



# Other Government Entity (OGE) Pricing Guide

South Carolina Department of Administration  
Division of Technology Operations (DTO)  
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## Purpose

This Pricing Guide provides comprehensive information regarding the pricing available to eligible Other Government Entities (OGEs) under the South Carolina Managed Cloud Services (MCS) Contract. Appendix A provides details of all pricing. It is intended to assist procurement officials, information technology leadership, financial managers, project managers, and other authorized representatives in understanding the pricing structure established under the contract and the process used to develop project-specific pricing.

## Eligible Organizations

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

- Counties
- Municipalities
- Public school districts
- Institutions of higher education
- Special purpose districts
- Public authorities
- Commissions
- Councils of government
- Other governmental entities authorized to purchase from South Carolina statewide contracts

Unlike traditional fixed-price contracts, MCS uses a flexible pricing model that aligns service costs with actual cloud usage, operational complexity, and the level of managed services required. This pricing model enables organizations to scale services as business requirements change while maintaining predictable and transparent pricing methodologies. The pricing contained in this guide is derived from the contract's awarded pricing structure.

## 2. Pricing Philosophy

### 2.1 Overview

The South Carolina MCS Contract was designed to accommodate organizations of varying size, technical maturity, and cloud adoption levels. Because cloud environments differ significantly from one organization to another, the contract employs a consumption-based pricing model.

Under this approach, customers pay only for the cloud resources and managed services required to support their environment. Pricing scales with usage and service requirements, allowing organizations to increase or decrease services as operational needs evolve.

Project pricing generally consists of one or more of the following components:

| Pricing Component                                          | Description                                                                              |
|------------------------------------------------------------|------------------------------------------------------------------------------------------|
| <b>Cloud Service Provider (CSP) infrastructure charges</b> | Charges for actual monthly consumption of eligible cloud products and services           |
| <b>Managed Cloud Services (MCS) support</b>                | Operational management as a percentage of monthly cloud consumption                      |
| <b>Optional managed services</b>                           | Enhanced operational support for organizations requiring additional assistance           |
| <b>Request for Solution (RFS)</b>                          | Migration and implementation services through pre-established contract pricing           |
| <b>Optional fixed-price technical services</b>             | Standardized pricing for commonly requested activities (network, middleware, DDoS, etc.) |

Each project begins with a discovery process during which SMX works with the customer to understand technical requirements, security objectives, service expectations, workload characteristics, and operational priorities. Following discovery, SMX develops a Statement of Work (SOW) identifying the services to be provided, estimated cloud consumption, applicable managed service tiers, optional services, implementation activities, deliverables, schedule, and associated pricing.

## 2.2 Pricing Summary

The contract employs a flexible, consumption-based pricing model that aligns costs with actual cloud usage and operational needs. Organizations pay only for the cloud resources and managed services required to support their specific environment, with the ability to scale services up or down as requirements evolve.

| Pricing Component                       | Details                                                                                                                                                                                                                                                                         |
|-----------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cloud Service Provider Discounts</b> | Eligible cloud consumption from AWS, Google Cloud, OCI, and Azure receives contractual volume discounts based on combined contract consumption across all participating entities. For example, AWS Tier 1 (\$100,001–\$250,000 monthly) receives a 12.00% incremental discount. |
| <b>Managed Cloud Services Support</b>   | Operational management priced as a percentage of monthly cloud consumption, varying by provider and consumption tier. For AWS, Tier 1 support is 40% in Year 1 and 30% in subsequent years.                                                                                     |
| <b>Optional Services</b>                | Additional managed support, migration and optimization services priced against a rate card, and fixed-price technical services including network                                                                                                                                |

| Pricing Component                 | Details                                                                                                                                                                                                              |
|-----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | connectivity, system administration, database management, and DDoS protection.                                                                                                                                       |
| <b>Request for Solution (RFS)</b> | Project-specific consulting, migration, architecture, and implementation services available through pre-established pricing ranging from \$4,800 (low complexity) to \$24,000 (high complexity) beginning in Year 1. |

### 3. Cloud Service Provider Charges

CSP charges are based on the customer's actual monthly consumption of eligible cloud products and services. CSP charges may include compute, storage, databases, networking, backup, security, platform services, and other approved cloud resources consumed through Amazon Web Services, Google Cloud, Oracle Cloud Infrastructure, or Microsoft Azure.

