wvOASIS

Jump to: FORMS ⬆ Go | 🏠 Home | 🔧 Personalize | Ⓐ Accessibility | 🔑 App Help | 📋 About | ⏻

Welcome, Alisha S Pettit

Procurement | Budgeting | Accounts Receivable | Accounts Payable

Solicitation Response(SR) | Dept: 1400 | ID: ESR09292500000002337 | Ver.: 1 | Function: New | Phase: Final ▾ | Modified by batch , 09/30/2025

Header 📎 1

List View

General Information | Contact | Default Values | Discount | Document Information | Clarification Request

Procurement Folder: 1787701
Procurement Type: Central Purchase Order
Vendor ID: VS0000022620 ⬆
Legal Name: COMPUGOV INC
Alias/DBA:
Total Bid: $61,937.02
Response Date: 09/29/2025 📅
Response Time: 15:45
Responded By User ID: CompuGov ⬆
First Name: Wayne
Last Name: Hwang
Email: wayne@compugov.com
Phone: 8054035984

SO Doc Code: CRFQ
SO Dept: 1400
SO Doc ID: AGR2600000012
Published Date: 9/24/25
Close Date: 9/30/25
Close Time: 13:30
Status: Closed
Solicitation Description: Dell Powerstore 500t or Equal
Total of Header Attachments: 1
Total of All Attachments: 1

Department of Administration
Purchasing Division
2019 Washington Street East
Post Office Box 50130
Charleston, WV 25305-0130

State of West Virginia
Solicitation Response

Proc Folder:	1787701
Solicitation Description:	Dell Powerstore 500t or Equal
Proc Type:	Central Purchase Order

Solicitation Closes	Solicitation Response	Version
2025-09-30 13:30	SR 1400 ESR09292500000002337	1

VENDOR
VS0000022620 COMPUGOV INC

Solicitation Number: CRFQ 1400 AGR2600000012

Total Bid: 61937.0199999999679857864975 **Response Date:** 2025-09-29 **Response Time:** 15:45:59

Comments:

FOR INFORMATION CONTACT THE BUYER
Larry D McDonnell
304-558-2063
larry.d.mcdonnell@wv.gov

Vendor
Signature X   **FEIN#**   **DATE**

All offers subject to all terms and conditions contained in this solicitation

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
1	Dell Powerstore 500t or Equal	1.00000	EA	61937.000000	61937.00

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Please see attached quote and spec sheet for "or equal" Storage system from Infortrend.

Extended Description:

Please see 3.1.1 in Specifications
See attached documentation for further details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
2	Dell Pro Support 24/7 ProSupport or Equal	1.00000	EA	0.010000	0.01

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Included in price above.

Extended Description:

Please see section 3.1.1.13 in Specifications
See attached documentation for further details.

Line	Comm Ln Desc	Qty	Unit Issue	Unit Price	Ln Total Or Contract Amount
3	Dell Pro Support Next Business Day on-site service or Equal	1.00000	EA	0.010000	0.01

Comm Code	Manufacturer	Specification	Model #
43210000			

Commodity Line Comments: Included in price above.

Extended Description:

Please see 3.1.1.14 in Specifications
See attached documentation for further details.

DATE 9/29/2025
Quote # WH1676
Valid Until: 11/28/2025
Account Rep: Wayne Hwang
wayne@compugov.com

CompuGov
10 Peppertree
Aliso Viejo, CA 92656
Phone (949) 309-2442

CompuGov is a SBA Certified Small Disadvantaged Business (SDB)

