

TASK ORDER SOLICITATION AMENDMENT #1		
Task Order: YH26-0090 AHCCCS Independent Verification and Validation (IV&V) Services	Task Order Due Date: June 1, 2026, at 3:00 PM (Arizona Time)	Procurement Officer: Lisa Monreal Email: procurement@azahcccs.gov

A signed copy of this amendment must be submitted with your solicitation response.
This Solicitation is amended as follows:

Paragraph # or Title	Page #	Amendment
Task Order, Section 10, Subsection 10.7.	12	Section 10, subsection 10.7. How To Respond To This Task Order is hereby revised and replaced with the following: Please do not submit anything considered “proprietary” or “confidential” in any part of your submission.
Task Order	1	The Task Order proposal Due Date is revised from May 27, 2026, at 3:00 PM (Arizona Time) to June 1, 2026, at 3:00 PM

The attached Answers to Questions are incorporated as part of this solicitation amendment.

OFFEROR HEREBY ACKNOWLEDGES RECEIPT AND UNDERSTANDING OF THE SOLICITATION AMENDMENT	THIS SOLICITATION 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: May 27, 2026



QUESTIONS AND ANSWERS FORM

Task Order# YH26-0090 Independent Verification and Validation (IV&V) Services

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

May 15, 2026, 3:00 PM AZ TIME

Question #	VENDOR NAME	Paragraph # orTitle	Page #	Vendor Question	AHCCCS Response
1.	Gartner, Inc.	Section 10.3 — Experience	11	May AHCCCS please confirm that there is a 2 pages limit for the Experience and Capacity of the Firm and a 2 pages limit for Key Personnel? This will allow bidders to adequately address both requirements while still abiding by page limits.	Section 10.3 is hereby revised with the following: Experience and Capacity of the Firm and Key Personnel – (limit 2 pages for firm and limit 2 pages for key personnel, excluding resumes)
2.	Gartner, Inc.	Section 10.7 — Proprietary	12	The RFP does not contain section 9.4.4. Can AHCCCS please clarify which sections can be confidential or proprietary?	See Amendment #1
3.	Gartner, Inc.	Section 10.4 — Methodology	12	Do you currently have an approved Advanced Planning Document (APD) for the ServiceNow project, and can you share how it defines the intended outcomes and performance measures for success?	An IAPD has been developed for this project. Approval from CMS is expected by implementation. Eligibility outcomes from CMS have been identified for this project
4.	Gartner, Inc.	Section 10.4 — Methodology	12	Did you pursue or receive an APD waiver under CMS's pilot authority for this initiative, and if so, how has that affected CMS oversight expectations and the scope of IV&V support required?	No, a waiver was not included as part of the APD.
5.	Gartner, Inc.	Section 10.4 — Methodology	12	What is the current phase and maturity of the ServiceNow eligibility system implementation?	A two-year implementation timeline is scheduled to begin in July 2026.
6.	Gartner, Inc.	Section 6.3 — UAT	6	What level of access will IV&V have to testing tools, environments, and defect tracking systems?	AHCCCS will provide access as needed to project documentation SharePoint sites, test management tools and other cloud-based systems as required.
7.	Gartner, Inc.	Section 6.3 — UAT	6	Will IV&V be required to validate test execution results independently (e.g., sample-based re-performance)?	Sample-based assessment of Test Cases will be sufficient.
8.	Gartner, Inc.	Section 8 — Key positions	11	Is on-site presence required, or is the engagement primarily remote?	On-site is not required.

9.	Gartner, Inc.	Section 2 — Project Description	2	How will AHCCCS prioritize IV&V efforts across the two concurrent projects and future additions? Is there a priority list of modules to sequence focus for IV&V team?	This task order encompasses the Eligibility and Community Engagement projects. Any future projects will be prioritized by AHCCCS leadership; however, an established list of additional future projects has not been developed. AHCCCS will not prioritize the Eligibility and Community Engagement projects. The Community Engagement project will be completed in December 2026. Vendors should expect to fully staff both projects for the implementation periods of both projects.
10.	Gartner, Inc.	Section 4.4 — Testing	3 & 4	What is the current maturity of testing processes, tools, and defect management? This will help us define depth of oversight required for these phases.	Project implementation is scheduled to begin in July 2026. Testing methodologies will be developed with the DDI vendor and AHCCCS testing teams.
11.	Gartner, Inc.	Sections 6.3 and 4.9 — UAT & Go-live	6 & 5	What is IV&V's role in UAT certification and go/no-go decisions? This will help determine IVV accountability better.	See sections 6.3, section 4.9 and Table 1.0
12.	Gartner, Inc.	Section 4.9 — Operational Readiness	5	Are readiness checklists, scoring models, or ORR frameworks already defined? This is to better understand scope if IVV needs to define models and framework.	Readiness checklists, scoring models, and ORR frameworks have not yet been defined for this project. The DDI vendor is responsible for the readiness checklists and ORR framework and will include them in the integrated schedule for the project. CMS uses certification outcomes and metrics to assess compliance with certification requirements. CMS has not defined any scoring models as part of the documented certification process.
13.	Gartner, Inc.	Section 4.4.4 — Security Posture Review	4	Will the IV&V vendor have access to AHCCCS's network or systems (e.g., client VPN and VDI, client laptops/systems/platforms)?	AHCCCS will provide access as needed to project documentation SharePoint sites, test management tools and other cloud-based systems as required.
14.	Public Consulting Group LLC (PCG)	N/A	N/A	Is IV&V staff expected to be on-site during this engagement?	On-site is not required.
15.	Public Consulting Group LLC (PCG)	4.2	3	Please confirm that Hearings & Grievance and Case Management are core assessment areas for this IV&V engagement.	No. The current scope of work is for Eligibility and Community Engagement.