CSP service charges are measured in dollars and metered monthly. The charges are intended to reflect cloud consumption at CSP list price before application of the applicable contract discount. The discount applies to eligible cloud consumption for which SMX receives the corresponding CSP discount, subject to the limitations and conditions described below.

#### 3.1 CSP Volume Discounts

CSP volume-discount tiers apply to both State Agencies and OGEs because the applicable consumption thresholds are based on combined contract consumption. The volume discounts are incremental and are applied according to the applicable monthly consumption band. An OGE's individual consumption may therefore contribute to, and benefit from, the combined consumption level achieved under the statewide contract.

##### Amazon Web Services (AWS) Volume Discounts

| Monthly Consumption Band      | Incremental Discount |
|-------------------------------|----------------------|
| Baseline/Floor: \$0–\$100,000 | —                    |
| Tier 1: \$100,001–\$250,000   | 12.00%               |
| Tier 2: \$250,001–\$300,000   | 12.00%               |
| Tier 3: \$300,001–\$400,000   | 12.00%               |
| Tier 4: \$400,001–\$600,000   | 12.00%               |
| Above \$600,001               | 12.00%               |

##### Google Cloud Volume Discounts

| Monthly Consumption Band      | Incremental Discount |
|-------------------------------|----------------------|
| Baseline/Floor: \$0–\$100,000 | 5.00%                |

| Monthly Consumption Band    | Incremental Discount |
|-----------------------------|----------------------|
| Tier 1: \$100,001–\$250,000 | 5.25%                |
| Tier 2: \$250,001–\$300,000 | 5.50%                |
| Tier 3: \$300,001–\$400,000 | 5.75%                |
| Tier 4: \$400,001–\$600,000 | 6.00%                |
| Above \$600,001             | 6.25%                |

### Oracle Cloud Infrastructure (OCI) Volume Discounts

| Monthly Consumption Band      | Incremental Discount |
|-------------------------------|----------------------|
| Baseline/Floor: \$0–\$100,000 | —                    |
| Tier 1: \$100,001–\$250,000   | 2.00%                |
| Tier 2: \$250,001–\$300,000   | 2.00%                |
| Tier 3: \$300,001–\$400,000   | 2.00%                |
| Tier 4: \$400,001–\$600,000   | 2.00%                |
| Above \$600,001               | 2.00%                |

### Microsoft Azure Volume Discounts

| Monthly Consumption Band     | Incremental Discount |
|------------------------------|----------------------|
| Baseline/Floor: \$0–\$50,000 | —                    |
| Tier 1: \$50,001–\$150,000   | 4.00%                |
| Tier 2: \$150,001–\$300,000  | 5.00%                |
| Tier 3: \$300,001–\$400,000  | 6.25%                |
| Tier 4: \$400,001–\$600,000  | 7.00%                |
| Above \$600,001              | 7.50%                |

## 3.2 How CSP Discounts Are Applied

For pricing and invoicing purposes, eligible CSP consumption is first identified at the applicable list-price or gross consumption value. The contractually applicable discount is then applied to eligible consumption in accordance with the CSP pricing schedule and the applicable volume band. The discount calculation is separate from MCS support charges.

| Simplified Pricing Formula             |
|----------------------------------------|
| 1. Eligible CSP List-Price Consumption |

| Simplified Pricing Formula       |
|----------------------------------|
| 2. Less: Applicable CSP Discount |
| <b>3. Equals: Net CSP Charge</b> |

Because the volume tiers are described as incremental, the final calculation should follow the executed pricing workbook rather than treating the highest achieved discount as automatically applicable to all monthly consumption.

CSP volume discount thresholds shown above are based on the combined monthly cloud consumption of all participating organizations utilizing the South Carolina Managed Cloud Services Contract. Individual OGEs are not required to independently achieve the stated consumption thresholds to receive the contract pricing established under Exhibit 4.1. Because the State aggregates cloud consumption across participating customers, eligible OGEs may benefit from statewide purchasing volume rather than relying solely on their individual cloud usage.