Customer:
Larry D McDonnell
DEPARTMENT OF ADMINISTRATION
PURCHASING DIVISION
2019 WASHINGTON ST E
CHARLESTON WV 25305
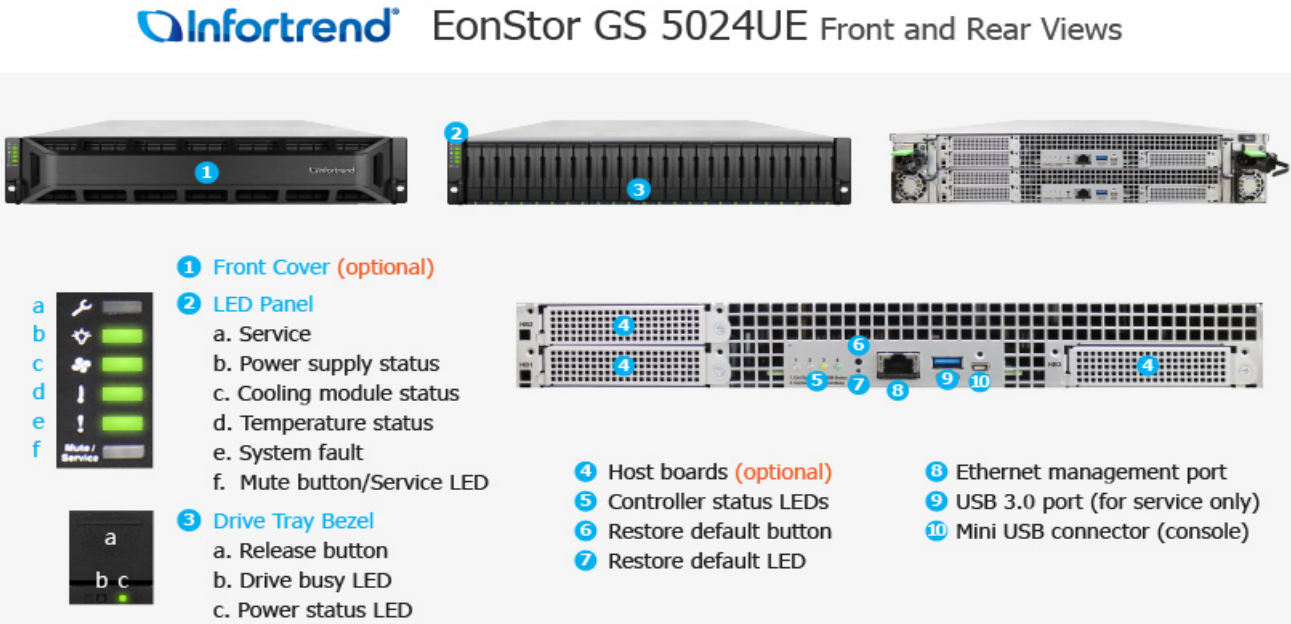304-558-2063
larry.d.mcdonnell@wv.gov

Fed Tax ID: 26-2001071
DUNS: 962404500
Cage Code: 868R0
SAM Unique Entity ID: KPTHL6ASXP47
CA Small Business Certification: 1327880

Version	Quote for RFQ #:	FOB	Terms	Delivery
1	CRFQ 1400 AGR2600000012	Dest.	Net 30	60 Days ARO

Part Number	DESCRIPTION	Qty	Price	AMOUNT
	Infortrend EonStor GS 5024UE Front and Rear Views			
	Infortrend GS 5024URE 2U 24-bay U.2 NVMe Hybrid Flash Storage *Equal to Dell Powerstore 500t Server			
Compute (Controllers)	2 nodes; Intel Xeon Scalable, 12-core @ ~2.4 GHz per node *Does not meet the 16 core count requirement, but meets and exceeds all performance requirements otherwise. The CPU Core count is much less important than the firmware / processing efficiency of the system.			
Memory (Controller Cache)	256GB (16x16GB) DIMM Total, 128GB Per Controller / Node			
Performance	Up to 1.3M end-to-end IOPS to accelerate storage operations			

