

SCORING Guidance for Evaluators (used for Method of Approach and Experience and Expertise)	Points
Excellent, insightful response	5
A good response, provided details and some special insights	4
Adequate response, no special insights	3
Below average response, lacks detail and clarity	2
Insufficient response, missing requested information	1
Totally inadequate, no relevant response given	0

Criteria	Points Max	Accenture	Deloitte	EY	IBM	Slalom
Experience and Expertise	350	335	210	229	178	140
Method and Approach	220	191	102	147	161	96
Solution Overview	180	180	108	108	108	108
Completed Requirements Matrix	150	117	148	152	96	143
Proposed Pricing	100	47	53	67	100	60
TOTAL SCORE	1000	871	621	703	643	547

Evaluation Committee (Scoring Team) Members Attestation:
We hereby attest that the points awarded to each offeror listed on this Scoring Sheet were scored in accordance with the established evaluation criteria and represent our best judgment of each offeror's proposal. As indicated by the scores and the justification in the Executive Summary, our recommendation for contract award is:

NAME OF RECOMMENDED AWARDED VENDOR:	Accenture LLP
Evaluator Signature:	DocuSigned by: <i>Claudia Rodriguez</i> 8C28004DA17B42D...7/17/2026
Evaluator Signature:	Signed by: <i>Desiree Little</i> 0A5A30C47EAB4B3...7/17/2026
Evaluator Signature:	DocuSigned by: <i>Paul Moxey</i> F245A344F5F4436...7/17/2026
Evaluator Signature:	Signed by: <i>Suresh Mungesan</i> F5902CA18E3F442...7/20/2026
Evaluator Signature:	Signed by: <i>Wendy Martin</i> A57B33C62AD24E3...7/16/2026

