Schedule M  
  
BUSINESS CONTINUITY

***[Tenderer Note: You must produce a Business Continuity Plan as part of your Tender Response. An uplifted Business Continuity Plan must be delivered by the Supplier three months after Commencement Date for approval by the Authority in accordance with Clause 51.]***

The Business Continuity Plan should, as a minimum, address the following issues and be in compliance with JSP 503 (*MoD Business Continuity Management*):

1. purpose and content:
   1. An outline of the scope of the Business Continuity Plan and its relationship to other plans.
2. Document ownership and Maintenance:
   1. Who owns the Business Continuity Plan and who is responsible for reviewing amending and updating it and how often these reviews, amendments and updates must occur?
3. Roles & Responsibilities:
   1. A list of key roles and responsibilities of Engaged Personnel in implementing the Business Continuity Plan.
4. Plan Mechanics:
   1. How will the Business Continuity Plan be invoked?
      1. What is the model for how Engaged Personnel will be contacted in the event of an incident (e.g. will a phone tree be used)? How will this model be maintained throughout the Term?
   2. Which Engaged Personnel or people at the Authority have the authority to invoke the Business Continuity Plan and under what circumstances may this authority be exercised?
   3. What is the plan for mobilising Engaged Personnel and demobilising Engaged Personnel in the event the Business Continuity Plans is involved?
   4. What is the anticipated effect of invoking the Business Continuity Plan on the Services?

* + 1. What are the alternative processes (including business processes) and responsibilities required if the Business Continuity Plan is invoked, and how will the processes will be returned to 'normal'?

1. Contact Details:
   1. Essential contact details in the event of a disruption to the Service.
2. Incident Management:
   1. Response required to manage the initial incident and to ascertain who is responsible.
   2. Site Evacuation.
   3. On-going Engaged Personnel care
3. Business Continuity and Recovery Strategy:
   1. Set out activities that are critical to the recovery timescale.
   2. Set out how to carry out an evaluation of the strategic importance of each part of the Service, and how any re-mobilisation will be prioritised.
   3. Set out the recovery options available for different parts of the Service
   4. Set out activities that ensure the IT System can continue at a given level of functional operation subject to a system outage, environmental failure or other significant persistent malfunction or loss of service.
   5. Set out how the recoverability of the IT system will be managed effectively to enable the service to be recovered back to a functionally operative state within a given time frame and given amount of effort (including data backup)
4. Business Continuity Risk Assessment & Mitigations:
   1. Physical / cyber security risks to off-site accommodation and IT.
   2. Sub-contractor solvency issues.
   3. Outline qualitive risk management methods that will be followed to ensure specific risks to the organization are managed effectively and ensure efficient operational capability
   4. Specify what type of policies will be in place before release and deployment of software into service (production) that demonstrates effective management of the product throughout its lifecycle
5. Identification of authority dependencies

1. Draft Business Continuity Plan

*To be completed as part of the response to the ITN.*