Enclosure / Bays	2U, dual active/active controller HA, 24x U.2/U.3 NVMe			
Dimensions	H 3.46″, W 17.7″, D ~32.7″ (depth exceeds limit) *Note: Dell Powerstore 500t also has a chassi depth of 31.3", which exceeds the max depth requirement. We are unable to find a system in the market which meets the depth requirement.			
Power	1600W 80 PLUS Titanium Dual Redundant and Hot-swappable Energy Star Qualified Power Supplies			
Drives (installed)	16× 3.84 TB U.3 NVMe TLC Solid State Drives			
Networking	Dual Controller, Per controller node: 2x 25 GbE SFP28. Total 4x 25 GbE SFP28			
Protocols	FC, iSCSI, SAS, NVMe/TCP, NVMe/RDMA			
VMware Integration	VMware-Ready vCenter/vSphere (VAAI/VASA plug-ins, SRM)			
Usable Capacity	≥53 TB usable with 16×3.84 TB under RAID-6 (estimate)			
Warranty	Infortrend Limited Warranty covering for any defects in materials or workmanship of the Item, online support for any warranty claims against the Item, and provides replacement hardware in the event of a failure. Warranty covers replacement of any failed NVME drives in addition to all other internal components.			
Support Upgrade	5 Year Next Business Day On-Site after remote HelpDesk diagnosis, Support w/ 24x7 HelpDesk Tech Support provided via phone/online.			
TOTAL	Infortrend GS 5024URE 2U 24-bay U.2 NVMe Hybrid Flash Storage *Fully Assembled and Tested *TAA Compliant. Assembled in USA.	1	61,937.02	61,937.02
	Spec Sheet is attached			
	FREE Shipping is included			

SUBTOTAL	$	61,937.02
TAX RATE		0.00%
SALES TAX		-
TOTAL	$	61,937.02

CompuGov is a Small Disadvantaged Business.

Ordering/Remit to address:

   CompuGov

   10 Peppertree

   Aliso Viejo, CA 92656

CompuGov RMA Policy:

Please carefully check your order upon delivery. CompuGov can only accept RMAs without restocking fee for order errors, and only for 30 days after delivery.

RMA's for reasons of customer choice must be approved before returns are accepted, and may be subject to a minimum 25% restocking fee.

Infortrend®

EonStor GS U.2 NVMe Hybrid Flash Storage

Scale-out Unified Storage with High Availability for Enterprises

Highlights

Extreme Performance

- Up to 1.3M end-to-end IOPS to accelerate storage operations
- Massive sequential throughput of up to 50GB/s

Cost-Effective Storage

- U.2 NVMe SSD to deliver better performance at lower costs
- QLC SSD support for higher capacity at reduced costs
- Automated storage tiering to fully utilize SSD and HDD

Flexible Scalability

- Scale-out and scale-up expansions to easily expand performance and capacity to more than 70PB

Easy to Use and Manage

- Single namespace for easier data access
- Auto-balancing to reduce the burden of storage management for IT staff

Nondisruptive Operations

- HA service ensures non-stop operations with a near-zero RTO (recovery time objective) by deploying two storage devices to provide services from two separate sites.

Introduction

EonStor GS U.2 NVMe hybrid flash storage is a high performance storage solution for enterprises. Equipped with U.2 NVMe SSD, it provides higher IOPS and throughput and is more cost-effective. GS U.2 is a unified storage that supports both SAN and NAS services. With block-level and file-level scale-out support, it can linearly increase performance and capacity. Complete data protection allows IT staff to focus on higher value projects. It is a perfect fit for such applications as AI, HPC, M&E, virtualization, and database.

End-to-End High Performance with U.2 NVMe SSD

The most high-end model, GS 5000U, features 200GbE connectivity with RDMA and NVMe over Fabrics (NVMe-oF), achieving up to 50GB/s read throughput and 1.3M IOPS on a single appliance.

Cost-Effectiveness and High Storage Efficiency

U.2 NVMe SSD is becoming mainstream in the market as it combines the advantages of SAS and SATA SSDs, allowing enterprises to enjoy higher performance at a competitive price.

With significant improvement in performance and durability in recent years, quad-level cell (QLC) SSDs have become a compelling option for applications requiring high capacity and flash-level performance. QLC SSDs offer 33% more storage capacity per cell compared to triple-level cell (TLC) SSDs, all while costing less. EonStor GS U.2 NVMe storage supports QLC SSDs to provide greater flexibility, catering to a wide range of enterprise applications and requirements.

EonStor GS U.2 NVMe storage supports hybrid storage, and with automated storage tiering, the storage system can automatically leverage the high throughput and low latency of U.2 NVMe SSDs for frequently accessed data, while using HDDs on expansion enclosures as data backup media, thereby boosting system performance at a reduced total cost of ownership.