AHCCCS PROCUREMENT OFFICE SCORING TOOL				
YH26-0031				
		Accenture		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Procurement Comments
Experience, Expertise and Capacity of the Firm (Limit 10 pages)		Procurement Comments		
5.6.1. Specific experience, expertise and capacity of the firm with this type of initiative.	95	5	95	Great response. The proposal could have included more detailed information pertaining to roles, responsibilities, as well as processes and functional requirements. The proposal demonstrates that the vendor has strong experience with ServiceNow and Genesys, as well as Medicaid call center operations. During the demonstration, the team agreed that the information presented expanded in areas such as digital transformation, cloud solutions, cybersecurity, and strategic business, and offered more depth on their experience with similar projects, staff roles in the project, and how that expertise could be utilized for AHCCCS system. The presentation highlighted on several examples of enterprise solutioning, cloud based architecture, and strong AI governance.
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75	4	60	Good response. The submission outlined a thorough list of positions, names, and defined how each role contributes to the overall project objectives. The response also clearly conveyed the legitimacy of the partnership with a subcontractor. Key staff in the proposal were executive level, with insight into the team who would be performing the work. During the presentation, further details were provided regarding the staff members and the relevant experience they will contribute to the project. The demonstration also displayed advanced digital tools to support the execution of activities as part of the proposed solution.
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95	5	95	Great response. The proposal exhibited a strong combination of experience and expertise in Medicaid programs and call center operations. The proposal noted that staff possessed experience with Genesys and AI-specific, with specific expertise clearly being highlighted. During the demonstration, the vendor exhibited a high level of expertise in both technology and strong delivery, along with a strong commitment to customer service. The presentation further detailed the personnel assigned to key roles, emphasizing their experience and alignment with the needs of the staff who would be leveraging the solution for this project.
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85	5	85	Great response. The submission response offered a detailed breakdown of the staff experience and expertise to the project. The resumes provided detailed information, including in-depth descriptions of relevant experience working on similar projects. The staff brings together deep expertise in policy interpretation, Genesys, frontline eligibility operations, and system implementation to ensure solutions align with real-world casework. The vendor understands how eligibility decisions interact with Health-e-Arizona Plus, ALTCS processes, managed care enrollment, and reporting requirements. The proposal indicates direct experience in supporting case workers and supervisors. The proposal indicates the vendor's ability to identify operational bottlenecks, clarifying policy, and reducing rework caused by system or process misalignment. Throughout the presentation, the presenters provided clear and comprehensive information regarding the team's standards and the approach for delivering the service.
Subtotal	350		335	
Method of Approach		Procurement Comments		
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70	4	56	Great response. The proposal provided a solid approach to project delivery, with a good approach to enterprise-level governance. The proposal outlined the vendor's delivery methodology, emphasizing 100% on-time document delivery, sprint-based execution, and single-digit defect leakage into production. The proposal brings strong Medicaid and ServiceNow expertise to every project stage. It is indicated that team continuity is maintained through structured onboarding and offboarding processes. The methodology approach ensures Integrates disciplined governance, hybrid waterfall delivery, and Responsible AI to drive efficient, ethical results. The presentation outlined an aggressive and impressive work timeline, reflecting their experience and strong capacity in delivering consulting and technology solutions. The presentation walked through the proposed timeline and demonstrated how delivery would be achieved within the set timeframe. The bot demonstration illustrated sentiment detection features intended to enhance the overall customer service experience.
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75	4	60	Good response. The team agreed that the proposal addressed the five workstreams and demonstrated a solid approach to how the requirements would be met. The proposal clearly demonstrated attention to the customer experience, including the Unified Experience Connector. Furthermore, the demonstration offered a more detailed explanation of how the requirements would be delivered, offered clarification around reporting and monitoring and demonstrated a strong understanding of the contract's security expectations, particularly in identity management, regulatory compliance, and centralized log aggregation. The presentation also clearly articulated their scheduling approach, including how the critical path would be identified, the baseline schedule established, and governance implemented.
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75	5	75	Great response. The schedule submitted in the proposal included a detailed and articulate timeline, and provided detail around the clarity of the workstreams, as well as AHCCCS role in the activates outlined in the schedule. The proposal displayed best practices and proven methodologies to ensue deliverables are completed on schedule and aligns with AHCCCS requirements. The presentation demonstrated their commitment and ability to meet the objectives with the defined timeline by employing a structured project management approach by leveraging its experience knowledge in the healthcare system integration. Clear milestones, continuous progress monitoring, and open stakeholder communication are implemented to proactively address risks and issues. This comprehensive strategy will help facilitate a smooth and timely implementation process, ensuring all objectives are met within the established timeline.
Subtotal	220		191	
Solution Overview		Procurement Comments		
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	180	5	180	Great response. The proposal's technical approach demonstrated a solid understanding of AHCCCS needs, specifically around M&O, testing, training, and platform management. The proposed approach included AHCCCS ownership of the solution. The proposal provided details on project management, testing, training and maintenance and operations, and a Configuration-First approach, Low/no code solution, Solution describes using Out of the Box features to reduce the customization needed. The presentation displayed the utilization of technology, robust framework, and best practices in projects management. Throughout the demonstration, advanced automation, cloud technologies, and data analytics were presented to drive scalability and maintain compliance across various regions. Additionally, the presentation reflected their emphasizes, collaboration and continuous improvement, enabling them to adapt quickly to changing global standards and customer's needs. The session highlighted a well-crafted UX experience for both member and agent. Reports were in depth and use AI appropriately. AI was quick and nimble; sentiment detection was based more on human voice than just detecting specific words. Suggested responses demoed with chat agent, and responses shown to context aware. AI agent demoed to have access to historic customer data and whole household data. The language demonstration was very impressive, model training was discussed, based on actual voice sound wave data and not spoken phrases. Supports multiple accents of the same language and has the ability to add other languages. Compliance and security were covered in depth. 10 year immutable logs, SIEM monitoring, IdP, encryption, and regulatory compliance discussed.(ARC-AMPE was specifically called out)
Subtotal	180		180	
Requirements Response Matrix	1032	Evaluator's Score	Weight	
RRM (344 Requirements *3 points each=1032)	150	808	117	
Subtotal	150	808	117	

