

Carahsoft's Proposal for

# AvePoint Cloud Backup for Microsoft 365

Microsoft Office 365 covers service disruptions, but leaves recovery of lost, deleted, or corrupt content, especially past recycle bin or backup windows, to you! AvePoint has been backing up data in Microsoft Office 365 and SharePoint for over 20 years and with AvePoint's Cloud Backup, you can securely protect your data and bounce back fast from data loss in our SaaS solution. Cloud-to-cloud backup can help make the best of a worst-case scenario by backing up Microsoft Teams, Groups, SharePoint, mailboxes, Planner, and more. Minimize downtime and data loss with the most complete service protection and flexible restore through self-service and delegated capabilities!

Cloud Backup is part of AvePoint Online Services, a FedRAMP Authorized platform in Azure Government data centers, ensuring your data is always secured.

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Solutions Provided By:



**carahsoft**<sup>®</sup>

## Executive Summary

The United States Government has adopted the Microsoft Cloud at unprecedented rates in the past two years to support a remote workforce due to the COVID pandemic. Microsoft provides recovery for loss of service due to hardware or infrastructure failure, data center outage and natural disaster, as well as short term recovery of SharePoint and OneDrive (maximum 93 days) and Exchange mailboxes (30 days). However, most agencies do not realize that this does not include a granular backup & recovery solution for common scenarios including:

- Planner, Teams chats & discussions, Project, and other services which do not contain recycle bins;
- Protection of SharePoint beyond 93 days and Exchange beyond 30 days;
- Loss of data due to corrupted files or lack of versioning;
- Protection against Ransomware and other malicious outsiders;
- Storage of files and email after licenses are reassigned (e.g., employees on long-term TDY)

*Most agencies do not realize the simple fact that while Microsoft provides disaster recovery capabilities, it does not have Backup & Recovery solution for many common scenarios*

AvePoint's FedRAMP Authorized solution for these specific issues is provided within our AvePoint Online Services, provided to US Federal agencies as Software-as-a-Service (SaaS) subscriptions, installed and managed by AvePoint within Azure Government data centers. AvePoint Online Services (AOS) is designed to fill-the-gaps in data protection within Office 365 tenants, allowing agencies to ensure the protection of their Office 365 content.

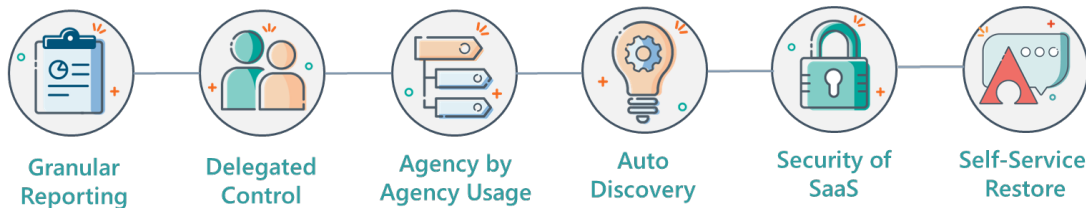


## WHY IS A THIRD-PARTY SOLUTION NECESSARY VERSUS NATIVE CAPABILITIES?

- Microsoft provides **restoration in the event of the loss of a service, site, or data center** based on their Recovery Point Objective (RPO). Data is retained temporarily in recycle bins and kept for no more than 90 days (often long before data loss is noticed) which cannot be relied upon to prevent permanent deletion.
- **File Restore requires full rollback** of site content to a single restore point no MORE than 30 days in the past. Restoration from backups can only be completed for site collections or sub-sites; not specific files, lists, libraries, plans, tasks, or permissions. Microsoft Support must be engaged with standard SLA.
- **File Restore requires version history** – when version history is turned off the File Store option will not be available for restoring to a previous version. Permanently deleted items in Outlook are kept for a maximum of 30 days (14 by default) and can only be recovered using PowerShell scripts.
- In the event of a compromised Office 365 tenant (either due to hackers, Ransomware, or other malicious actions) a **third-party copy of the data needs to be maintained to provide recovery from off-site storage**.