The storage solution also comes with data compression and offline deduplication, which reduces the storage capacity required and thus saves storage costs. The compression feature greatly reduces the data size and the transfer time. To deal with repeated files saved by manual backups or archiving, offline deduplication helps you automatically remove duplicate data from an appliance or a cluster to free up storage space.

Flexible Scalability with Scale-out and Scale-up

Through scale-out expansion, you can linearly increase performance and capacity for both block-level and file-level environments. When one storage appliance is no longer able to provide enough performance or capacity, you can simply add more appliances to form a cluster—with a maximum of 4 appliances.

Through scale-up expansion, each storage appliance can be connected to JBOD expansion enclosures to add up to 896 drives. Together with scale-out expansion, EonStor GS U.2 NVMe storage supports more than 3000 drives in total.

Easy Data Access for Users and Simple IT Management

Users can access shared folders in a single root directory under a single namespace, without having to worry about where the data is stored. Auto-balancing is also supported to achieve load balancing, which relieves the burden of manual planning and configuration for IT personnel.

Smart Management of SSD

EonStor GS U.2 NVMe storage uses an intelligent algorithm to handle data writes and optimize SSD usage. The algorithm not only extends SSD lifespan by reducing the total amount of writes on an SSD but also prevents multiple SSDs from failing at the time and causing data loss. Moreover, as EonStor GS U.2 NVMe storage monitors SSD status in real time, it estimates the remaining lifespan of each SSD and sends the administrator a reminder to replace the SSD that is about to fail.

Complete Data Protection and Backup

EonStor GS U.2 NVMe offers various data protection mechanisms to guarantee data safety. First, Infortrend's unique RAID technology ensures your data remains intact even in case of a drive failure. With snapshot, a flexible backup tool, you can back up local resources on a storage system by schedule, including volumes and shared folders, and roll back to a previous version when needed. For further protection, you can back up data to a remote GS appliance using the remote replication feature, or to a public cloud with EonCloud Gateway.

Immutable object storage, another crucial feature for data protection, safeguards data against ransomware attacks. It retains data with WORM (write once read many) storage protection, where data gets "locked" and therefore cannot be modified, deleted, overwritten, or even encrypted by ransomware. By setting a retention period, you can easily follow government compliance requirements or company policies on data retention.

For companies requiring an easy-to-use and reliable storage solution for file backup, EonStor GS U.2 NVMe storage can be utilized as a backup appliance, allowing you to leverage its backup server function to back up data from PC, file servers, and public cloud through a GUI interface. Additionally, you can set options such as a backup schedule and a retention period to best fit your needs.

New Level of High Availability

From power supplies, cooling fans, controllers, to host boards, the modular design of all these hardware components lowers maintenance complexity and provides fast, precise technical support and RMA services, keeping EonStor GS U.2 NVMe storage safe from any downtime to maintain nonstop services, increase productivity, and enhance competitiveness.

In addition, EonStor GS U.2 NVMe storage offers HA service to deliver continuous availability with a near-zero RTO (recovery time objective) and a zero RPO (recovery point objective). With two storage devices deployed at near sites, the HA service provides block-level active-active storage and file-level active-passive storage for business-critical applications that have an extremely low tolerance for downtime. Featuring synchronous remote replication and auto-failover, this solution ensures identical and complete copies of data are stored on both storage devices and avoids service downtime due to planned or unexpected events. Auto-failback is available in block-level HA service, allowing a storage device to resume services without switching manually.

Intuitive Management Software

GS U.2 NVMe storage adopts EonOne, a web-based management software tool, to assist customers in raising storage and service efficiency for increased productivity. With its intuitive interface design, IT administrators can easily manage a cluster and multiple appliances, monitor performance and capacity usage, and complete system configurations, all from one centralized interface.

