



CONFIDENTIALITY DETERMINATION

Task Order Number: YH26-0031
AI Call Center Integration
Offeror's Name: Accenture LLP

In accordance with Arizona state rules and regulations, it is determined that the following records are confidential and exemption from public disclosure as requested by the Offeror listed above:

For a list of specific records to be kept confidential, see the detailed legal analysis contained in the Offeror's Proposal and attached below.

The Offeror has supplied acceptable documentation identifying the portions of the bid along with the specific harm or prejudice which may arise if disclosed.

Signature:

DocuSigned by:

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Title: Chief Procurement Officer



together toward tomorrow

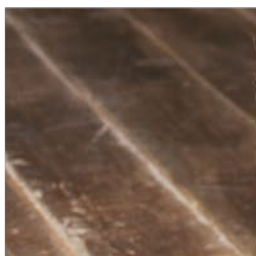
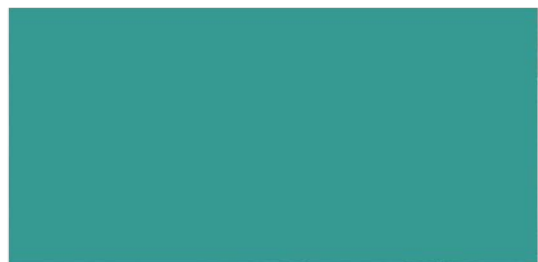
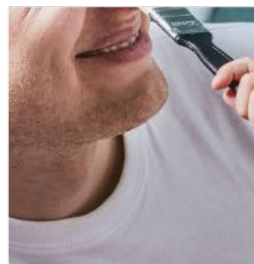
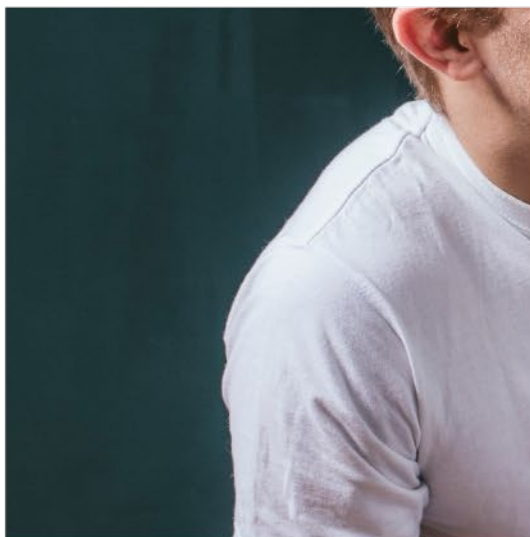
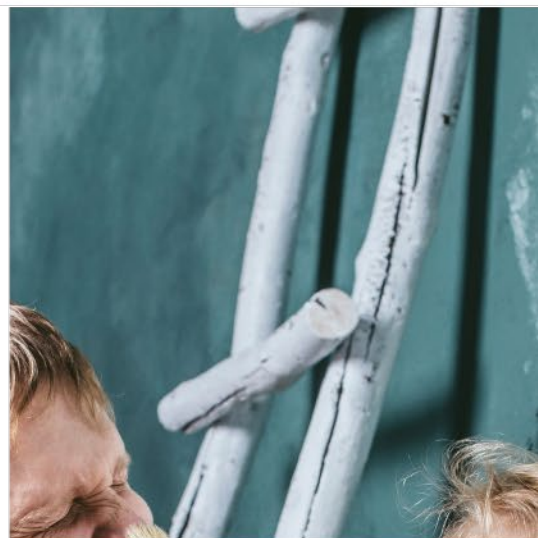
C1 Legal Analysis for Confidential/Proprietary Determination

State of Arizona

Arizona Health Care Cost
Containment System
(AHCCCS) AI Call Center
Integration

Task Order YH26-0031

January 08, 2026



Legal Analysis for Confidential/Proprietary Determination

Per the instructions, Accenture hereby asserts that the discrete portions of our proposal specifically identified are exempt from disclosure. As a basis for this assertion, Accenture has reviewed these materials and confirms that particular portions are due protection from public disclosure.