### 3.3 CSP Discount Conditions and Limitations

| Condition / Limitation                       | Details                                                                                                                                                                                                                                                                                                      |
|----------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Eligibility Requirement</b>               | CSP discounts apply only to products and services for which SMX receives a corresponding discount from the applicable CSP.                                                                                                                                                                                   |
| <b>Marketplace Exclusions</b>                | Third-party marketplace products and services may not be eligible for a discount. Third-party marketplace fees are specifically identified as charges for which a customer may not receive a discount when SMX does not receive one.                                                                         |
| <b>CSP Terms</b>                             | Customers remain subject to the terms, acceptable-use policies, service terms, licensing terms, and other contractual requirements of the selected CSP.                                                                                                                                                      |
| <b>Google Cloud &amp; Azure Admin Access</b> | For Google Cloud and Azure CSP discounts, SMX must have administrative access to the customer's CSP environment.                                                                                                                                                                                             |
| <b>Reserved Instance Commitments</b>         | When reserved instances or other committed-use products are purchased through SMX's consolidated billing arrangement, termination of participation may require the customer to pay the remaining committed balance and outstanding invoices unless the CSP approves transfer to another authorized reseller. |

## 4. Managed Cloud Service Pricing

MCS support provides operational management of cloud environments and is priced as a percentage of monthly cloud consumption. This pricing model aligns operational support costs with the size and complexity of the customer's cloud environment.

**Note:** The tiered volumes below reflect spend across the entire contract, not just your individual procurements. Contact SMX for updates on the current spend tier.

## MCS Activities Included

- 24x7 monitoring
- Incident management
- Service request fulfillment
- Operating system administration
- Cloud platform administration
- Security monitoring
- Identity and access management support
- Backup management
- Patch management
- Capacity monitoring
- Performance optimization
- Operational reporting
- Service management
- Technical support

## MCS Support Pricing by Cloud Provider

### Amazon Web Services (AWS) — MCS Support

| Volume Tier | Year 1 | Years 2–7 |
|-------------|--------|-----------|
| Tier 1      | 40%    | 30%       |
| Tier 2      | 25%    | 25%       |
| Tier 3      | 20%    | 20%       |
| Tier 4      | 20%    | 20%       |
| Tier 5      | 20%    | 20%       |

### Microsoft Azure — MCS Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 30%       |
| Tier 2      | 30%       |
| Tier 3      | 25%       |

| Volume Tier | All Years |
|-------------|-----------|
| Tier 4      | 25%       |
| Tier 5      | 25%       |

#### Google Cloud — MCS Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 40%       |
| Tier 2      | 35%       |
| Tier 3      | 30%       |
| Tier 4      | 25%       |
| Tier 5      | 20%       |

#### Oracle Cloud Infrastructure (OCI) — MCS Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 40%       |
| Tier 2      | 40%       |
| Tier 3      | 40%       |
| Tier 4      | 40%       |
| Tier 5      | 40%       |

## 5. Optional Managed Cloud Support Services

In addition to the standard MCS support offerings, the South Carolina Managed Cloud Services Contract includes Optional Managed Support Services. These services provide enhanced operational support for organizations requiring additional administrative assistance, expanded operational management, or specialized technical expertise beyond the standard managed services included within the selected service tier.

Optional Managed Support Services are priced as a percentage of monthly cloud consumption. The applicable percentage depends on the selected cloud platform and the customer's operational support requirements. These services may be incorporated into the initial Statement of Work (SOW) or added during contract performance through a mutually agreed contract modification.

### Amazon Web Services (AWS) — Optional Managed Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 10%       |
| Tier 2      | 10%       |
| Tier 3      | 10%       |
| Tier 4      | 10%       |
| Tier 5      | 10%       |

### Microsoft Azure — Optional Managed Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 15%       |
| Tier 2      | 15%       |
| Tier 3      | 15%       |
| Tier 4      | 15%       |
| Tier 5      | 15%       |

### Google Cloud Platform — Optional Managed Support

| Volume Tier | Year 1 | Year 2 | Years 3–7 |
|-------------|--------|--------|-----------|
| Tier 1      | 20%    | 12%    | 10%       |
| Tier 2      | 15%    | 12%    | 10%       |
| Tier 3      | 15%    | 12%    | 10%       |
| Tier 4      | 15%    | 12%    | 10%       |
| Tier 5      | 15%    | 12%    | 10%       |

### Oracle Cloud Infrastructure (OCI) — Optional Managed Support

| Volume Tier | All Years |
|-------------|-----------|
| Tier 1      | 20%       |
| Tier 2      | 20%       |
| Tier 3      | 20%       |
| Tier 4      | 20%       |
| Tier 5      | 20%       |

## 6. Request for Solution (RFS) Services

Many organizations require specialized professional services beyond ongoing cloud operations. The South Carolina Managed Cloud Services Contract provides a Request for Solution (RFS) process that allows eligible entities to obtain project-specific consulting, architecture, engineering, migration, modernization, implementation, and optimization services using pre-established contract pricing.