PHYSICAL SPECIFICATIONS

Product Series			GS 2000U	GS 3000U	GS 3000UT	GS 4000U
Form Factor	2U 24-bay		GS 2024**UR**	GS 3024**UR**	GS 3024**URT**	GS 4024**UR**
	4U 48-bay		-	-	GS 3048**URT**	GS 4048**UR**
	Note: U: NVMe storage **R**: Dual redundant controllers **T**: High performance					
Controller			Dual redundant			
Cache Backup Technology			Super capacitor + flash module			
CPU			Intel® Xeon® D 2-Core	Intel® Xeon® D 4-Core	Intel® Xeon® D 4-Core	Intel® Xeon® D 6-Core
Cache Memory			Default DDR4 16GB, up to 128GB		Default DDR4 48GB, up to 384GB	
Supported Drives			2.5" U.2 NVMe SSD (must be purchased from Infortrend)			
Max. Drive Number	Via Expansion Enclosures, per Appliance		896			
	Via Scale-out with Other Series of Appliances, per Cluster		3584			
Max. SSD Cache Pool (Block Level)			4TB			
Onboard 10GbE Ports (SFP+)			0	4	0	0
Onboard 25GbE Ports (SFP28)			0	0	4	0
	Note: All the ports must be set to the same channel type (block-level or file-level).					
Onboard JBOF Expansion Ports			GS 3024**URT**: 4, GS 4024**UR**: 4			
Host Board Slots			4	4	4	4
Host Board Options			• 16Gb/s FC x 4 • 32Gb/s FC x 2 • 32Gb/s FC x 4 • 10GbE (SFP+) x 2 • 25GbE (SFP28) x 2, RDMA • 25GbE (SFP28) x 4, RDMA • 12Gb/s SAS x 2		• 16Gb/s FC x 4 • 32Gb/s FC x 2 • 32Gb/s FC x 4 • 10GbE (SFP+) x 2 • 25GbE (SFP28) x 2, RDMA • 25GbE (SFP28) x 4, RDMA • 100GbE (QSFP28) x 1, RDMA • 100GbE (QSFP56) x 2, RDMA • 12Gb/s SAS x 2	
	Note: 1. At least 24GB memory is required per controller to use RDMA. 2. It is strongly recommended that you refer to the latest Host Board and Memory Guide on our website for complete information, including supported combinations and important notes, before purchasing any host board for your model.					
Max. 16Gb/s FC Ports			16	16	16	16
Max. 32Gb/s FC Ports			16	16	16	16
Max. 10GbE Ports (SFP+)			8	12	8	8
Max. 25GbE Ports (SFP28)			16	16	20	16
Max. 100GbE Ports (QSFP28)			0	0	4	4
Max. 100GbE Ports (QSFP56)			0	0	8	8
Max. 12Gb/s SAS Ports			8	8	8	8
Expansion Enclosures			JB 4024**U**, JB 3012**A**, JB 3016**A**, JB 3024**BA**, JB 3025**BA**, JB 3060**L**, JB 3090			
	Note: JB 4024**U** is supported only for GS 3024**URT** and GS 4024**UR**					
Dimensions (Without Chassis Ears and Protrusions) (W x H x D)			449 x 88 x 500 mm		• 2U 24-bay: 449 x 88 x 530 mm • 4U 48-bay: 449 x 176 x 530 mm	
Package Dimensions (W x H x D)			• 2U 24-bay: 588 x 239 x 780 mm • 4U 48-bay: 588 x 423 x 780 mm			
Power Supply Unit	Power Supplies (Redundant and Hot-swappable)	Global	• 2U 24-bay: 530W x 2 (80 PLUS Bronze) • 4U 48-bay: 1300W x 2 (80 PLUS Titanium)			
		EU	• 2U 24-bay: 800W x 2 (80 PLUS Titanium) • 4U 48-bay: 1300W x 2 (80 PLUS Titanium)			
	AC Voltage	Global	• 2U 24-bay: 100-240VAC @10-5A • 4U 48-bay: 100-127VAC @12A, 200-240VAC @8.5A			
		EU	• 2U 24-bay: 100-127VAC @10A, 200-240VAC @5A • 4U 48-bay: 100-127VAC @12A, 200-240VAC @8.5A			
	Frequency		50-60 Hz			
Safety Standards			• Electromagnetic compatibility: CE, BSMI, FCC • Safety: UL, BSMI, CB			

