

## ATTACHMENT H – Disaster Recovery Attestation

This attestation provides verification that my organization \_\_\_\_\_ is able to comply with all requirements in IFB #20036 Alternate Format Services and Mailings, Section 4.7 Disaster Recovery outlined below.

### 4.7 Disaster Recovery

The selected Contractor shall provide a Disaster Recovery Plan that provides for continuous operability in the event of technological failures or natural disasters affecting the Contractor. The plan will ensure restoration of the Contractor's host system processing and communications facilities to each contract state as described below.

The Contractor's Disaster Recovery Plan shall detail steps to be taken to recover from systems failures, telecommunications failures and natural and other disasters. This will include provisions to ensure and requests sent from the DOH or any agent of the DOH incurs minimal disruption. The plan shall state the resources committed to each contingency operation for each system component as well as provide detailed problem and escalation procedures.

In the event of an outage or disaster impacting the availability of the Contractor's primary data processing site, the Contractor will provide a host back-up site. The host backup site will provide continuous transfer of data in the event of loss of the primary host processing capability. The Disaster Recovery Plan shall detail guidelines, considerations, and specific steps for making the decision to switch over from the primary site to the backup site in the event of a primary system failure. The Disaster Recovery Plan shall include a communication protocol between the Contractor and the DOH, as well as criteria and timeframes that are acceptable to the DOH.

The Contractor shall have the host backup site begin processing transactions within one (1) hour of a disaster being declared. The Contractor's site shall be maintained concurrently and be able to take over processing upon notification by the DOH. The DOH reserves the right to schedule a visit of the Contractor's host backup site at any period during the agreement.

Bidders are required to submit an attestation stating they have met the Disaster Recovery requirements as stated above, in their proposal as a response to this IFB. The Contractor shall submit their Disaster Recovery Plan to the DOH 60 days after OSC approval.

Organization Name: \_\_\_\_\_

Authorized Signatory: \_\_\_\_\_

Date: \_\_\_\_\_