



Other Government Entity (OGE) Ordering Guide

South Carolina Department of Administration
Division of Technology Operations (DTO)
Statewide Contract: 4400040058

October 1, 2026

Smartronix, LLC (SMX)
44150 Smartronix Way, Suite 200
Hollywood, MD 20636-3172

Section 1: Ordering Guide — Procurement Process

The South Carolina Managed Cloud Services Contract enables eligible Other Government Entities (OGEs) to procure enterprise-class cloud services from SMX using a statewide contract vehicle. This guide provides procurement officials, technology leaders, contract administrators, and project managers with a clear, standardized process for acquiring services under the contract.

The guide is intended to simplify procurement while ensuring that each participating entity receives a cloud solution aligned with its operational requirements, technical objectives, cybersecurity needs, compliance obligations, and budget.

1.1 Eligible Purchasing Entities

Subject to applicable South Carolina procurement statutes, regulations, and contract terms, eligible entities may include:

Counties	Municipal Governments	School Districts
Public Colleges and Universities	Special Purpose Districts	Public Authorities
Public Utilities	Other political subdivisions authorized to utilize statewide contracts	

Each organization is responsible for confirming its eligibility and complying with its own internal procurement policies.

1.2 The 9-Step Ordering Process

The following table summarizes the complete ordering process from initial needs assessment through transition to ongoing managed operations.

Step	Activity	Description	Responsibility
1	Review Available Services	Review the Service Catalog, Pricing Structure, and available contract documentation to determine the services appropriate for your organization's requirements.	OGE
2	Contact SMX	Schedule an initial consultation with SMX to discuss: business objectives, existing cloud environment, technical requirements, security requirements, compliance considerations, desired schedule, and budget expectations.	OGE + SMX
3	Discovery Session	SMX conducts a collaborative discovery session to define: project scope, technical architecture, security controls, operational requirements, deliverables, project assumptions, dependencies, and risks. This step may result in a ROM for a complex project, approval to	OGE + SMX

Step	Activity	Description	Responsibility
		proceed with a Request for Solution (billable), or draft quote for a simple project.	
4	Statement of Work (SOW) / Quote	SMX prepares a project-specific Statement of Work or Quote including: objectives, scope, deliverables, schedule, project milestones, roles and responsibilities, pricing, and acceptance criteria.	SMX
5	Review and Approval	The purchasing organization reviews the Statement of Work or Quote for: technical accuracy, scope, budget, deliverables, timeline, and contract compliance.	OGE
6	Purchase Order	Upon approval, the organization issues a Purchase Order or other authorized procurement document referencing the South Carolina Managed Cloud Services Contract. The Purchase Order must be accompanied by a signed SOW or Quote.	OGE
7	Project Kickoff	SMX assigns a Project Manager, Technical Lead, Service Delivery Manager, and Customer Success Manager, where applicable. A kickoff meeting establishes communication protocols, schedules, governance, and reporting expectations.	OGE + SMX
8	Service Delivery	Services commence per the approved SOW. Typical activities include: environment assessment, Landing Zone deployment, cloud provisioning, security implementation, migration activities, monitoring configuration, documentation, and knowledge transfer.	SMX
9	Transition to Operations	Upon successful implementation: Managed Services begin, SLAs become effective, operational monitoring commences, monthly reporting begins, and Quarterly Business Reviews are scheduled.	SMX

1.3 Customer Responsibilities

Participating organizations retain full responsibility for the following throughout the engagement:

Responsibility Category	Description
Procurement Approvals	Complete all internal procurement authorization processes required before issuing a Purchase Order and signed Statement of Work or Quote.
Funding Authorization	Ensure project funding is approved and authorized prior to SOW execution.