AHCCCS PROCUREMENT OFFICE SCORING TOOL				
YH26-0031				
		Deloitte		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Procurement Comments
Experience, Expertise and Capacity of the Firm (Limit 10 pages)		Procurement Comments		
5.6.1. Specific experience, expertise and capacity of the firm with this type of initiative.	95	3	57	Adequate response. The team agreed that the proposal contained a solid level of basic expertise, including demonstrated experience in public sector and ServiceNow. Their experience and partnership with Genesys and ServiceNow was strong. There was a lack of detail in the examples of similar work, specifically with Genesys.
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75	3	45	Adequate response. The proposal included leads but lacked project-level proposed staff. Key staff in the proposal were executive level, with lacking insight into the team who would be performing the work Proposal lacked technical expertise and M&O experience.
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95	3	57	Adequate response. The proposal contained expertise in ServiceNow, AI Call Center and public sector but did not list strong Medicaid-specific experience. Lacked Genesys-specific experience. Leadership team was lacking in Medicaid-specific experience. Specific teams and indivual were not described in detail but rather access to a large pool of generic resources.
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85	3	51	Adequate response. The proposal outlined experience and expertise of the staff, but lacked demonstrated experience implementing a similar solution. Medicaid-specific experience was weak.
Subtotal	350		210	
Method of Approach		Procurement Comments		
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70	3	42	The proposal's approach and methodology were sufficient to meet the started requirements. However, it included generalized language regarding its project governance approach that was not tailored to the specific product details.
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75	2	30	Below average response. The proposal was unclear on how the solution would meet the requirements. The team was left with a lack of understanding of how the tools and approach proposed would work. There was a lack of detail on how security concerns would be addressed in the solution. The team did not have a solid understanding of the member experience. The proposal lacked detail around the integration between Genesys, Eligibility policies, and other systems.
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75	2	30	Below average response. The team appreciated the Gantt chart but had questions around how the testing and training activities could happen concurrently. The proposal noted that testing, validation, piloting, and training were scheduled to occur simultaneously. It was observed that the system could be piloted and tested while end users were still untrained, which raised concerns about potential confusion, reduced efficiency, and unanticipated implementation delays.
Subtotal	220		102	
Solution Overview		Procurement Comments		
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	180	3	108	Average response. The team experienced additional questions after reviewing the proposal. The approach lacked detail around technical components such as security, access controls and audits. Proposal mentioned subcontractor monitoring but did not explain the use of a subcontractor. The presentation Demo showed a single pain of glass type UI/UX experience. The AI agent was snappy and fast, sentiment detection appeared to be based on voice and not just word detection. Chat agent interface offered suggested responses based on user data and context. Lots of AI based sentiment reporting.
Subtotal	180		108	
Requirements Response Matrix	1032	Evaluator's Score	Weight	
RRM (344 Requirements *3 points each=1032)	150	1020	148	
Subtotal	150	1020	148	