## Proposed Solution

Microsoft Office 365 covers service disruptions, but leaves recovery of lost, deleted, or corrupt content, especially past recycle bin or backup windows, to you! AvePoint has been backing up data in Microsoft Office 365 and SharePoint for over 18 years and with AvePoint's Cloud Backup, you can securely protect your data and bounce back fast from data loss in our SaaS solution.



- Encrypted backup for all Microsoft Office 365 services including SharePoint Online, Exchange Online, Project Online, OneDrive for Business, Office 365 Groups and Public Folders
- Restore Office 365 artifacts in minutes without requiring site-level rollback for sites, libraries, OneDrive, mailboxes, Public Folders or Groups.
- Restoration includes full granular control of individual files, lists, libraries, plans, and tasks and can include permissions. Permissions only restores are also available if site settings are broken but the content is not lost.
- Delegated administration controls empower bureau administrators to manage backup and recovery processes without requiring IRM support.
- End user restore is configurable to ensure rapid restoration of data without administration intervention.
- Unlimited storage and retention allow for unrestricted growth in Office 365
- Satisfy Freedom of Information Requests (FOIA) against a user's email and OneDrive after individuals have left the organization

Get Comprehensive Coverage with AvePoint's Cloud Backup						
Exchange	Microsoft Teams	Groups	SharePoint	OneDrive	Public Folders	Project
Mailboxes	Teams	Mailbox	Site Collections	Users	Folders	Site Collection
Folders	Teams Channels	Group Type	Sites	Folders	Mailbox Items	List/Library
Contacts	Private Channels	Settings	Lists	Documents	Contact	Project
Items/Properties	Conversations	Planner	Libraries		Info Path Form	App
Archive Folders	Files	Group Information	Documents		Notes	Folder
Deleted Items Folder	Tabs	Membership			Tasks	Document
External Contacts	Meetings				Journals	
In-Place Archive Mailboxes	Team SharePoint Site				Calendars	
	Team List/Library				Metadata	
Restore Content + Security or Permissions-Only						

## Ordering Guide

Please find information on the proposed pricing of the AvePoint Cloud Backup for Microsoft 365 software below.

This pricing is extended through September 30, 2021 and includes the full and complete price of 1-year of FedRAMP authorized Cloud Backup for M365 software for up to two terabytes (2TB), along with associated training, implementation, and deployment services. The total for the first year for both software and services is \$9,900.00; additional storage beyond two terabytes (2TB) can be purchased as necessary.

Carahsoft and AvePoint are proposing to utilize the following SKUs:

- **AOS\_O365\_BUR\_UNLM\_MOD\_USR\_01**
  - 12 months of FedRAMP authorized Cloud Backup for M365
  - Unlimited retention of all content within M365
- **CON-SCE**
  - The estimated duration of the services engagement would be approximately 13 hours

NASA's Solution for Enterprise-Wide Procurement (SEWP) contract is the secondary preferred method.

Proposed AvePoint Pricing					
Period of Performance	Line Item	AvePoint Solution	Units	Unit Cost	Total Price
12 months	1	Cloud Backup for Microsoft 365	2 TBs	\$ 4,000.00	\$ 8,000.00
	2	Deployment Services	1	\$ 1,900.00	\$ 1,900.00
<b>Year 1 Cost</b>					<b>\$ 9,900.00</b>

AvePoint is available through multiple Governmentwide Acquisition Contracts, including Carahsoft's GSA Multiple Award Schedule and NASA SEWP V Contracts.

Contract Vehicle	Contract Number
GSA Multiple Award Schedule	GS-35F-0119Y
NASA SEWP V	Group A Small: NNG15SC03B
NASA SEWP V	Group D Other Than Small: NNG15SC27B
ITES-SW 2	W52P1J-20-D-0042

Please contact us today for additional information.

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## Company Background

### PRIME CONTRACTOR: CARAHSOFT TECHNOLOGY CORP.

**Carahsoft Technology Corp.** is The Trusted Government IT Solutions Provider®, supporting Public Sector organizations across Federal, State and Local Government agencies and Education and Healthcare markets. As the Master Government Aggregator® for our vendor partners, we deliver solutions for Cybersecurity, MultiCloud, DevSecOps, Big Data, Artificial Intelligence, Open Source, Customer Experience and more. Working with resellers, systems integrators and consultants, our sales and marketing teams provide industry leading IT products, services and training through hundreds of contracts. Founded in 2004, Carahsoft is headquartered in Reston, Virginia and employs more than 1,900 professionals dedicated to serving our public sector customers and partners.

