ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM

TASK ORDER SOLICITATION AMENDMENT TWO (2)		
YH27-0048 **IV&V AI Call Center**	Solicitation Due Date: **November 17, 2026, 3:00 pm** **Phoenix, AZ Time**	Procurement Officer: Patrick Breazeale Email: procurement@azahcccs.gov

A signed copy of this document that includes the attached completed Questions and Answers form must be submitted with your task order solicitation proposal.

Paragraph # or Title	Page #	Amendment
Section 2 Project Description	2	Section 2.0 Project Description, subsection 2.4 is hereby added: For more information regarding YH26-0031 AI Call Center Project see this link: https://www.azahcccs.gov/Resources/Downloads/Solicitations/Open/RFPs/YH26-0031/YH260031_PublicProcurementFile.zip
Section 7, Project Timeline	10-11	Sections 7.1.3 Phase 1 Deliverables, 7.1.6 Phase 2 Deliverables, and 7.1.10 Phase 3 Deliverables are hereby deleted from the task order.
Section 8 Key Positions and Staffing	11	8.2 Key Staff required is hereby revised from. 8.2. Key Staff required: ~~8.2.1.1. Project Manager~~ ~~8.2.1.2. AI Call Center & Customer Experience Subject Matter Expert (SME)~~ ~~8.2.1.3. Quality Lead~~ ~~8.2.1.4. Technical Subject Matter Acquaintance (SMA)~~ ~~8.2.1.5. Contact Center Operations SME~~ ~~8.2.1.6. Genesys Integration SME~~ ~~8.2.1.7. ServiceNow SME~~ 8.2 Key staff required, is hereby replaced with: 8.2. Key Staff required: 8.2.1.1. Project Manager 8.2.1.2. Call Center Operations (SME) 8.2.1.3. Quality Lead 8.2.1.4. Technical Subject Matter Acquaintance (SMA)
Section 10. How to Respond to this task order.	12	10.3 Experience and Capacity of the Firm and Key Personnel required is hereby revised from: ~~10.3. Experience and Capacity of the Firm and Key Personnel – (limit 2 pages, excluding resumes) Describe the following:~~ ~~10.3.1. The firm's knowledge and experience with IV&V, State Medicaid Technology Projects, and projects of comparable size and complexity.~~ ~~10.3.2. The firm's knowledge and experience with projects of similar scope and complexity.~~

		~~10.3.3. Experience of the proposed staff with this type of project, with list of names and classification of personnel expected to perform specific activities, including use of subcontractors;~~ ~~10.3.4. Submit key staff resumes for work history for the last five (5) years, their roles in each position, and two (2) individual references for each key staff personnel assigned to the project. Include emails and contact information for references.~~ 10.3 Experience and Capacity of the Firm and Key Personnel required, is hereby replaced with: 10.3. Experience and Capacity of the Firm and Key Personnel – (limit 2 pages, excluding resumes) Describe the following: 10.3.1. The firm's knowledge and experience with IV&V, State Medicaid Technology Projects, and projects of comparable size and complexity. 10.3.2. Experience of the proposed staff with this type of IV&V AI Call Center project, with list of names and classification of personnel expected to perform specific activities, including use of subcontractors; 10.3.3. Submit key staff resumes for work history for the last five (5) years and their roles in each position.
Pricing Schedule	N/A	Attachment A IVV AI Call Center Pricing Schedule is hereby replaced with Revised Attachment A IVV AI Call Center Pricing Schedule.

No other changes are being made at this time.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE SOLICITATION AMENDMENT	**THIS SOLICATION AMENDMENT IS HEREBY EXECUTED ON THE DAY, IN PHOENIX, AZ**
SIGNATURE OF AUTHORIZED INDIVIDUAL:	SIGNATURE: **SIGNATURE ON FILE**
TYPED NAME:	TYPED NAME: **Meggan LaPorte, CPPO, MSW**
TITLE:	TITLE: **Chief Procurement Officer**
DATE:	DATE: **November 3, 2026**

QUESTIONS AND ANSWERS FORM

IV&V Services for AI Call Center

YH27-0048

Questions shall be submitted electronically on this form to Procurement@azahcccs.gov no later than