AHCCCS PROCUREMENT OFFICE SCORING TOOL				
YH26-0031				
		IBM		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Procurement Comments
Experience, Expertise and Capacity of the Firm (Limit 10 pages)		Procurement Comments		
5.6.1. Specific experience, expertise and capacity of the firm with this type of initiative.	95	4	76	Good response. The proposal included examples of how AI has been used to advance call center operations, offering examples of ServiceNow and Genysys. The team appreciated the inclusion of IVR and customer focused experience. The vendor demonstrated experience in integrating AI within healthcare environments. It was evident in the proposal that the vendor possesses strong experience with Genesys and Medicaid-related initiatives. Examples of prior outcomes in the proposal demonstrated attention to detail and insightful understanding of the requirements. However, the demonstration lacked clarity and felt out of the box. It being pre-recorded between the same two teammates did not instill confidence that the product was ready for a full demo. The AI capability that sends SNAP benefit information directly to users without additional support was not well received, as it appeared to be a partially implemented solution. During the presentation, the pre-recorded bot interaction raised concerns, especially when it congratulated a caller who mentioned pregnancy, as it did not account for the uncertainty of the individual circumstances.
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75	3	45	Adequate response. The proposal listed leadership roles but did not indicate personnel who would be performing day to day project delivery. Key staff in the proposal were executive level, with lacking insight into the team who would be performing the work. More information about the individual teammates and what roles they play during the implementation would have supported the section. During the presentation, additional context regarding the individual team members and their respective roles in the implementation would have been beneficial.
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95	3	57	Adequate response. Sample of proposed staff did not indicate whether this was the dedicated team for the project. The proposal supplied high level descriptions of proposed staff but lacked details in who would lead the technical implementation and project activities.
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85	2		Below average response. Vague details. The proposal did not explain who the dedicated team would be and offered a generic overview of their overall resource capacity rather than project-specific assigned roles. The proposal indicated that it was not anticipated to need the use of subcontractors, but if needed in the future, there may be an inability for AHCCCS to review and approve staff changes.
Subtotal	350		178	
Method of Approach		Procurement Comments		
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70	4	56	Good response. Proposal contained sufficient detail around methodologies and testing approach, as well as industry and best practice expertise. Attention to hypercare and transition planning was strong. The 2-week sprint approach was aggressive. The proposal outlined a good approach to enterprise governance and phased approach.
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75	3	45	Adequate response. Detailed description of how the requirements would be met. Some requirements responses indicate needing a third party integration. Provides narrative on the proposed approach, but lacks clarity on specifics of how each requirement will be met. The presentation of the components felt static and remained at a surface level, without sufficient depth or a clear understanding of the project.
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75	4	60	Good response. Proposed timeline is detailed with clearly listed goals and objectives. Detailed timeline that includes a sufficient level of detail in the accompanying narrative. The phased approach to implementation provided clarity. The Gantt chart view was strong and the timeline potentially aggressive with the time needed for potential added complexity and assumptions. Insight into the aggressive timeline. During the demonstration, the sprint cycle timeline was not addressed and the benefit of the aggressive sprint cycle was not clear.
Subtotal	220		161	
Solution Overview		Procurement Comments		
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	180	3	108	Adequate response. The proposal demonstrated limited detail in proposed technical architecture. The proposed approach to reporting & analytics, authentication and enterprise technologies were strong. While the proposal answered the question, the insight was not detailed and lacked sufficient insight into the technical architecture and overall understanding of the complexity of the project. The presentation showed a single pane of glass style interface. Call sentiment appeared to be based off of voice and not word detection. Suggested responses shown for chat agent responses. The demonstration was pre-recorded. There was a preference for live product demonstrations, despite the potential for introducing variables that are difficult to control. This would demonstrate critical understanding of the software in its current state. The AI agent congratulated a member on a pregnancy before any context was given. Depending on the context of pregnancy, this may turn into a critical customer care issue..
Subtotal	180		108	
Requirements Response Matrix	1032	Evaluator's Score	Weight	
RRM (344 Requirements *3 points each=1032)	150	659	96	
Subtotal	150	659	96	