PHYSICAL SPECIFICATIONS

Product Series		GS 5000U		
Form Factor	2U 24-bay	GS 5024**URE**		
		Note: U: NVMe storage **R**: Dual redundant controllers **E**: Essential		
Controller		Dual redundant		
Cache Backup Technology		Super capacitor + flash module		
CPU		Intel® Xeon® Scalable 12-Core		
Cache Memory		Default DDR5 128GB, up to 1024GB		
Supported Drives		2.5" U.2 NVMe SSD (must be purchased from Infortrend)		
Max. Drive Number	Via Expansion Enclosures, per Appliance	896		
	Via Scale-out with Other Series of Appliances, per Cluster	3584		
Max. SSD Cache Pool (Block Level)		4TB		
Host Board Slots		6		
Host Board Options		• 32Gb/s FC x 4 • 25GbE (SFP28) x2, RDMA • 25GbE (SFP28) x4, RDMA • 100GbE (QSFP28) x 1, RDMA • 100GbE (QSFP56) x 2, RDMA • 200GbE (QSFP56) x 1, RDMA • 12Gb/s SAS x 2		
		Note: It is strongly recommended that you refer to the latest Host Board and Memory Guide on our website for complete information, including supported combinations and important notes, before purchasing any host board for your model.		
Max. 32Gb/s FC Ports		24		
Max. 25GbE Ports (SFP28)		24		
Max. 100GbE Ports (QSFP28)		6		
Max. 100GbE Ports (QSFP56)		12		
Max. 200GbE Ports (QSFP56)		6		
Max. 12Gb/s SAS Ports		12		
Expansion Enclosures		JB 4024**U**, JB 3012**A**, JB 3016**A**, JB 3024**BA**, JB 3025**BA**, JB 3060**L**, JB 3090, JB 4090		
Dimensions (Without Chassis Ears and Protrusions) (W x H x D)		449 x 88 x 830 mm		
Package Dimensions (W x H x D)		594 x 235 x 1106 mm		
Power Supply Unit	Power Supplies (Redundant and Hot-swappable)	Global	1600W x 2 (80 PLUS Titanium)	
		EU		
	AC Voltage	Global	100-127VAC @12A, 200-240VAC @10A	
		EU		
	Frequency		50-60 Hz	
Safety Standards		• Electromagnetic compatibility: CE, BSMI, FCC • Safety: UL, BSMI, CB		

Max. Logical Drive Number	30	
Max. Logical Drive Capacity	512TB	
Stripe Size	16KB, 32KB, 64KB, 128KB, 256KB, 512KB, 1024KB (per logical drive)	
Write Policy	Write-back or write-through (per logical drive)	
Max. Pool Size	2PB	
Max. Pool Number	30	
Max. Volume Size	2PB	
Max. Volume Number	1024	
Max. Host LUN Mapping Number	4096	
Max. Reserved Tag Number	256 (per Host-LUN connection)	
Max. iSCSI Initiators	832	
Max. Host Connection Number	128 (per FC)	
RAID Options	RAID 0, RAID 1, RAID 3, RAID 5/5F, RAID 6/6F, RAID 10, RAID 30, RAID 50, RAID 60	

Supported Protocols	File Level	CIFS/SMB (version 2.0/3.0), NFS (version 2/3/4), AFP (version 3.1.12), FTP/FXP (vsftp 2.3.4), WebDAV (httpd package 2.4.6)
	Block Level	FC, iSCSI, SAS, NVMe/TCP, NVMe/RDMA
		Note: NVMe/RDMA is supported only on host channels with RDMA functionality.
	Object Level	RESTful API

File Level	Max. File System Size	2PB
	Max. Number of Local Users	20000
	Max. Number of Local Groups	512
	Max. Number of Domain Users and Groups	The number depends on the memory capacity of a single controller and the system configuration. • 8GB: 50,000 • 16/24GB: 100,000 • 32/48GB: 200,000 • 64GB: 400,000 • 96GB and up: 500,000
		Note: The number of **R** models does not double.
	Max. Number of Shared Folders	2048 (NFS/CIFS/FTP) | 255 (AFP)
	Max. Number of Rsync Jobs	1024
	Max. Number of Concurrent Rsync Processes	64
	Max. Number of Connections	2048 (NFS/CIFS/AFP) | 1024 (FTP)