October 14, 2026, 3:00 PM, Arizona Time

Question#	VENDOR NAME	Paragraph # or Title	Page #	Vendor Question	AHCCCS Response
1.	Public Consulting Group LLC (PCG)	Section 4.4.11.5	4	Please define the specific AI governance and compliance requirements that will be in scope for IV&V review.	AI governance and compliance requirements are established by ADOA. The project scope for IV&V includes monitoring project activities to ensure alignment to AHCCCS standards. AHCCCS will be guided by ADOA: https://aset.az.gov/sites/default/files/2024-10/P2000%20-%20Generative%20AI%20Policy%20_0.pdf
2.	Public Consulting Group LLC (PCG)	Section 4.9.1	5	Has AHCCCS determined whether this project will be subject to CMS Streamlined Modular Certification (SMC) reporting requirements, and if so, what specific IV&V reporting obligations are anticipated?	CMS SMC Certification is not required for this project.
3.	Public Consulting Group LLC (PCG)	Section 6.1	6	Can AHCCCS provide the anticipated implementation schedule, major milestones, and target go-live date for the AI Call Center initiative?	The project is in its planning phase. AHCCCS anticipates a six-to-twelve-month DDI after project

					kickoff, which is expected for January 2027.
4.	Public Consulting Group LLC (PCG)	Table 1.0, Quarterly IV&V Status Report	7	Please clarify the expected reporting frequency. The deliverable is titled "Quarterly IV&V Status Report," but the due date references submission by the 15th of the month following each federal fiscal quarter. Should contractors price four quarterly reports per year?	Yes. Quarterly Status Reports are due quarterly by the 15th of the month following each federal fiscal quarter. Offerors should price four quarterly reports per year.
5.	Public Consulting Group LLC (PCG)	Table 1.0, Quarterly IV&V Status Report	7	The report requires inclusion of data conversion risks and issues. Is data conversion currently within scope for the AI Call Center initiative, and if so, what types of data migration activities are planned?	The AI Call Center project does not anticipate data conversion. However, if data conversion risks are identified by the IVV contractor, the IVV Contractor shall document this in the Quarterly IVV status report.
6.	Public Consulting Group LLC (PCG)	Table 1.0, Independent UAT Certification Assessment Memorandum	8	How many UAT cycles or phase-gate reviews are currently anticipated under this Task Order?	Testing will be planned by AHCCCS and the implementation contractor and documented in the Test Management Plan after task order start date pending CMS approval.
7.	Public Consulting Group LLC (PCG)	Table 1.0, ORR / Go-Live	8	How many production deployments or go-live events are anticipated during the Task Order period?	Deployment will be planned by AHCCCS and

		Readiness Assessment Report			the implementation contractor and documented in the Implementation Plan after task order start.
8.	Public Consulting Group LLC (PCG)	Security, Privacy, and Access Controls	9	Will the IV&V contractor be provided with direct access to Genesys, ServiceNow, testing environments, project repositories, defect tracking tools, and reporting platforms?	AHCCCS will provide access as needed to project documentation SharePoint sites, test management tools, and other systems as required.
9.	Public Consulting Group LLC (PCG)	Project Timeline	10	Section 7 states the Task Order Period is January 2027 through March 2028, while Attachment A Pricing Schedule anticipates a five-year contract duration. Please clarify the intended period of performance and pricing horizon for this procurement.	Please refer to solicitation amendment Two (2).
10.	Public Consulting Group LLC (PCG)	Section 7.1.2.1	10	Section 7 indicates a six-month rollout period, while the overview refers to a six- to twelve-month DDI effort. Which assumption should Offerors use for staffing and pricing?	Offerors should anticipate a six-to-twelve-month DDI.
11.	Public Consulting Group LLC (PCG)	Section 8.2	11-12	Are the listed key staff positions mandatory?	Yes.
12.	Public Consulting Group LLC (PCG)	Section 10.3.4	12	Are two references required for each proposed key staff member, or may project references be submitted instead?	See refer to Amendment Two (2).
13.	Public Consulting Group LLC (PCG)	Section 10.3.4	12	Is there a limit on the number of resumes submitted, and are resumes excluded from all page limitations?	Refer to section 10.3. Resumes are excluded from page count. Resumes are required for Key staff,

