

April 23, 2026

Mr. Chad Smith
Accenture LLP
112 North Central Ave
Phoenix, Arizona 85004

Re: Task Order YH26-0031– AI Call Center Integration Services Request for Best and Final Offer (BAFO)

Dear Mr. Smith,

AHCCCS requests a BAFO from Accenture for YH26-0031-AI Call Center Integration Services. This represents an opportunity for Accenture to provide AHCCCS with the most advantageous pricing for the project. AHCCCS request the following to be included in your BAFO response.

A. Best Pricing

Submit the BAFO to Procurement@azahcccs.gov and Lisa.Monreal@azahcccs.gov no later than Friday, April 24, 2026 at 3:00 PM, AZ time.

If Accenture does not submit a BAFO, the initial offer submitted by Accenture will be considered its BAFO.

Sincerely,

Lisa Monreal

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