### VENDOR RELATIONSHIPS

In addition to establishing strategic, long-term relationships with the industry's leading manufacturers, our partner ecosystem encompasses more than 3,000+ government contractors, resellers, and integrators who we support and enable with an entire suite of value-added opportunities that run the gamut from training/certification and pre-sales support to lead generation and business development.

### PROVEN EXECUTION

Carahsoft has deep expertise in government contracting and procurement, and has been awarded and maintain a wide variety of government-wide and agency-specific purchasing contract vehicles and purchasing agreements for agencies at the state, local, and federal levels. As a result, we now serve as the largest government partner for the majority of our vendors, who have also entrusted other major aspects of their businesses to Carahsoft including partner enablement, commercial sales, renewals and upsell, and help desk services.

### CONTRACT VEHICLES

Since 2004, Carahsoft has acquired and maintained a wide variety of purchasing contract vehicles for agencies at all levels of government. Associated with all contracts are dedicated and experienced contract management resources. A list of available contracts can be found at [www.carahsoft.com/contracts/index.php](http://www.carahsoft.com/contracts/index.php).

### GROWTH & STABILITY

A stable, conservative, and profitable company, Carahsoft has demonstrated impressive growth year after year, with annual revenue of \$3.4 million in our first year in 2004 to \$8.1 billion in 2020. In September of 2020 our team of dedicated, highly trained marketing, sales, contracting and business operations experts processed 14,944 orders worth nearly \$1.6 billion.

### AWARDS AND INDUSTRY RECOGNITION

Carahsoft receives awards for our excellent performance yearly. For more information on the hundreds of awards we have received please visit our website at <https://www.carahsoft.com/awards>.



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## SOLUTION PROVIDER: AVEPOINT PUBLIC SECTOR

AvePoint accelerates your digital transformation success. Over 16,000 companies and 6 million SharePoint and Office 365 users worldwide trust AvePoint software and services for their data migration, management, and protection needs in the cloud, on-premises and hybrid environments.

Developing innovative and effective products and solutions are just the beginning. With more than 1,500 employees – including more than 70 Microsoft-certified engineers and more than 800 developers worldwide-and 25 offices spanning 15 countries and five continents, we strive to provide the highest level of customer satisfaction, with world class consulting, implementation, and managed services.

A four-time Microsoft Partner of the Year, AvePoint is a Microsoft Global ISV Partner and has been named to the Inc. 500|5000 six times and the Deloitte Technology Fast 500™ five times. Founded in 2001, AvePoint is privately held and headquartered in Jersey City, NJ.

- [Microsoft 2018 US Partner of the Year – Government](#)
- [Microsoft 2017 US Public Sector Federal Cloud \(Consumption\) Partner of the Year](#)
- [Microsoft 2017 US Public Sector Partner of the Year: Microsoft CityNext](#)
- [Microsoft 2016 Federal Solution Partner of Year](#)
- [Microsoft 2016 US Public Sector Finalist for Partner of the Year Award – Government](#)
- [Microsoft 2016 Winner for US Central Cloud Partner of the Year Award](#)
- [Microsoft 2016 Partner of the Year for Technology for Good Citizenship](#)

## MICROSOFT PARTNERSHIP

AvePoint is a Depth Managed 5x Microsoft Gold Certified Partner, an honor reserved for the top 1% of Microsoft's entire partner ecosystem worldwide. As one of the very first Microsoft SharePoint Independent Software Vendors (ISVs) since the platform first debuted in 2001, we are proud to be a Microsoft Gold Certified ISV Partner representing the highest level of competence and expertise with Microsoft technologies, in addition to having the closest working relationship with the company to ensure products are specifically geared to integrate seamlessly with Microsoft Products and Technologies.



Gold Application Development  
Gold Collaboration and Content  
Gold Cloud Productivity  
Gold Messaging  
Gold Datacenter