					offerors may choose to provide additional staff and resumes that augment the project requirements.
14.	Public Consulting Group LLC (PCG)	Section 10.4	12	Please confirm whether the 10-page methodology limit includes graphics, staffing charts, resumes, cover letter, and attachments.	The 10-page limit does not include resumes, cover letters, or attachments, but does include graphics and charts within the content narrative.
15.	Public Consulting Group LLC (PCG)	Section 10.5 and Attachment A Pricing Schedule	12 and Attachment A	Attachment A requests annual pricing for Years 1-5, while the Task Order identifies a January 2027-March 2028 performance period. Which pricing structure should Offerors follow?	Offerors should plan for the period listed in Section 10.5
16.	Public Consulting Group LLC (PCG)	Section 10.5.1 and Attachment A	12 and Attachment A	Billing is stated to be based on deliverables, while Attachment A requests both staffing-based pricing and milestone pricing. How should Offerors allocate costs between staffing, deliverables, and milestone payments?	Staffing rates and deliverable pricing should be included.
17.	Public Consulting Group LLC (PCG)	Attachment A, Deliverables Worksheet	N/A	Can AHCCCS provide acceptance milestones and anticipated quantities for recurring deliverables to enable consistent pricing among Offerors?	Refer to Section 6, Project Deliverables with Timeframes and Due Dates for detailed deliverables milestones and descriptions.
18.	Public Consulting Group LLC (PCG)	General Scope	N/A	Can AHCCCS identify the implementation vendor(s), system integrator(s), and major subcontractors supporting the AI Call Center	Refer to Section 11.3.

				initiative to assist Offerors in evaluating potential independence and conflict-of-interest considerations?	
19.	Public Consulting Group LLC (PCG)	General Scope	N/A	Please provide the current project status, including whether design, configuration, development, testing, or deployment activities have already begun.	The project is in planning phase with anticipated start of January 2027.
20.	Public Consulting Group LLC (PCG)	General Scope	N/A	What is the estimated project budget, implementation contract value, or expected level of effort for the underlying AI Call Center initiative?	An Advanced Planning Document (APD) has been developed for this project. If budget information is required, AHCCCS will provide relevant information to the selected contractor after task order start.
21.	BerryDunn	Overall		What is the expectation for attendance at meetings with State teams only and State and vendor teams combined? Is there a cadence planned, and if yes what does that look like? Our ability to create the required deliverables will be dependent on both attendance at key meetings and review of documents provided by the State.	Requirements for IV&V attendance at project meetings will be determined by AHCCCS. It is anticipated that IV&V will attend all relevant meetings with state and vendor teams.
22.	BerryDunn	Overall		The IV&V deliverable listed in Table 1.0 to not match what is requested in Sections 7.1.3, 7.1.6, and 7.1.10. Please clarify the difference between these two lists of deliverables.	Please refer to solicitation amendment Two (2).

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23.	BerryDunn	Overall		We are assuming that we will be able to communicate directly with vendors throughout the project to obtain important information and insights, is that accurate? Will the State teams be required to be part of those interactions?	The IV&V contractor can communicate directly with other contractor(s). The state is not required to be in the interactions.
24.	BerryDunn	Overall		Is the State open to a fully-remote approach to IV&V services? If not, please provide the State's expectations for on-site visits. Are there any points or milestones in the task order where on site presence is required	On-site is not required.
25.	BerryDunn	Overall		Will there be an assigned owner [point person] for the operational and technical sides of the project (one for each)? This will help us streamline reviews, request information and get clarity on input for our assessments. We assume access to the project manager.	Roles and responsibilities will be established by the project team after task order start.
26.	BerryDunn	2	2	These projects typically create impacts to the broader organization, and those organizations often impact these types of projects and the intended solution. What is the expectation for how far our responsibilities extend beyond the confines of the task order? Is this task order part of a larger Program being implemented across the State?	Responsibilities beyond those identified in this task order are not in scope.
27.	BerryDunn	7	10	How long does the State expect each of the 3 project phases to last?	AHCCCS anticipates a six-to-twelve month implementation.

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28.	BerryDunn	7.1.1.5.	10	In order to begin the task order with a detailed understanding of the planned project, technology and implementation, we will need to review documentation related to the initial procurement of the Genesys and Service Now solution including all functional and technical requirements, RFP and related procurement documents, and RFP response from the winning suppliers (Genesys etc.). Will that be possible? We assume that is a key dependency to get underway with our work.	All relevant project documentation will be shared as necessary after task order start.
29.	BerryDunn	7.1.3.3.	10	What is the State's expectation for "Risk and Issue Logs?" Is this for IV&V to create a risk and issue log for tracking IV&V risks and issues? Is this IV&V providing the State a risk and issues log for the State to use in tracking State-identified risks and issues?	The Risk and Issue Log identified in this task order is specific to IV&V.
30.	BerryDunn	8.2	11	Are proposals required to have all 7 of the Key Staff required roles on their proposed team? If so, can multiple Key Staff roles be filled by a single resource? Are proposals allowed to have additional roles?	Required roles for Key Staff have been updated. Offerors should propose staff needed to meet the requirements in this task order. At a minimum, key staff roles must be filled.
31.	BerryDunn	8.2	11	Are proposals allowed to have additional roles beyond the Key Staff required roles?	Yes. Offerors should propose staff needed to meet the requirements in this task order. At a minimum, key staff roles must be filled.

