

Requirement Section	Requirement ID	Applies to which services	Requirement Description	HHS Tech Group Detailed Response
Business Continuity and Disaster Recovery	BCDR01	Applies to all	The Supplier shall develop and maintain annually, a Business Continuity and Disaster Recovery Plan that must be in place before any agency data is transferred or entered into the solution. The Plan must contain procedures for data backup, restoration, and emergency mode operations in the event of: a. Hardware or Software Failures; b. Human Error; c. Natural Disaster; and/or d. Force majeure; The Business Continuity and Disaster Recovery Plan must be approved by the agency.	Confirmed. HHS Tech Group has an established Business Continuity and Disaster Recovery Plan for our operations today that is reviewed and updated as needed throughout each year, with testing conducted on at least an annual basis. Based on the testing results, the plan is updated accordingly on an annual basis (at a minimum) to ensure tight controls and adherence to all recovery time objectives. Our plan encompasses the full range of backup, recovery, contingency planning, testing, training, emergency operations, and ongoing maintenance to address events including hardware or software failures, human error, natural disaster, force majeure, and/or any other disaster events that may impact data. [REDACTED] Please see Attachment 8a1. Sample Business Continuity and Disaster Recovery Plan_Redacted for an example of an updated plan we provided for our implementation in another
Business Continuity and Disaster Recovery	BCDR02	Applies to all	The Supplier's Business Continuity portion of the plan must include identification of the core business processes involved in the production solution. For each core business process include: 1) Risk analysis; 2) Impact analysis; 3) Definition of minimum acceptable levels of service/output; 4). Definition of triggers for activating contingency plans. 5). Procedures for activating any special teams for business continuity. 6.) A plan for recovery of business functions, units, processes, human resources, and technology infrastructure in a timely manner 7) Set RPO and RTO targets as defined by the Agency 8) Communication protocols when restoring operations in a timely manner	Confirmed. HHS Tech Group's current plan includes Business Continuity procedures to ensure all parts of our operation can continue to operate in the event of a major incident/disaster. Our plan will be reviewed with the Agency to ensure alignment and adherence to State-specific policies in place. In addition, adjustments may be made to the plan to account for the Agency's specific implementation of our Recover your Liability (RyL) solution. This includes any specific Business Continuity planning we will account for to ensure your implementation and ongoing maintenance is adherent to recovery target objectives, appropriately mitigates risk, and to access the potential impact issues will have on the system and the plan to address and immediately respond to issues. [REDACTED]

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Business Continuity and Disaster Recovery	BCDR03	Applies to all	The Supplier shall create and update annually a Disaster Recovery plan that must address, at a minimum: a. Retention and storage of backup files and software b. Hardware backup for critical solution components c. Facility backup d. Backup for any telecommunications links and networks e. Documented backup procedures and support to accommodate the loss of any systems, modules or communications, within a time frame as determined by the agency. f. A detailed file backup plan, procedures, and schedules, including rotation to an off-site storage facility, at a frequency as determined by the agency. g. The off-site storage facility must provide security of the data stored there, including protections against unauthorized access or disclosure of the information, fire, sabotage, and environmental considerations. h. An enumeration of the prioritized order of restoration for Supplier's proposed solution. i. Provide a short-term uninterruptible power supply to facilitate an orderly shutdown of the information system in the event of a primary power source loss. j. Disaster recovery location within the United States and equipment provided to enable the Supplier to fulfill its contractual requirements. k. Testing of the backup and restoration procedures/facility at a frequency as determined by the agency. l. Notification process	Confirmed. HHS Tech Group has an established corporate Disaster Recovery Plan that will be reviewed with the Agency, modified as needed to align with your specific RyL implementation, and submitted for final approval. [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Business Continuity and Disaster Recovery	BCDR04	Applies to all	The Supplier shall support the disaster recovery activities that will provide timely failover and create relevant documented policies and procedures to implement a recovery.	Confirmed. [REDACTED] [REDACTED] [REDACTED] [REDACTED]
Business Continuity and Disaster Recovery	BCDR05	Applies to all	The Supplier shall conduct an annual drill/test of the Disaster Recovery and Business Continuity Plan and submit the Disaster Recover/Business Continuity Test Report that includes the outcome, corrective action plan, and revisions, if any, to the agency.	Confirmed. HHS Tech Group tests our Disaster Recovery and Business Continuity Plan at least annually, and as needed for specific events such as major system changes. All tests conducted, including our annual exercise, will be fully documented and shared with the Agency. Any issues observed during testing are documented, with corrective action plans created as needed, and addressed immediately. All testing plans, observations, and results will be shared with the