



TASK ORDER SUMMARY OF EVENTS
YH26-0031 – AI Call Center Integration

To: Meggan LaPorte, CPPO, MSW
Chief Procurement Officer

From: Lisa Monreal and Tracey Thomas
Senior Procurement Specialist Procurement Manager

Subject: Executive Summary
Request for Proposal Task Order #YH26-0031 AI Call Center Integration

Date: July 21, 2026

Timeline

1. November 10, 2025, Task Order YH26-0031 was competitively released via email to the contractors from the statewide contract Data Management Services.
2. November 20, 2025, Solicitation amendment one (1) Revised the Answer and Question due date to November 21, 2025.
3. November 21, 2025, Due date for contractors to submit the Intent to Bid Form. Each contractor who submitted an Intent to Bid form was provided with a link granting access to AHCCCS Secure Share (ASFS) site through Kiteworks for the purpose of submitting its proposal.
4. December 8, 2025, Solicitation amendment two (2) extended the proposal due date from December 9, 2025 to January 8, 2026. Attachment 1 AI Call Center Requirements Response Matrix incorporated Global Requirements 97 (GR97) to the document.
5. December 15, 2025 and December 19, 2025, the Evaluator Training and Scoring Methodology meeting was held.
6. January 8, 2026, Due date for contractors to submit their proposals.

Evaluation Process

December 15, 2025, the evaluation committee met to determine the scoring methodology and review the evaluation training guidelines. The evaluation team established the scoring methodology and agreed to use the following point scale.

Experience and Expertise – maximum points allowable 350
Method of Approach – maximum points allowable 220
Solution Overview – maximum points allowable 180
Completed Requirements Matrix – maximum points allowable 150
Proposed Pricing – maximum points allowable 100

Release and Receipt

The Task Order closed on January 8, 2026, 3:00 PM (Arizona time). The Task Order was sent via email to six (6) contractors and AHCCCS received five (5) proposals in response.

1. Accenture LLP - Contract CTR078072
2. Deloitte Consulting - Contract CTR078085
3. Ernest & Young LLP – CTR078093
4. IBM – CTR078109
5. Slalom Consulting – CTR078122

Evaluation Committee

The proposals were distributed to all evaluation committee members. The following subject matter experts served as evaluation committee members:

- Paul Maxey
- Wendy Martin
- Claudia Rodriguez
- Suresh Murugesan
- Desiree Lillie

Independent Evaluation

January 12, 2026 through February 17, 2026, Independent Evaluation. The evaluation process was conducted independently, with evaluators assigning scores and providing comments for each question across all categories. In addition, the evaluation team was responsible for reviewing and scoring the Requirements Response Matrix Document.

Consensus Meetings

February 19, 2026 through March 13, 2026, A series of consensus meetings were held with the evaluators. During the consensus meeting, the evaluation team reviewed each proposal's strengths and weaknesses and collaboratively assigned scores for each question across all categories. The evaluation team also conducted a thorough review of the Requirements Response Matrix, assigning and finalizing scores for each question.

April 13, 2026 through April 20, 2026, following the demonstration presentation, the evaluation team conducted a secondary review and reassessed the scores across all categories.

Demo Presentations

April 7, 2026 through April 13, 2026, four (4) contractors were invited to participate in a Demonstration Presentation. Deloitte Consulting's presentation was held April 7, 2026. Accenture LLP's presentation was held April 9, 2026. Ernest & Young's presentation was held April 9, 2026. IBM's presentation was held on April 13, 2026.

April 23, 2026, a BAFO Letter was issued to Accenture, Deloitte Consulting, Ernst & Young, and IBM requesting confirmation of their best pricing. The response to the BAFO was due on April 24, 2026. BAFO responses were reviewed, and pricing scores were updated accordingly. Following the BAFO responses, Accenture updated its response, reducing the cost to \$9,122,990.00 and lowering the total proposed amount by \$676,892.00. Deloitte updated its response, reducing the cost to \$8,235,669.89, and lowering the total proposed amount by \$483,347.46. Ernst & Young updated its response, reducing the cost to \$6,459,348.00 and lowering the total proposed amount by \$523,510.92. IBM updated its response, reducing the cost to \$4,328,120.00 and lowering the total proposed amount by \$297,549.00.

Summary Scoring:

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

NAME OF RECOMMENDED AWARDED VENDOR:	Accenture LLP
Evaluator Signature:	DocuSigned by: <i>Claudia Rodriguez</i> 7/17/2026
Evaluator Signature:	Signed by: <i>Desiree Little</i> 7/17/2026
Evaluator Signature:	DocuSigned by: <i>Paul Masey</i> 7/17/2026
Evaluator Signature:	Signed by: <i>Suresh Mungesan</i> 7/20/2026
Evaluator Signature:	Signed by: <i>Wendy Martin</i> 7/16/2026

Conclusion

After giving the proposals thoughtful consideration and after examining the facts related to the evaluation criteria and the Requirement Matrix document, the Committee recommended a Task Order be awarded to Accenture LLP. It is determined that this Offeror submitted a proposal that was responsible and responsive. It was further determined that this award will be the most advantageous to AHCCCS and the State of Arizona based on the evaluation factors set forth in the solicitation.

I agree with the committee's recommendation.

DocuSigned by:
Mahn 7/22/2026
6720D03F007E4A8...

Chief Procurement Officer

Certificate Of Completion

Envelope Id: D2FB6D3C-C51C-879D-8300-090E225DE6E0

Status: Completed

Subject: Complete with Docusign: YH26-0031 AI Call Center Executive Summary

Source Envelope:

Document Pages: 3

Signatures: 1

Envelope Originator:

Certificate Pages: 1

Initials: 1

Tracey Thomas

AutoNav: Enabled

150 N 18th Avenue

Envelopeld Stamping: Enabled

Phoenix, AZ 85007

Time Zone: (UTC-07:00) Arizona

Tracey.Thomas@azahcccs.gov

IP Address: 20.236.201.103

Record Tracking

Status: Original

Holder: Tracey Thomas

Location: DocuSign

7/22/2026 12:52:15 PM

Tracey.Thomas@azahcccs.gov

Security Appliance Status: Connected

Pool: StateLocal

Signer Events

Signature

Timestamp

Meggan LaPorte

DocuSigned by:


6720D03F007E4A8...

Sent: 7/22/2026 12:54:53 PM

Meggan.LaPorte@azahcccs.gov

Viewed: 7/22/2026 3:01:55 PM

Chief Procurement Officer

Signed: 7/22/2026 3:07:04 PM

AHCCCS

Signature Adoption: Uploaded Signature Image

Security Level: Email, Account Authentication
(None)

Using IP Address: 68.109.130.52

Electronic Record and Signature Disclosure:

Not Offered via Docusign

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

Witness Events

Signature

Timestamp

Notary Events

Signature

Timestamp

Envelope Summary Events

Status

Timestamps

Envelope Sent

Hashed/Encrypted

7/22/2026 12:54:53 PM

Certified Delivered

Security Checked

7/22/2026 3:01:55 PM

Signing Complete

Security Checked

7/22/2026 3:07:04 PM

Completed

Security Checked

7/22/2026 3:07:04 PM

Payment Events

Status

Timestamps