Management	• Web-based EonOne management software • User account management • Group management • Folder management - folder access control • Quota management • Folder encryption with AES	• Integration with Microsoft Active Directory (AD) and Linux LDAP • Storage Resource Management to analyze history of resource usage • Multi-factor authentication login mechanism • File-level QoS (network traffic control) • SMI-S standard interface for hypervisor management applications
Availability and Reliability	• Immutable object storage • Hot-swappable hardware modules • Device mapper • Antivirus • Trunk group	• Cache safe technology • UPS • WORM (file level only) • SMB Multichannel
Efficiency	• Block level: Offline compression, offline deduplication • File level: Inline compression, offline deduplication	
Notification	• Email	• SNMP traps
Applications	• Anti-virus • Backup Server • Docker • LDAP Server • Mail Server • Nextcloud	• Project Server • Proxy Server • Syslog Server • VPN Server • Web Server
Supported Cloud Services	EonCloud Gateway supports integration with the following cloud providers: Amazon S3, Microsoft Azure, Alibaba Cloud, OpenStack, Baidu Cloud, Google Cloud, Tencent Cloud, Wasabi Cloud, etc.	
	Note: For complete information about supported cloud providers, please refer to EonCloud Gateway webpage https://www.infortrend.com/global/solutions/eoncloud	
Supported OS	Microsoft Windows Server, Red Hat Enterprise Linux, SUSE Linux Enterprise, Sun Solaris, MacOS X, VMware	
	Note: For supported OS versions, please refer to the Compatibility Guide.	

DATA SERVICES

Thin Provisioning	Block Level	Default	"Just-in-time" capacity allocation optimizes storage utilization and eliminates allocated but unused storage space.	
Local Replication	Snapshot	File Level	Optional	Snapshot images per folder: 1024	
		Block Level	Default	Snapshot images per source volume: 64	Snapshot images per system: 128
			Optional	Snapshot images per source volume: 256	Snapshot images per system: 4096
	Volume Copy/Mirror		Default	Replication pairs per source volume: 4	Replication pairs per system: 16
			Optional	Replication pairs per source volume: 8	Replication pairs per system: 256
Remote Replication		File Level	Default	Support Rsync with 128-bit SSH encryption	
		Block Level	Optional	Replication pairs per source volume: 8	Replication pairs per system: 64
				Note: The maximum number of replication pairs per source volume is 8, whether they are remote asynchronous pairs, remote synchronous pairs, or local volume pairs	
Automated Storage Tiering			Optional	Storage tiers per pool: 4	
Scale-out		File Level	Default	Appliances per cluster: 1	
			Optional	Appliances per cluster: 4	
		Block Level	Default	Appliances per cluster: 4	
HA Service		File Level	Optional	Delivering continuous availability and eliminating downtime for mission-critical workloads that require non-stop operations	
		Block Level		**Note:** HA Service is not available on GS 2000**U**.	
SSD Cache		File Level	Optional	Accelerating file operations and data access performance for both read and write Max. SSD number: 8	
		Block Level	Optional	Accelerating data access in random read-intensive environments (e.g. OLTP) Max. SSD number: 4	
				Recommended DIMM capacity per controller for SSD cache pool	
				DRAM : 8GB Max SSD cache pool size : 0.5TB	
				DRAM : 16GB Max SSD cache pool size : 1TB	
				DRAM : 32GB Max SSD cache pool size : 2TB	
				DRAM : 64GB and up Max SSD cache pool size : 4TB	

WARRANTY AND SERVICE

Service and Support	Standard Service	3-year limited hardware warranty and 8 x 5 phone, web, and email support (batteries are covered under warranty for 2 years)
	Upgrade or Extension Options	Warranty extension: Standard service can be extended up to 5 years. The following services can be upgraded to 5 years. • Upgrade: Replacement part dispatch on the next business day • Advanced service: Phone, web, and email support + onsite diagnostics on the next business day • Premium service: Phone, web, and email support + onsite diagnostics within 4 hours
		Note: Options may vary by region. For more details, please contact our sales representatives.
	Technical Support	Get information on system installation and maintenance, download technical documents and software, or issue a support ticket
	Product Services	Register products, download firmware, apply for licensing services, create product repair tickets, or check product repair status