IT DEMONSTRATION Q&A PROCESS PROVISIONS

1. Offerors must use the Q&A Template, located in the Bidders' Library under the heading *Information Technology (IT) Systems Demonstration*, to submit questions.

2. Offerors must submit all questions to the AHCCCS IT Demonstration email address AHCCCSRFPITDemoQuestions@azahcccs.gov

3. Offerors must include "IT Demo Question" in the subject line for all submitted questions.

4. AHCCCS will not consider any IT Demonstration questions that are not submitted to the AHCCCS IT Demonstration email address, that do not use the Q & A Template, that do not identify "IT Demo Question" in the subject line, or do not otherwise comply with the provisions set forth in the IT Demonstration Q&A Process Provisions.

5. Technical support will not be available to assist with any RFP-related questions that do not pertain to the Information Technology (IT) Systems Demonstration. For questions and inquiries not related to the IT Systems Demonstration, follow the instructions outlined in the RFP in Section H: Instructions to Offerors, Paragraph 1, Prospective Offerors' Inquiries.

6. Questions received between 8:00 a.m. Arizona Time and 12:00p.m. Arizona Time will be answered, if appropriate, no later than 3:30 p.m. Arizona Time the same day. All questions and responses will be made available to all Offerors by means of posting to the SFTP folder as noted below.

7. A summary of all questions and responses will be posted daily to the *Information Technology (IT) Systems Demonstration* SFTP testing folder on the AHCCCS SFTP test server. Individual responses will not be provided.

8. Following formal posting to the *Information Technology (IT) Systems Demonstration* SFTP testing folder, a copy of the summary of all questions and responses will also be available in the *Information Technology (IT) Systems Demonstration* section of the Bidder's Library.

9. AHCCCS will not respond to any questions received outside the daily timeframes noted above, or related to exchanges already concluded or not yet in process.