### RFS Appropriate Use Cases

- Cloud readiness assessments
- Cloud strategy development
- Migration planning
- Cloud architecture design
- Landing zone development
- Application modernization
- Security architecture
- Disaster recovery planning
- Hybrid cloud design
- Multi-cloud integration
- Infrastructure modernization
- Cloud optimization initiatives
- Specialized engineering services

### 6.1 Request for Solution Tier Matrix

Pricing is based upon the estimated complexity of the requested engagement using the following RFS complexity tier matrix: Low, Medium, and High. The table below summarizes the complexity characteristics within each tier. Depending on your specific need, a quote may suffice or SMX may be able to provide a ROM in advance.

| RFS Characteristic          | RFS Low                         | RFS Medium                          | RFS High                                         |
|-----------------------------|---------------------------------|-------------------------------------|--------------------------------------------------|
| <b>Technology Alignment</b> | Existing Catalog Service        | Existing or Planned Catalog Service | Specialized Service, Non-Standard Architecture   |
| <b>Server Type</b>          | VMs and/or Databases without HA | VMs and/or Databases on VMs with HA | Multi-Region VMs and/or Databases on VMs with HA |
| <b>OS Instance Count</b>    | From 1 to 15                    | From 16 to 50                       | From 16 to 60                                    |

| RFS Characteristic                               | RFS Low                                                                | RFS Medium                                                                      | RFS High                                                         |
|--------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------|------------------------------------------------------------------|
| <b>Deployment Location</b>                       | Single or Multi AZ                                                     | Single or Multi AZ                                                              | Multi Region                                                     |
| <b>Integration w/ Third Party or other Cloud</b> | No                                                                     | Yes                                                                             | Yes                                                              |
| <b>DR Classification</b>                         | No DR or Active-Passive DR                                             | No DR or Active-Passive DR                                                      | Active-Active DR or Clustered in single Region                   |
| <b>Network Functions</b>                         | Firewall, DMZ, from 1 to 3 VPC/VPN                                     | Firewall, DMZ, from 1 to 5 VPC/VPN                                              | Firewall, DMZ, more than 5 VPC/VPN                               |
| <b>Project Type</b>                              | Rehash of previous request types, simple public cloud build/migrations | Application replatform, modernization, cloud assessment, public cloud migration | Application modernization, facility move, public cloud migration |
| <b>PaaS Services</b>                             | From 1 to 6                                                            | From 7 to 10                                                                    | From 11 to 20 or Kubernetes                                      |

## 6.2 Initial Contract Pricing

| Complexity    | Year 1   | Year 2   | Year 3   | Year 4   | Year 5   | Year 6   | Year 7   |
|---------------|----------|----------|----------|----------|----------|----------|----------|
| <b>Low</b>    | \$4,800  | \$4,944  | \$5,092  | \$5,245  | \$5,402  | \$5,565  | \$5,731  |
| <b>Medium</b> | \$7,500  | \$7,725  | \$7,957  | \$8,195  | \$8,441  | \$8,695  | \$8,955  |
| <b>High</b>   | \$24,000 | \$24,720 | \$25,462 | \$26,225 | \$27,012 | \$27,823 | \$28,657 |

## 7. Optional Fixed-Price Services

The contract includes several optional technical services that may be added to any MCS engagement. These services are priced using fixed Resource Unit (RU) rates and are intended to provide standardized pricing for commonly requested activities. The fixed-price services identified below are available individually or in combination with Managed Cloud Services and may be included within the initial Statement of Work or added during contract performance through contract modification.