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32.	BerryDunn	8.2.1.4	11	What is the expectation for the roles defined in the task order that are described as "technical subject matter acquaintance"? We are asking this relative to terminology we often see such as "technical subject matter expert". An expert SME is capable of a very deep dive in a topic, key issue and other aspects of assessing a technical matter.	For the purposes of this task order, a Subject Matter Acquaintance (SMA) is expected to have a baseline understanding of the technical concepts outlined in the project.
33.	BerryDunn	8.2.1.8.1	11	Will the State accept IV&V-like independent 3rd party project oversight service experience? Some states use different terms (e.g., independent quality management services, project risk assessments, independent review) for the same service of independently assessing and recurring reporting on the health of the project, identifying project risks and issues, reviewing deliverables and key artifacts, etc.	Offerors should demonstrate and describe their experience and expertise performing IV&V or similar scope of work.
34.	BerryDunn	10.3.1 and 10.3.2	12	How does the State differentiate its request in 10.3.1 and 10.3.2? What similar areas of experience would the State like bidders to highlight beyond IV&V and State Medicaid Technology Projects?	Please refer to solicitation amendment Two (2)
35.	BerryDunn	10.4	12	The State is requesting two individual references for each key staff personnel assigned to the project. Will these references be included in the two page limit?	Please refer to solicitation amendment Two (2) Yes.

36.	BerryDunn	10.4	12	By "the requirements," is the State referring to Section 4 Responsibilities/Tasks? If so, does the State expect a response to each listed requirement in Section 4?	Yes.
37.	BerryDunn	10.4.1 and 10.4.2	12	Please differentiate the State's requests, both seem to ask how bidders will meet the State's requirements and deliverable needs.	10.4.1 asks for overall methodology and approach. 10.4.2 asks for detailed descriptions of how the Offeror will specifically meet the criteria outlined in the task order.
38.	BerryDunn	10.4.3	12	What are the State's expectations for describing required and recommended deliverables? Is the State looking for bidders to show what the deliverables which the State has asked for will look like?	Required deliverables are outlined in Table 1. If Offeror believes additional deliverables would enhance the work requested for IV&V, they may propose recommended deliverables.
39.	BerryDunn	10.5	12	Does the State have a budget for IV&V services it can share at this time?	No.
40.	BerryDunn	12	10.4.3	Will the required deliverables need to utilize templates supplied by the State or will we be expected to create our own	The state is open to formats developed by the IV&V contractor. All

				format? If the State is supplying templates or have a desired format and approach, can we get copies in advance of submitting our proposal?	templates and artifacts are subject to AHCCCS approval.
41.	BerryDunn	(Pricing Schedule Attachment)	"Deliverables" Tab, Column C	What is the State asking for in "Recurring Cost (if any)?" Is this asking about expected costs in years 2-5 (if IV&V contract is expended)?	Many of the deliverables from this task order such as status reports are recurring. Those costs will need to be reflected in the pricing sheet for the additional years.
42.	BerryDunn	(Pricing Schedule Attachment)	"Deliverables" Tab, Column E	Please clarify the State's expectations for "Contributions to the overall project plan maintained by AHCCCS." IV&V services traditionally do not directly contribute to project management documents as this would impact IV&V's ability to independently assess the project.	The IV&V contractor should be prepared to cooperate and collaborate as requested to support the project.
43.	BerryDunn	(Pricing Schedule Attachment)	"Deliverables" Tab, Column E	What information is the State looking for bidders to provide under "Proposed Timeline?" Can bidder's simply affirm here that we will meet the State's requirements included under the "Due Date" Column in Table 1.0? If not, timelines are challenging to propose on without a more detailed timeline of the project's planned and actual completion date of project tasks.	The IV&V contractor will be expected to follow the timeline established by the DDI contractor . Proposed timelines should outline the cadence for IV&V reporting as outlined in the Deliverables.