



CONFIDENTIALITY DETERMINATION

Task Order Number: YH26-0031
AI Call Center Integration
Offeror's Name: Slalom Consulting

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

Part C1: Analysis for Confidential / Proprietary Determination


Signature
Sarah Moesker
Senior Managing Director

01/08/26
Date of Signature

DOCUMENT LOCATION	JUSTIFICATION
PG 4, PG 8	Slalom requests redaction of certain personally identifiable information (PII) contained in the materials. Disclosure of this information would reveal personal details about individuals that are not of public interest or concern, and that would constitute an unwarranted invasion of personal privacy if disclosed and could cause them harm or distress in the event of malicious behavior such as fraud, identity theft, etc. For example, we have redacted the names, addresses, phone numbers, email addresses, and signatures of employees, contractors, and third parties who were involved in or mentioned in the records. We have also redacted any other information that could be used to identify or locate these individuals, such as their job titles, work locations, employee numbers, or photographs.

Slalom is a consulting firm that provides innovative solutions to complex business problems for its clients across various domains and industries.

Proprietary Insights:

PG 30

Slalom's proposal includes proprietary insights that are derived from Slalom's extensive experience and expertise in delivering successful projects for its clients. These insights reflect Slalom's unique and innovative approach to solving the specific challenges and requirements of the government agency. Slalom considers these insights as trade secrets that give Slalom a competitive edge in the market and are valuable assets for Slalom's business. Disclosing these insights to the public would cause substantial harm to Slalom's competitive position and would compromise Slalom's ability to provide high-quality services to its clients.

Proposed Staffing Plans:

Slalom's proposal includes proposed staffing plans that detail the qualifications, roles, and responsibilities of the key personnel that Slalom would assign to the project. These staffing plans are based on Slalom's careful assessment of the skills and expertise required for the successful execution of the project. As a professional services firm, Slalom has developed its own unique approach to how our business is structured and how we staff engagements, and its approach has been adapted by insights gained over years of operation. Revealing the details of Slalom's proposed staffing plan will benefit competitors, as it provides insight into how Slalom structures its

engagements, and it allows competitors the opportunity to mimic or appropriate Slalom's staffing approach and/or more effectively bid against Slalom.

Proposed Technology Frameworks:

Slalom's proposal includes proposed technology frameworks that outline the technical architecture, design, and implementation of the solutions that Slalom would deliver. These technology frameworks are based on Slalom's proprietary methodologies, tools, and best practices that Slalom has developed and refined over the years. Slalom considers these technology frameworks as confidential information and trade secret. Disclosure of this information would allow competitors the opportunity to mimic or appropriate Slalom's unique approach to design and implementation outlined in our proposal.

PG 44, PG 45, PG 46

Slalom requests redaction of certain confidential and proprietary information about Slalom's internal policies, practices, methodologies, and ownership structure, which are not publicly available and are protected by trade secret laws and contractual obligations. Slalom respects the public's right to access information held by the government, but also has a legitimate interest in protecting its non-public corporate information from unauthorized disclosure and use by competitors or other third parties. Therefore, Slalom requests that the Agency redact any information in the proposal that falls under one or more of the following categories:

- Information that reveals Slalom's ownership structure, including the names and identities of its owners, shareholders, members, partners, or affiliates;
- Information that discloses Slalom's internal policies, procedures, guidelines, or standards that govern its operations, management, quality control, or performance;
- Information that describes Slalom's proprietary methodologies, approaches, techniques, or tools that it uses to deliver its services, products, or solutions;
- Information that contains Slalom's pricing, cost, or fee structure, or any other financial data or analysis that reflects its competitive strategy or market position;
- Information that includes Slalom's trade secrets, as defined by applicable federal or state law, or any other information that Slalom has taken reasonable measures to keep secret and that derives independent economic value from not being generally known or readily ascertainable by others.