| Service                                          | Description                                                                                            | Unit    | Year 1         |
|--------------------------------------------------|--------------------------------------------------------------------------------------------------------|---------|----------------|
| <b>Customer-to-Cloud Network Connections</b>     | Provides secure connectivity between customer facilities and cloud environments.                       | Per RFS | <b>\$1,000</b> |
| <b>Networking Within Cloud Service Providers</b> | Supports networking configuration and management within AWS, Azure, Google Cloud, or OCI environments. | Per RFS | <b>\$500</b>   |

| Service                                                | Description                                                                                                                              | Unit                   | Year 1         |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------|------------------------|----------------|
| <b>Customer Virtual Cloud Connections</b>              | Provides secure virtual connectivity between customer environments and cloud resources.                                                  | Per Connection         | <b>\$150</b>   |
| <b>Virtual Machine Middleware Services</b>             | Supports installation, configuration, maintenance, and administration of middleware products deployed on virtual machine infrastructure. | Per Product            | <b>\$1,500</b> |
| <b>Virtual Machine System Administration</b>           | Provides operating system administration and routine system management activities for virtual machine environments.                      | Per VM                 | <b>\$40</b>    |
| <b>Cloud Native Middleware Services</b>                | Supports administration and operational management of cloud-native middleware platforms and services.                                    | Per Product            | <b>\$1,500</b> |
| <b>Distributed Denial of Service (DDoS) Protection</b> | Provides managed protection against distributed denial-of-service attacks for eligible cloud-hosted resources.                           | Per Protected Resource | <b>\$40</b>    |
| <b>Database Management Services</b>                    | Provides database administration, monitoring, maintenance, backup management, performance tuning, and operational support.               | Per DB Instance        | <b>\$1,500</b> |

Annual pricing adjustments are applied in accordance with the awarded pricing schedule.

## 8. Annual Pricing Adjustments

| Pricing Component                   | Adjustment Behavior                                                                                                              |
|-------------------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| <b>Percentage-based MCS Pricing</b> | Generally remains fixed throughout the contract term.                                                                            |
| <b>Resource Unit (RU) Pricing</b>   | Follows the annual escalation schedule contained within Exhibit 4.1 of the contract as shown in the appendices in this document. |
| <b>RFS Services</b>                 | Increases in accordance with the applicable year tables in the awarded pricing schedule.                                         |
| <b>Labor Rates</b>                  | Increases in accordance with the applicable contract year tables.                                                                |

SMX will apply only the contractually authorized pricing in effect for the applicable contract year. Customers will receive a detailed quotation or Statement of Work identifying the applicable contract year pricing before work begins.

## 9. Combining Services

Customers may combine any of the pricing components contained within this guide to create a solution that aligns with their operational, technical, and business requirements. A typical engagement may include:

| # | Component                                         | Description                                                            |
|---|---------------------------------------------------|------------------------------------------------------------------------|
| 1 | <b>CSP Infrastructure Consumption</b>             | Cloud infrastructure charges less the applicable contract discount.    |
| 2 | <b>MCS Support</b>                                | Based on the selected provider and applicable MCS tier.                |
| 3 | <b>Optional Managed Support Services</b>          | For enhanced operational assistance.                                   |
| 4 | <b>Optional Fixed-Price Services</b>              | One or more optional fixed-price services as needed.                   |
| 5 | <b>Request for Solution Professional Services</b> | For migration, architecture, implementation, or modernization efforts. |

The final Statement of Work or quote identifies each selected service, the applicable contract pricing, project assumptions, deliverables, implementation schedule, and the total estimated project cost based on the customer's requirements.

## 10. Pricing Administration

The South Carolina Managed Cloud Services Contract establishes a standardized pricing framework that enables eligible OGEs to acquire commercial cloud services and managed cloud support through a consistent, transparent, and predictable pricing methodology. The contract combines commercial cloud provider pricing with predefined managed service rates, optional service pricing, and project-based professional services to support organizations ranging from small municipalities to large higher education institutions.

All pricing under this contract is based on the awarded Exhibit 4.1 Pricing Structure and is intended to provide flexibility while maintaining consistency across all participating governmental entities. Project pricing is developed collaboratively between SMX and the customer and is documented in a Statement of Work (SOW), Quote or Request for Solution (RFS) prior to the commencement of work.

## 11. How Project Pricing Is Developed

Each engagement begins with a discovery process to understand the customer's business, operational, technical, and security requirements. Following discovery, SMX prepares a project-specific Statement of Work (SOW). No work is initiated until the customer approves the Statement of Work.