AHCCCS PROCUREMENT OFFICE SCORING TOOL				
YH26-0031		Ernst and Young		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Procurement Comments
Experience, Expertise and Capacity of the Firm (Limit 10 pages)		Procurement Comments		
5.6.1. Specific experience, expertise and capacity of the firm with this type of initiative.	95	4	76	Good response. The proposal highlighted relevant experience with AHCCCS and demonstrated a comprehensive understanding of enterprise-level functions. The vendor offers capabilities in AI and ServiceNow combined with experience in Medicaid systems and Now Assist. The proposal indicated greater experience with Now Assist experience compared to Genesys. However, during the presentation, the full depth of the team’s collective experience was not fully conveyed. The demonstration felt stilted, and the imagery used to showcase the technology appeared unpolished. Overall it did not present as an enterprise-grade solution demonstration.
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75	3	45	Adequate response. The proposal listed positions and responsibilities, with attention to M&O listed as a strength. Advisory team included both ServiceNow and Medicaid expertise. In the presentation it was noted that they are using a 3rd party however; it was not listed in the proposal.
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95	3	57	Adequate response. The experience and expertise listed outlined solid understanding of Medicaid, and the team appreciated reference to ARCAMP and industry standards. The proposed experience demonstrated significant expertise. The presentation did not clearly demonstrate experience with systems or effectively articulate how bot recognition would be implemented. Additionally, the presentation lacked specific examples and failed to address key technical concerns regarding integration with existing platforms. The presentation lacked clarity on previous projects involving similar technology and did not highlight possible challenges. This absence of detailed explanation and practical references raised question about their readiness to handle complex system requirements and effectively deploy bot recognition solutions. The demo did not demonstrate a strong understanding of Identity Platforms or an understanding of centralized Identity management in an Enterprise architecture.
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85	3	51	Adequate average. Although the vendor has experience in the Medicaid sector, the content of their proposal was insufficient and lacked the necessary detail. It was unclear where the experience had been obtained. During the demonstration there were questions about why AWS/Okta/Twilio were shown as choices for MFA, Push notifications and SSO. During the presentation, there was noticeable hesitation and lacked confidence to answer questions. Although another team member ultimately provided a response, the individual who initially addressed the question did not begin with an appropriate or sufficient answer. In the course of the presentation, the overall team appeared uncertain and did not convey a strong understanding of their roles and responsibilities or a clear approach to delivering the project.
Subtotal	350		229	
Method of Approach		Procurement Comments		
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70	3	42	Adequate response. The team appreciated the methodologies specific to SDLC and agile. Light details around security and governance. The approach to training was strong, as well as phased approach to the overall delivery. The presentation lacked a strong sense of commitment, and it was unclear how the proposed timelines would be achieved. While the presenters, outlined several objectives and deliverables, there was little evidence of clear accountability or ownership within the team. Additionally, the roadmap was presented without specific milestones or measurable outcomes, making it difficult to assess progress. There were unresolved questions around resource allocation and transparency in meeting deadlines, affecting confidence in the proposal's effectiveness.
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75	4	60	Good response. Specific categories were outlined and addressed at a high level, including descriptions of the activities within each work group and how they function. The proposal demonstrated an approach that was specific to the project requirements. The listed activities indicate excellent understanding of industry standards and best practices. Language in the demo was underwhelming. No low-level discussion on how their translation engine works or what AI models are trained on.
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75	3	45	Adequate response. The proposed schedule offers activity breakdown and swim lanes. The schedule was detailed with description of the activities contained. AHCCCS aligns with the agreed-upon schedule and is approved within five days. However, during the presentation there was no defined no clear fallback if this timeline is not met. Testing activities must also be completed within a set timeframe, regardless of unexpected issues. This is a major concern in the event of system downtime.
Subtotal	220		147	
Solution Overview		Procurement Comments		
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	180	3	108	Adequate response. The proposal included excellent details around proposed governance and deep expertise of industry standards and best practices. The team appreciated proposed workflow and automation and attention to AI-specific details in the proposed approach. Single pane of glass type agent interface was demonstrated during the presentation. Call sentiment appeared to be based on voice, suggested responses available for chat based on user context. AI summary available for post contact review. AI resources all hosted within SNOW/Genesys. Chat auto translation appeared to work well. UI/UX looked very rough. During the session, the language demo was too fast and didn't go into depth of how language is detected. Security discussion brought up several concerns as the images shown during the demo made it appear the solution would use AWS, Okta Verify and Twilio. However, while presenting the demo this was corrected verbally after an awkward handoff between teammates. Identity security should be treated as critical and high priority in a project that will be managing over a million Arizona residents PHI/PII.
Subtotal	180		108	
Requirements Response Matrix	1032	Evaluator's Score	Weight	
RRM (344 Requirements *3 points each=1032)	150	1019	152	
Subtotal	150	1019	152	