Accenture offers substantive justification for no public disclosure with respect to each of the identified provisions of the materials because the information is made confidential by statute pursuant to the definition of Trade Secret codified at A.R.S. §44-401:

"Trade secret" means information, including a formula, pattern, compilation, program, device, method, technique, or process, that:

1. Derives independent economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use.
2. Is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.

Accenture is a commercial enterprise that operates across multiple markets and invests in the development and productivity of its employees to compete effectively and serve its clients, including public service clients such as AHCCCS. Indeed, Accenture is a global management consulting, technology services, and outsourcing company, with over 750,000 employees serving clients in more than 120 countries. Combining unparalleled experience, comprehensive capabilities across all industries and business functions, and extensive research on the world's most successful companies, Accenture collaborates with clients to help them become high-performance businesses and governments.

Accenture's clients span the full range of industries around the world and include Fortune Global 100 companies, as well as numerous federal, state, and local municipalities and agencies, educational institutions, and nonprofit organizations.

Accenture delivers its services and solutions through focused industry and operating groups. This industry focus provides Accenture's professionals with a thorough understanding of industry evolution, business issues, and applicable technologies, enabling Accenture to deliver solutions tailored to each client's industry. Accenture, as a knowledge-based company, invests significantly in creating knowledge assets and tools to support our clients' specific needs.

Accenture continually invests in the development of our employees. Accenture invests significantly in annual training for our workforce to keep our people current and proficient with in-demand skills. Additionally, we invest in the development and enhancement of tools and methodologies that enable the delivery of high-quality services and information to our clients. We conduct ongoing research on industries, processes, economic trends, and other matters of interest to clients, and periodically publish "white papers," articles, and other documents to communicate our findings. Accenture also hosts collaborative events that allow us to maintain cutting-edge knowledge of both technical and industry issues and solutions. In every way, Accenture strives to remain at the leading edge of the services we provide.

To that end, Accenture identified discrete portions of the materials that are confidential and proprietary information of Accenture. The materials reflect Accenture's approach to staffing and work allocation, which reflects a granular and methodical analysis of data to which Accenture applied its unique and proprietary methodology and analytical processes. The materials include the results of significant research and competitive analysis conducted by Accenture personnel at Accenture's own expense, regarding State-specific requirements, market resources, and strategic positioning. Accenture utilized a significant number of senior resources, work hours, and expenses (excluding resource compensation) to develop the identified materials, using processes and methods that are safeguarded as confidential by Accenture. The materials also draw on confidential and proprietary information created by Accenture regarding, among other areas, leading public service practices and comparative governmental spending levels and practices. Disclosure of this material would have a chilling effect upon Accenture's ability to provide detailed proprietary information in response to future state agency requests.

The portions of the materials identified as exempt from disclosure would be extremely valuable to a competitor because they could incorporate the methodology, information, analyses, and conclusions contained therein to enhance its own knowledge databases

and service approach. This would allow the competitor to better compete with Accenture in providing the services, without incurring the significant time and cost expended by Accenture in developing these original methodologies and materials. Allowing such a competitor to incorporate this information into its competitive offerings would indeed provide such a competitor with a “windfall” at the expense of Accenture, creating a substantial competitive advantage.

DocuSigned by:

Arnold Malvick

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Arnold Malvick, Managing Director

Certificate Of Completion

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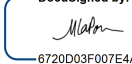
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 Pool: StateLocal
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Signer Events

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 AHCCCS Procurement Office - DBF
 Security Level: Email, Account Authentication
 (None)

Signature

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 Signature Adoption: Uploaded Signature Image
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Editor Delivery Events

Status

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Agent Delivery Events

Status

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Intermediary Delivery Events

Status

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Carbon Copy Events

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Tracey Thomas
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