| Discovery Process Identifies                                                                                                                                                                                                                                                                                                                                                                                                                            | SOW Includes                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>• Current technology environment</li> <li>• Existing cloud deployments</li> <li>• Desired cloud platform(s)</li> <li>• Business applications</li> <li>• Security and compliance requirements</li> <li>• Disaster recovery requirements</li> <li>• Service availability objectives</li> <li>• Existing operational capabilities</li> <li>• Expected growth</li> <li>• Required implementation schedule</li> </ul> | <ul style="list-style-type: none"> <li>• Scope of services</li> <li>• Deliverables</li> <li>• Project assumptions</li> <li>• Implementation schedule</li> <li>• CSP selection</li> <li>• Optional managed services</li> <li>• Optional fixed-price services</li> <li>• Request for Solution (RFS) services, if applicable</li> <li>• Estimated cloud consumption</li> <li>• Applicable contract pricing</li> <li>• Total estimated project cost</li> </ul> |

## 12. Billing Methodology

Billing under the South Carolina Managed Cloud Services Contract is designed to provide transparency and flexibility. Monthly invoices generally consist of one or more of the following pricing elements:

| Billing Component                       | Description                                                                                                                                                                                                                                                |
|-----------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Cloud Infrastructure Consumption</b> | Based on the customer's actual monthly utilization of cloud resources including virtual machines, storage, networking, databases, backup, security services, and other cloud-native capabilities consumed during the billing period.                       |
| <b>Managed Cloud Services (MCS)</b>     | Billed as a percentage of monthly cloud consumption based on the selected cloud provider and MCS Tier. MCS support charge tiers are based on the current CSP level of consumption and apply to both State Agencies and OGEs based on combined consumption. |
| <b>Optional Managed Support</b>         | When selected, Optional Managed Support Services are billed in accordance with the applicable contract percentages for the selected cloud provider.                                                                                                        |
| <b>Optional Fixed-Price Services</b>    | Billed using the Resource Unit (RU) pricing established in the contract. May be invoiced as one-time implementation activities or recurring services, depending upon the approved Statement of Work.                                                       |
| <b>Professional Services (RFS)</b>      | Billed according to the approved project pricing established in the executed Statement of Work. Labor Rates and Resource Category Descriptions can be found in Appendix B. Pass through costs may be utilized for fixed price engagements.                 |

## CSP Monthly Tier Definitions

| Tier          | Resource Unit Name                                              | Bottom of Range | Top of Range |
|---------------|-----------------------------------------------------------------|-----------------|--------------|
| <b>Tier 1</b> | Managed Cloud Service Provider Support - Base Services (Tier 1) | \$0             | \$150,000    |
| <b>Tier 2</b> | Managed Cloud Service Provider Support - Base Services (Tier 2) | \$150,001       | \$300,000    |
| <b>Tier 3</b> | Managed Cloud Service Provider Support - Base Services (Tier 3) | \$300,001       | \$500,000    |
| <b>Tier 4</b> | Managed Cloud Service Provider Support - Base Services (Tier 4) | \$500,001       | \$1,000,000  |
| <b>Tier 5</b> | Managed Cloud Service Provider Support - Base Services (Tier 5) | \$1,000,001     | n/a          |

### 12.1 Important Pricing Interpretation

**The CSP discount percentages should not be confused with the MCS support percentages.** The CSP discount reduces eligible cloud-provider consumption charges. The MCS support percentage is a separate charge for monitoring, administration, service management, security support, technical operations, and other managed services.

For example, an AWS engagement may include:

| # | Component                                                                            |
|---|--------------------------------------------------------------------------------------|
| 1 | Eligible AWS consumption priced at list value.                                       |
| 2 | 12.00% AWS discount.                                                                 |
| 3 | MCS support percentage corresponding to the applicable monthly AWS consumption tier. |
| 4 | Any selected optional managed services.                                              |
| 5 | Any fixed-price or Request for Solution services included in the Statement of Work.  |

The customer's final price will therefore depend on actual CSP consumption, the discount calculation, the MCS tier determined by monthly CSP consumption, and any optional services. The executed Exhibit 4.1 Pricing Structure remains the governing source for determining the discount applicable to a specific invoice or Statement of Work/Quote.

