

April 23, 2026

Mr. Colin Tetreault
Ernst & Young , LLP
101 East Washington St. Suite 910
Phoenix, AZ 85004

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

Dear Mr. Tetreault,

AHCCCS requests a BAFO from Ernst & Young for YH26-0031-AI Call Center Integration Services. This represents an opportunity for Ernst & Young 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 Ernst & Young does not submit a BAFO, the initial offer submitted by Ernst & Young will be considered its BAFO.

Sincerely,

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