Responsibility Category	Description
Business Approvals	Obtain all required organizational and governance approvals for the project.
User Management	Manage user accounts, access credentials, and identity governance for your organization.
Acceptance of Deliverables	Review and formally accept deliverables per the acceptance criteria defined in the SOW or Quote.
Internal Governance	Maintain compliance with your organization's internal policies, security standards, and regulatory requirements.
AI Purchasing Review	If the proposed acquisition includes AI, generative AI, machine learning, intelligent automation, or cloud services supporting AI workloads, institutions of higher education must: • Review applicable Department of Administration AI Center of Excellence (AI CoE) guidance • Complete institutional AI governance requirements before submitting an RFS or approving an SOW

1.4 SMX Support Capabilities

SMX provides comprehensive support services throughout the engagement lifecycle:

Support Service	Description
Service Desk	24x7 helpdesk support and incident triage for cloud environment issues.
Incident Management	Detection, classification, escalation, and resolution of service incidents.
Problem Management	Root cause analysis and permanent resolution of recurring issues.
Change Management	Controlled process for implementing changes to your cloud environment.
Technical Support	Expert engineering and architecture support for your cloud workloads.
Escalation Management	Structured escalation paths for critical issues requiring senior attention.
Customer Success Management	Dedicated account management, quarterly business reviews, and ongoing service optimization.

Section 2: Quick-Start Guide — Getting Started

The South Carolina Managed Cloud Services Contract enables eligible Other Government Entities to procure secure cloud services quickly through an existing statewide contract. This section provides a concise overview to help your organization get started efficiently.

2.1 Seven Steps to Getting Started

The following table provides a rapid-reference overview of the seven key activities to initiate services:

Step	Activity
1	Review available services in the Service Catalog and Pricing Guide
2	Contact SMX to schedule an initial consultation
3	Schedule and complete a discovery session with the SMX solutions team
4	Receive and review Statement of Work (SOW) or Quote from SMX
5	Review pricing against your budget and validate all requirements
6	Issue Purchase Order and signed scope document
7	Begin implementation in accordance with the approved SOW or Quote

2.2 Supported Cloud Service Providers

SMX provides managed cloud services across the following Cloud Service Providers (CSPs):

Cloud Service Provider	Service Availability
Amazon Web Services (AWS)	Infrastructure, platform, data, security, networking, storage, application, analytics, and cloud-native services
Microsoft Azure	Infrastructure, platform, data, identity, security, networking, productivity integration, analytics, and cloud-native services
Google Cloud	Infrastructure, platform, data, analytics, machine learning, security, networking, and cloud-native services
Oracle Cloud Infrastructure (OCI)	Infrastructure, database, application, networking, storage, security, and cloud-native services. <i>Note: Software as a Service (SaaS) is not in scope of this contract.</i>

Not sure which cloud provider is right for your workloads? The OGE can request an initial consult with the SMX solutions team to evaluate the benefits and applicability of each platform to your defined needs.

2.3 Typical Projects

SMX supports a broad range of cloud projects for OGEs. The following table summarizes common engagement types:

Project Type	Description
Cloud Migration	Migrate on-premises workloads, applications, and data to cloud environments (AWS, Azure, Google Cloud, or OCI).
Managed Amazon Web Services	Full lifecycle operational management of AWS infrastructure and platform services.
Managed Microsoft Azure	Comprehensive managed operations for Microsoft Azure environments.
Managed Google Cloud	Ongoing operational management for Google Cloud Platform workloads.
Oracle Cloud Infrastructure	Managed services for OCI-based workloads and database environments.
Backup and Disaster Recovery	Design, implement, and manage backup policies, DR failover, and recovery testing per your defined RTO/RPO objectives.
Security Modernization	Implement and manage cloud security controls, monitoring, and compliance aligned to SCDIS standards.
Infrastructure Automation	Deploy Infrastructure-as-Code (IaC), automated testing, and compliance validation pipelines.
Landing Zone Deployment	Establish a governed, secure cloud foundation with account structure, networking, and security guardrails.
Managed Operations	24x7 monitoring, incident management, patching, and lifecycle operations for your cloud environment.
Cloud Optimization	Rightsizing, utilization review, cost allocation, and architectural efficiency improvements.
Technical Consulting	Architecture design, cloud readiness assessments, strategy development, technical roadmap development, and specialized engineering services via RFS.

