

**DIR RFO: DIR-TSO-TMP-216  
Addendum to Appendix C**

**Additional Product Descriptions that relate back to Appendix C**

Product from Appendix C	Additional Description
<b>Hardware and Licensing</b>	
CTERA C200 Cloud Gateway Appliance	<p>CTERA C200 is a tower form factor network storage device that supports 2 internal SATA drives as well as the option of connecting additional external drives via USB. C200 serves as a NAS and allows flexible RAID 0/1 configurations for local data redundancy. C200 includes a user friendly, built-in web-based management interface as well as support for remote management and for offsite replication</p>
CTERA C400 Cloud Gateway Appliance	<p>CTERA C400 is a 1U rackmount form factor network storage device that supports 4 internal SATA drives as well as the option of connecting additional external drives via USB or eSATA. C400 serves as a NAS and allows flexible RAID 5/6 configurations for local data redundancy. C400 includes a user friendly, built-in web-based management interface as well as support for remote management and offsite replication using the CTERA Portal</p>
CTERA C800 Cloud Gateway Appliance	<p>CTERA C800/C800+ are 2U rackmount form factor network storage device that supports 8 internal SATA drives as well as the option of connecting additional external drives via USB or eSATA. C800/C800+ serve as a NAS and allows flexible RAID 5/6 configurations for local data redundancy. C800/C800+ include a user friendly, built-in web-based management interface as well as support for remote management and for the delivery of online services by the CTERA Portal</p>
CTERA C800 Plus Cloud Gateway Appliance	<p>CTERA C800/C800+ are 2U rackmount form factor network storage device that supports 8 internal SATA drives as well as the option of connecting additional external drives via USB or eSATA. C800/C800+ serve as a NAS and allows flexible RAID 5/6 configurations for local data redundancy. C800/C800+ include a user friendly, built-in web-based management interface as well as support for remote management and for the delivery of online services by the CTERA Portal</p>
CTERA C200 CSP Bundle (includes 1 Server Agent, 1 Portal Seat License, and 3 years total maintenance)	<p>CTERA C200 CSP Bundle is a combination of a C200 NAS appliance plus 1 Server Agent to facilitate backups to a server target, 1 Portal</p>



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	License to facilitate transport of the local data to the AWS Cloud and 3 Years of support maintenance.
CTERA C400 CSP Bundle (includes 3 Server Agents, 1 Portal Seat License, and 3 years total maintenance)	CTERA C400 CSP Bundle is a combination of a C400 NAS appliance plus 3 Server Agents to facilitate backups to multiple server targets, 1 Portal License to facilitate transport of the local data to the AWS Cloud and 3 Years of support maintenance.
CTERA C800 CSP Bundle (includes 6 Server Agents, 1 Portal Seat License, and 3 years total maintenance)	CTERA C800 CSP Bundle is a combination of a C800 NAS appliance plus 6 Server Agents to facilitate backups to multiple server targets, 1 Portal License to facilitate transport of the local data to the AWS Cloud and 3 Years of support maintenance.
CTERA C800 Plus CSP Bundle (includes 6 Server Agents, 1 Portal Seat License, and 3 years total maintenance)	CTERA C800 Plus CSP Bundle is a combination of a C800 Plus NAS appliance plus 6 Server Agents to facilitate backups to multiple server targets, 1 Portal License to facilitate transport of the local data to the AWS Cloud and 3 Years of support maintenance.
CTERA Portal Server 50 Seat License	CTERA Portal Server 50 Seat License provides a bulk set of licenses for gateway appliances to connect and transport data to the CTERA Portal Server managed in the AWS Cloud environment.
CTERA Server Agent Bundle Add-On (Requires purchase of CSP Bundle)	Once a CSP Bundle, as described above, has been purchased, additional Server Agents can be purchased and added on to an existing bundle. Server Agents facilitate backup from of enterprise servers such as SQL DB servers.
CTERA File Sync and Share Bundle Add-On - 10 Pack (Requires purchase of CSP Bundle)	Once a CSP Bundle, as described above, has been purchased, additional File Sync and Share licenses can be purchased in 10 packs and added on to an existing bundle. File Sync and Share agent licenses facilitate secure, remote file access and collaboration for employees and contractors.
CTERA Workstation Cloud Backup Bundle Add-On - 10 Pack (Requires purchase of CSP Bundle)	Once a CSP Bundle, as described above, has been purchased, additional CTERA Workstation Cloud Backup licenses can be purchased in 10 packs and added on to an existing bundle. A CTERA Workstation Cloud Backup agent facilitates backups to the AWS Cloud from an end user device (laptop, mobile phone, tablet, etc).
<b>Cloud Services</b>	
Cloud49 Managed CTERA Portal Server (Amazon GovCloud)	These services include real time monitoring of the cloud-hosted CTERA portal server for availability, volume capacity, responsiveness and patches and upgrades.

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500GB CTERA Portal Server Storage Block (Amazon GovCloud)	These services include provisioning and management of 500G worth of de-duped and compressed data storage in the AWS Cloud.
Cloud49 Professional Services (Amazon Govcloud)	These services include technical support of any of the following: deployment and support of CTERA hardware and licensed software, support of a client's AWS cloud infrastructure, whether that's in Cloud49's multi-tenant environment or the client's independent environment, cloud infrastructure and security audits and remediation, new application builds and real time monitoring and support of a client's AWS cloud infrastructure.
Cloud49 Managed Cloud Gateway Appliance	These services include real time monitoring of the C200, C400, C800/Plus CTERA appliances portal server for availability, volume capacity, responsiveness and patches and upgrades.

Here is additional information on the Cloud-based products being offered by Cloud49 under the contract.

Cloud Infrastructure Uptime %	99.5% <sup>1</sup>
Physical location of Cloud Infrastructure	We use 3 locations to host our cloud services with AWS: <ul style="list-style-type: none"> <li>• US-EAST1 in Virginia</li> <li>• US-WEST2 in Oregon</li> <li>• GOVCLOUD in Virginia</li> </ul>
Data security certifications	See list below

Cloud49 utilizes a strategic partnership with Amazon Web Services (AWS) to provide the cloud infrastructure for customer solutions. AWS offers 99.95% uptime<sup>2</sup> for its compute and storage infrastructure. Cloud49 exclusively utilizes US based AWS data centers and US based technical resources in its offerings. Through the partnership with AWS, Cloud49 offers the following security certifications on its Cloud infrastructure:

- SOC 1,2,3 (Formerly SAS 70)
- ISO 27001

<sup>1</sup> Amazon Web Services SLA and uptime reference: <http://aws.amazon.com/ec2/sla/>

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- PCI DSS L1
- FedRAMP
- ISO 9001
- DoD CSM
- IRAP
- FIPS 140-2
- MPAA
- HIPAA
- FISMA
- DIACAP
- MTCS Tier3
- ITAR
- CSA



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