AHCCCS PROCUREMENT OFFICE SCORING TOOL				
YH26-0031				
		Slalom		
Evaluation Criteria	Points Max	Evaluator's Score (0-5)	Weighted Score	Procurement Comments
Experience, Expertise and Capacity of the Firm (Limit 10 pages)		Procurement Comments		
5.6.1. Specific experience, expertise and capacity of the firm with this type of initiative.	95	2	38	Below average response. Proposal did not demonstrate deep understanding of the project scope and complexity. Proposal was not detailed in examples and provided limited depth of experience in similar projects. Even though they have ServiceNow, Genesys , Cloud experience, omnichannel, IVR, AL analytics they only had one case study show references to Genesys and ServiceNow. Very little detail on the State Social Services to improve accessibility for Individuals with Disabilities.
5.6.2. List of names and classification of personnel expected to perform specific activities, including use of subcontractors.	75	2	30	Below average response. Proposal included a list of roles but did not specify name staff. The proposal indicated the use of subcontractors, but did not clarify who the subcontractor would be or what responsibilities the subcontractor would fill. Overall experience was limited and provided high-level overview information but not a detailed or thorough presentation of the staffing approach.
5.6.3. Experience and expertise of the proposed staff with this type of initiative.	95	2	38	Below average response. Proposed staff had experience in SNOW and public sector, but the expertise of the proposed positions were high-level, no indication of who would perform day to day project work.
5.6.4. A description of Experience, Expertise and Capacity of the proposed staff.	85	2	34	Below average response. Proposal was summarized, but did not provide extensive detail around the capacity of proposed staff. The proposal did not include details around day to day project team or implementors.
Subtotal	350		140	
Method of Approach		Procurement Comments		
5.7.1. Proposed initiative management methodology and approach to fulfill the requirements of this initiative. (Limit 5 pages)	70	2	28	Below average response. Although the proposal demonstrated a strong alignment to working with AHCCCS during DDI and transition, the proposal lacked insight into Maintenance and Operations support. Overall approach was lacking detail and did not offer a solid plan for supporting AHCCCS through M&O.
5.7.2. High level narrative description of how the vendor will satisfy each of the requirements in the requirements matrix. (Limit 5 pages)	75	2	30	Below average response. Proposal did not indicate that all requirements would be met. Overall the proposal demonstrated a lack of support, including M&O. The information presented was lacking sufficient detail on how the requirements would be fulfilled. The proposal did not offer detail on the technical capabilities for meeting the requirements.
5.7.3. High level proposed schedule to meet the objectives for AHCCCS anticipated timeline for implementation.	75	2.5	38	Below average response. Timeline outlined MVP without detail around what has included after MVP development. Diagram was high-level and did not provide detail around UAT or Training milestones, and did not offer clarity around deliverable milestones.
Subtotal	220		96	
Solution Overview		Procurement Comments		
5.8. Describing your technical approach to fulfilling the requirements outlined in the Global requirements (Requirements Matrix). (Limit 10 pages)	180	3	108	Adequate response. Proposal strengths indicated SaaS focused solution, but lacked detail around security, technical approach and staffing. Overall proposal was high level and lacked detail and clarity.
Subtotal	180		108	
Requirements Response Matrix	1032	Evaluators Score	Weight	
RRM (344 Requirements * 3 points each= 1032 Points)	150	986	143	
Subtotal	150	986	143	

AHCCCS PROCUREMENT OFFICE SCORING TOOL: B7 - COST PROPOSAL

$$\left(\frac{\text{Price}_{lowest}}{\text{Price}_{offered}}\right) \times \text{Points}_{max} = \text{Points}_{awarded}$$

Price Lowest: \$4,328,120.00
Points Max: 100

	Accenture	Deloitte	EY	IBM	Slalom
TOTAL 5 YEAR PRICE	\$9,122,990.00	\$8,235,669.89	\$6,459,348.00	\$4,328,120.00	\$7,200,000.00
Cost Points Awarded	47	53	67	100	60

Accenture	Total System Cost Summaries							
	Description	One Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	Solution Costs	\$-	\$5,802,115.00	\$1,354,349.00	\$829,894.00	\$878,458.00	\$935,066.00	\$9,799,882.00
	BAFO SAVINGS \$676,892.00		\$5,473,110.00	\$ 1,241,660.00	\$ 756,220.00	\$ 800,290.00	\$ 851,710.00	\$9,122,990.00

Deloitte	Total System Cost Summaries							
	Description	One Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	Solution Costs	\$-	\$3,401,017.35	\$1,425,000.00	\$1,353,000.00	\$1,290,000.00	\$1,250,000.00	\$8,719,017.35
	BAFO SAVINGS \$483,347.46		\$2,968,236.89	\$1,414,433.00	\$1,333,000.00	\$1,280,000.00	\$1,240,000.00	\$8,235,669.89

EY	Total System Cost Summaries							
	Description	One Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	Solution Costs	\$-	\$4,094,365.80	\$765,223.04	\$733,148.80	\$705,083.84	\$685,037.44	\$6,982,858.92
	BAFO SAVINGS \$523,510.92		\$3,845,408.00	\$692,430.00	\$663,448.00	\$638,088.00	\$619,974.00	\$6,459,348.00

IBM	Total System Cost Summaries							
	Description	One Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	Solution Costs	\$-	\$3,663,891.53	\$236,401.79	\$260,169.55	\$229,046.80	\$236,159.33	\$4,625,669.00
	BAFO SAVINGS \$297,549.00		\$3,366,344.70	\$236,401.30	\$260,169.00	\$229,046.00	\$236,159.00	\$4,328,120.00

Slalom	Total System Cost Summaries							
	Description	One Time Costs	Year 1	Year 2	Year 3	Year 4	Year 5	Total
	Solution Costs	\$-	\$7,200,000.00					\$7,200,000.00

Certificate Of Completion

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0AFA29F47EA8463...