2.4 Key Benefits

Organizations leveraging the SC Managed Cloud Services Contract benefit from:

Benefit	What This Means for Your Organization
Established Statewide Contract	No need to conduct a separate competitive procurement — use the pre-awarded statewide vehicle directly.
Streamlined Procurement	Simplified ordering process with standardized SOW templates and pre-negotiated pricing.
Enterprise Cloud Expertise	Access to SMX's certified cloud architects and engineers across all major cloud platforms.
Government-Focused Delivery	Delivery teams experienced in government compliance, security standards, and public sector operations.
Flexible Engagement Models	Combine base managed services, optional services, and project-based RFS engagements to fit your needs.
Proven Security Practices	Security controls aligned to SCDIS-210, CIS Benchmarks, and SCDIS-200 from day one.
Scalable Service Offerings	Consumption-based pricing scales with your cloud usage — only pay for what you use.
Rapid Implementation	Structured engagement model enables faster time-to-value through proven methodologies.
CSP and MSP Volume Discounts	Benefit from statewide aggregate purchasing volume to access CSP and MSP discounts regardless of individual spend level.

2.5 Typical Engagement Timeline

The SMX engagement timeline follows a structured approach with distinct phases. Duration varies based on project complexity and your organization's decision-making and approval processes:

Phase	Activity	Typical Duration
Discovery	Initial consultation and requirements gathering with SMX solutions team	1–2 weeks
Proposal Development	Statement of Work preparation, review, and revision	1–2 weeks
Procurement & Approval	Internal approvals and contract execution (including Purchase Order receipt)	1–4 weeks
Project Kickoff	Team alignment, project planning, and communication framework establishment	1 week

Phase	Activity	Typical Duration
Implementation	Solution delivery, deployment, testing, and knowledge transfer	Varies by scope

Timeline factors that influence each phase duration include: project scope and technical complexity, number of stakeholders and approval layers, customer availability for reviews and decisions, procurement cycle requirements, and integration dependencies. The SMX team works collaboratively with your team to establish realistic timelines during the initial discovery conversation.

2.6 Need Assistance?

SMX can assist your organization with the following pre-engagement services:

Project planning and scope development	Budget estimates and rough order of magnitude (ROM) pricing
Technical architecture guidance and cloud assessments	Service recommendations tailored to your workloads
Cloud readiness assessments	CSP selection guidance and platform comparison

To begin or to request assistance, contact SMX at the information provided in the Contact Information section of this guide.

Section 3: Procurement Checklist

Use this checklist to ensure all required steps are completed before, during, and after your procurement. Check each item as completed. This checklist does not replace your organization's internal procurement policies.

Phase 1: Procurement Planning
☐ Confirm eligibility to use the South Carolina Managed Cloud Services Contract
☐ Identify business objectives and desired outcomes
☐ Identify technical requirements and current environment inventory
☐ Secure project funding and obtain budget authorization
☐ Identify key stakeholders and project sponsors
☐ Establish project governance structure and decision-making authority

Phase 2: Service Selection

- ☐ Review the Service Catalog to understand available services
- ☐ Review the OGE Pricing Guide and Pricing Structure
- ☐ Identify required base services (cloud provisioning, network, security)
- ☐ Identify optional services needed (DR, database management, DDoS protection, etc.)
- ☐ Develop a preliminary budget estimate

Phase 3: Artificial Intelligence Review (When Applicable)

Complete this section if the proposed acquisition includes AI, generative AI, machine learning, automated decision support, intelligent automation, or AI-enabled products or services.

