

April 23, 2026

Ms. Kristen Conner  
IBM Consulting  
1 Orchard Road  
Armonk, NY 10504

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

Dear Ms. Conner,

AHCCCS requests a BAFO from IBM Consulting for YH26-0031-AI Call Center Integration Services. This represents an opportunity for IBM Consulting 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](mailto:Procurement@azahcccs.gov) and [Lisa.Monreal@azahcccs.gov](mailto:Lisa.Monreal@azahcccs.gov) no later than Friday, April 24, 2026 at 3:00 PM, AZ time.

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

Sincerely,

*Lisa Monreal*

Lisa Monreal  
Senior Procurement Specialist  
[Lisa.Monreal@azahcccs.gov](mailto:Lisa.Monreal@azahcccs.gov)