Sent: 7/16/2026 7:08:24 PM

Viewed: 7/17/2026 6:30:05 AM

Signed: 7/17/2026 6:31:04 AM

Signature Adoption: Pre-selected Style

Using IP Address: 63.235.174.1

Electronic Record and Signature Disclosure:

Accepted: 7/17/2026 6:30:05 AM

ID: 2a0ed8b0-0cd8-421b-9c1c-fa4914388c6d

Company Name: Carahsoft OBO Arizona Health Care Cost Containment System

Paul Maxey

Paul.Maxey@azahcccs.gov

Security Level: Email, Account Authentication
(None)

DocuSigned by:
Paul Maxey
F24EA214F5F4425...

Sent: 7/16/2026 7:08:25 PM

Viewed: 7/17/2026 9:29:19 AM

Signed: 7/17/2026 9:29:29 AM

Signature Adoption: Pre-selected Style

Using IP Address: 13.86.232.74

Electronic Record and Signature Disclosure:

Not Offered via Docusign

Suresh Murugesan

Suresh.Murugesan@azahcccs.gov

Sr Software Development Manager

AHCCCS

Security Level: Email, Account Authentication
(None)

Signed by:
Suresh Murugesan
F5782CA19E9F442...

Sent: 7/16/2026 7:08:25 PM

Viewed: 7/16/2026 9:48:34 PM

Signed: 7/20/2026 11:57:28 AM

Signature Adoption: Pre-selected Style

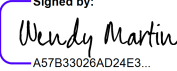
Using IP Address: 75.167.134.240

Electronic Record and Signature Disclosure:

Accepted: 7/16/2026 9:48:34 PM

ID: 43350071-d3f7-4938-919d-8e5997ee0d06

Company Name: Carahsoft OBO Arizona Health Care Cost Containment System

Signer Events	Signature	Timestamp
Wendy Martin Wendy.Martin@azahcccs.gov Security Level: Email, Account Authentication (None)	Signed by:  A57B33026AD24E3... Signature Adoption: Pre-selected Style Using IP Address: 68.2.207.37	Sent: 7/16/2026 7:08:26 PM Viewed: 7/16/2026 8:32:59 PM Signed: 7/16/2026 8:33:37 PM

Electronic Record and Signature Disclosure:
Accepted: 7/16/2026 8:32:59 PM
ID: ec9f6b39-89c2-41ce-b0a7-e158c7dd1204
Company Name: Carahsoft OBO Arizona Health Care Cost Containment System

In Person Signer Events	Signature	Timestamp
Editor Delivery Events	Status	Timestamp
Agent Delivery Events	Status	Timestamp
Intermediary Delivery Events	Status	Timestamp
Certified Delivery Events	Status	Timestamp
Carbon Copy Events	Status	Timestamp
Meggan LaPorte Meggan.LaPorte@azahcccs.gov Chief Procurement Officer AHCCCS Security Level: Email, Account Authentication (None)	COPIED	Sent: 7/16/2026 7:08:26 PM Viewed: 7/20/2026 11:14:55 AM
Electronic Record and Signature Disclosure: Not Offered via DocuSign		

Witness Events	Signature	Timestamp
Notary Events	Signature	Timestamp
Envelope Summary Events	Status	Timestamps
Envelope Sent	Hashed/Encrypted	7/16/2026 7:08:27 PM
Certified Delivered	Security Checked	7/16/2026 8:32:59 PM
Signing Complete	Security Checked	7/16/2026 8:33:37 PM
Completed	Security Checked	7/20/2026 11:57:28 AM
Payment Events	Status	Timestamps
Electronic Record and Signature Disclosure		

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You may contact us to let us know of your changes as to how we may contact you electronically, to request paper copies of certain information from us, and to withdraw your prior consent to receive notices and disclosures electronically as follows:

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To request delivery from us of paper copies of the notices and disclosures previously provided by us to you electronically, you must send us an email to anthony.flot@azahcccs.gov and in the body of such request you must state your email address, full name, mailing address, and telephone number. We will bill you for any fees at that time, if any.

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