredacted • B5.2 Subcontracts, page 2

Thank you for the opportunity to submit this proposal. We look forward to your review and the possibility of working together on this important initiative.

Sincerely,



Arnold Malvick, Managing Director
State of Arizona Client Account Lead

Legal disclaimer

This proposal contains information and trade secrets that are confidential and proprietary to Accenture LLP (“Accenture”). It is being submitted to the Arizona Health Care Cost Containment System (“AHCCCS”) in response to Solicitation # YH26-0031 for AI Call Center Integration Services on the understanding that it will be used solely for the purpose of evaluating the solution contained in this document and shall not be copied for, or disclosed to, any person other than AHCCCS employees and legal advisors evaluating the proposal.

This proposal contains financial, commercial, and technical information the disclosure of which could reasonably be expected to cause commercial harm and financial loss to Accenture. In the event that AHCCCS receives a request for disclosure from a third party pursuant to a statutory provision, to the extent the statute and the law provides, Accenture will make further submissions with respect to the confidential nature of the contents of this proposal at that time. In the event that AHCCCS receives such a third-party request, Accenture asks that AHCCCS notify Accenture as soon as possible so that Accenture may exercise any rights available to it under the law in order to protect its confidential information.

Notwithstanding anything to the contrary, Accenture’s proposal submission, and its performance of any services, are contingent upon the parties’ negotiation and execution of a contract containing terms and conditions mutually acceptable to both AHCCCS and Accenture.

This response was prepared on the instructions and information given by AHCCCS and accordingly Accenture accepts no responsibility for any inaccuracy or error, or any action taken or not taken in reliance on this response. All representations and warranties whether express or implied by statute, law or otherwise, are hereby excluded.

This response is submitted solely by Accenture LLP. References made to the experience and capabilities of Accenture may include reference to the experiences and capabilities of related, allied, or affiliated third parties.