

**SECTION 9  
ATTACHMENT I  
CONTINGENCY PLAN**

The Qualified Vendor must have a written Contingency Plan that addresses the requirements of (1) a Business Continuity Plan, and (2) a Pandemic Performance Plan, as stipulated in Section 6.12.1 and 6.12.2 of the *DES/DDD Standard Terms and Conditions for Qualified Vendors*. The Contingency Plan must be submitted as part of the Application for a Qualified Vendor Agreement and is subject to the approval of the Arizona Department of Economic Security/ Division of Developmental Disabilities (“Division”). The Qualified Vendor must submit any amendment to the plan to the Division for approval within ten (10) business days. The State may require a copy of the plan at any time prior to or post award of an Agreement.

**1) Business Continuity Plan**

The Business Continuity Plan (“BCP”) must illustrate how the Qualified Vendor will provide contracted service(s) pursuant to the Agreement in the event of a natural or man-made disaster (e.g., earthquake, flood, catastrophic accident, fire, explosion, gas leak) or any other emergency event which may disrupt routine service delivery (e.g., power outage, disruption of essential utilities, evacuation by authorities).

At a minimum, the BCP must include the following:

- a) Internal emergency notification call-trees, organizational chart, and orders of succession.
- b) Checklists to contact and coordinate with police, fire, medical, and other community emergency responders.
- c) The Qualified Vendor’s emergency points of contact(s) information, communication and reporting protocols with the Division.
- d) Plans to respond, restore, and resume business operations as soon as practical and also protecting the life, health, and safety of members and the Qualified Vendor’s staff.

In addition, the Qualified Vendor must have contingencies for:

- a) The loss of facilities/sites.
- b) Electronic/telephone failure at primary place of business.
- c) Loss of computer systems/records.
- d) A facility evacuation plan that assures the successful evacuation of members and staff.
- e) A self-sheltering (i.e., shelter in place) plan which maintains adequate staffing levels, food, water, prescribed medications and equipment that meet the needs of Division members for not less than three (3) days and for the duration of the emergency/disaster event.

The BCP must be specific for each of its Arizona facilities and reference community emergency resources as described above. The Qualified Vendor must provide annual BCP training for all staff members. The Qualified Vendor must conduct BCP exercises, annually. The Qualified Vendor must review its BCP(s) as needed, amend the plan as required, and train all staff members on any changes to the plan.

## 2) **Pandemic Contractual Performance**

The Pandemic Performance Plan must illustrate how the Qualified Vendor will perform up to the Agreement standards in the event of a pandemic (e.g., a pandemic influenza is a worldwide epidemic flu. Because there is little or no natural immunity, the disease can spread easily from person to person).

At a minimum, the Pandemic Performance Plan must include:

- a) Key succession and performance planning if there is a sudden significant decrease in Qualified Vendor's workforce. Suggested components include:
  - i) Identification of a pandemic lead with defined roles and responsibilities.
  - ii) Development of continuity of operations plan for critical and essential services and products.
  - iii) Cross-training of employees for continuity of business on critical and essential services.
  - iv) Establishment of policies for flexible worksites (e.g., telecommuting) and flexible work hours (e.g., staggered shifts).
  
- b) Alternative methods to ensure there are services or products in the supply chain. Suggested components include:
  - i) Determination of potential impact on continuity of services and products provided.
  - ii) Identification of the materials, equipment or supplies the business will need to stock in advance to be self-sufficient through an 8-10 day time period.
  - iii) Identification of essential staff and other critical inputs (e.g., suppliers, subcontractor services, products, and logistics) required to maintain business operations by location and function.
  
- c) An up to date list of company contacts and organizational chart. Suggested components include:
  - i) Establishment of emergency notification call-trees.
  - ii) Development of an emergency communications plan which includes identification of contractor's key contacts (with back-ups) emergency phone numbers including fire and police departments, and company organizational chart.

The Qualified Vendor must provide annual training on the Pandemic Performance Plan for all staff members. The Qualified Vendor must review its Pandemic Performance Plan as needed, amend the plan as required, and train all staff members on any changes to the plan.

Additional information and ideas for designing and implementing the Business Continuity Plan and Pandemic Plan can be obtained at [www.Ready.gov](http://www.Ready.gov).