- ☐ Determine whether the proposed purchase includes AI, generative AI, machine learning, automated decision support, intelligent automation, or an AI-enabled product
- ☐ Review current Department of Administration AI Center of Excellence (AI CoE) guidance
- ☐ Complete required institutional AI governance, privacy, security, legal, data-use, accessibility, and procurement reviews
- ☐ Document required approvals or consultations
- ☐ Attach or reference applicable approval documentation in the Request for Solution (RFS)
- ☐ Confirm that the AI review is complete before approving the Statement of Work

Phase 4: Engagement

- ☐ Contact SMX to schedule a discovery session
- ☐ Schedule and complete the discovery session with SMX solutions team
- ☐ Review existing environment and current technology landscape with SMX
- ☐ Discuss implementation schedule and key milestones
- ☐ Identify security requirements, data classifications, and compliance obligations

Phase 5: Statement of Work Review

- ☐ Review project scope for completeness and accuracy
- ☐ Confirm all required deliverables are listed with acceptance criteria
- ☐ Review milestones and ensure the implementation schedule is feasible
- ☐ Validate pricing against the OGE Pricing Guide and contract year rates
- ☐ Confirm project assumptions are accurate and acceptable
- ☐ Review acceptance criteria to ensure they are objective and measurable

Phase 6: Procurement Approval

- ☐ Obtain all required internal approvals per your procurement policies
- ☐ Issue Purchase Order or other authorized procurement document
- ☐ Reference the South Carolina Managed Cloud Services Contract (4400040058)
- ☐ Notify SMX upon issuance of Purchase Order and signed scope document

Phase 7: Project Initiation

- ☐ Conduct project kickoff meeting with SMX project team
- ☐ Assign project contacts and confirm roles and responsibilities
- ☐ Finalize communication plan and escalation procedures
- ☐ Confirm implementation schedule and key milestone dates

Phase 8: Implementation

- ☐ Complete onboarding and environment access setup
- ☐ Validate all technical requirements are met before deployment
- ☐ Review security configuration and compliance controls
- ☐ Complete user acceptance testing (UAT)
- ☐ Formally accept deliverables per acceptance criteria in the SOW

Phase 8: Implementation

- ☐ Confirm transition to production environment

Phase 9: Transition to Operations

- ☐ Confirm service activation and managed operations commencement
- ☐ Review and accept operational documentation and runbooks
- ☐ Complete knowledge transfer with your internal team
- ☐ Confirm support contacts and escalation paths
- ☐ Schedule Quarterly Business Reviews with SMX Customer Success Manager
- ☐ Validate that Service Level Agreements (SLAs) are active and understood

Contact Information

To learn more about services available under this contract, initiate a Request for Solution, or obtain assistance with ordering, contact the SMX State and Local Account Team, Program Management Office:

Field	Contact 1 — Sr Director, SLED	Contact 2 — SC MCS Account Manager
Name	Shelly Reade	Elizabeth Brown
Title	Sr Director, SLED	SC MCS Account Manager
Email	sreade@smxtech.us	etbrown@smxtech.us
Website	www.smxtech.com	

Important Notice

Legal & Contractual Notice

No project-specific work will begin until your agency has completed its required internal review, approved the SOW or quote, and issued the appropriate purchasing instrument.

The following reference documents should be reviewed in conjunction with this guide:

- Executed Statewide Contract and Incorporated Exhibits — governs in the event of conflict
- OGE Pricing Guide — contains applicable contract rates and pricing assumptions

Legal & Contractual Notice

- Project-Specific SOW/Quote — defines scope, deliverables, and responsibilities for each engagement
- Service Catalog — detailed descriptions of all available managed cloud services
- Sample SOW — template for Statement of Work development
- AI CoE Guidance — applicable for any AI-related acquisition (please contact Department of Administration, Program Management Office at pmo@admin.sc.gov)

This document provides general guidance and does not replace the executed Statewide Contract, incorporated exhibits, applicable amendments, or the Pricing Guide. In the event of a conflict between this document and the contract, the executed contract and incorporated exhibits govern.

All pricing is subject to the awarded Exhibit 4.1 Pricing Structure. Consult the applicable contract year pricing schedule for rates applicable to your specific engagement.