## Appendix A – Managed Services Pricing Table

### Base Services — CSP Services Charges

| Service                       | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|-------------------------------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Cloud Services - AWS          | 3.4     | Dollars | 12.00% | 12.00% | 12.00% | 12.00% | 12.00% | 12.00% | 12.00% |
| Cloud Services - Google Cloud | 3.4     | Dollars | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  |
| Cloud Services - OCI          | 3.4     | Dollars | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  | 2.00%  |
| Cloud Services - Azure        | 3.4     | Dollars | 4.00%  | 4.00%  | 4.00%  | 4.00%  | 4.00%  | 4.00%  | 4.00%  |

### MCS Support Charges — Base (a)

#### AWS Base Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 1;2;4;5 | Dollars | 40.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% |
| Tier 2 | 1;2;4;5 | Dollars | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% |
| Tier 3 | 1;2;4;5 | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 4 | 1;2;4;5 | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 5 | 1;2;4;5 | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |

#### Google Cloud Base Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |
| Tier 2 | 1;2;4;5 | Dollars | 35.00% | 35.00% | 35.00% | 35.00% | 35.00% | 35.00% | 35.00% |
| Tier 3 | 1;2;4;5 | Dollars | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% |
| Tier 4 | 1;2;4;5 | Dollars | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% |
| Tier 5 | 1;2;4;5 | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |

#### OCI Base Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 2 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |
| Tier 3 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |
| Tier 4 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |
| Tier 5 | 1;2;4;5 | Dollars | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% | 40.00% |

### Azure Base Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 1;2;4;5 | Dollars | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% |
| Tier 2 | 1;2;4;5 | Dollars | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% | 30.00% |
| Tier 3 | 1;2;4;5 | Dollars | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% |
| Tier 4 | 1;2;4;5 | Dollars | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% |
| Tier 5 | 1;2;4;5 | Dollars | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% | 25.00% |

## Optional Services — Managed Technical Support Bundle

### AWS Optional Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 3.5     | Dollars | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 2 | 3.5     | Dollars | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 3 | 3.5     | Dollars | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 4 | 3.5     | Dollars | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 5 | 3.5     | Dollars | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |

### Google Cloud Optional Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 3.5     | Dollars | 20.00% | 12.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 2 | 3.5     | Dollars | 15.00% | 12.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 3 | 3.5     | Dollars | 15.00% | 12.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 4 | 3.5     | Dollars | 15.00% | 12.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |
| Tier 5 | 3.5     | Dollars | 15.00% | 12.00% | 10.00% | 10.00% | 10.00% | 10.00% | 10.00% |

### OCI Optional Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 3.5     | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 2 | 3.5     | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 3 | 3.5     | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 4 | 3.5     | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |
| Tier 5 | 3.5     | Dollars | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% | 20.00% |

### Azure Optional Services

| Tier   | SOW Ref | Metric  | Yr 1*  | Yr 2   | Yr 3   | Yr 4   | Yr 5   | Yr 6   | Yr 7   |
|--------|---------|---------|--------|--------|--------|--------|--------|--------|--------|
| Tier 1 | 3.5     | Dollars | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% |
| Tier 2 | 3.5     | Dollars | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% |
| Tier 3 | 3.5     | Dollars | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% |
| Tier 4 | 3.5     | Dollars | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% |
| Tier 5 | 3.5     | Dollars | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% | 15.00% |

### Request for Solution (RFS) Pricing

| RFS Type | SOW Ref | Metric  | Yr 1*    | Yr 2     | Yr 3     | Yr 4     | Yr 5     | Yr 6     | Yr 7     |
|----------|---------|---------|----------|----------|----------|----------|----------|----------|----------|
| Low      | 3.2     | per RFS | \$4,800  | \$4,944  | \$5,092  | \$5,245  | \$5,402  | \$5,565  | \$5,731  |
| Medium   | 3.2     | per RFS | \$7,500  | \$7,725  | \$7,957  | \$8,195  | \$8,441  | \$8,695  | \$8,955  |
| High     | 3.2     | per RFS | \$24,000 | \$24,720 | \$25,462 | \$26,225 | \$27,012 | \$27,823 | \$28,657 |

### Other Optional Services — 7-Year Pricing Schedule

| Service                             | SOW Ref | Unit        | Yr 1*   | Yr 2    | Yr 3    | Yr 4    | Yr 5    | Yr 6    | Yr 7    |
|-------------------------------------|---------|-------------|---------|---------|---------|---------|---------|---------|---------|
| Customer to CSP Network Connections | 3.3     | RFS         | \$1,000 | \$1,030 | \$1,061 | \$1,093 | \$1,126 | \$1,159 | \$1,194 |
| Networking within CSPs              | 3.1     | RFS         | \$500   | \$515   | \$530   | \$546   | \$563   | \$580   | \$597   |
| Customer Virtual CSP Connection     | 3.3     | per Conn.   | \$150   | \$155   | \$159   | \$164   | \$169   | \$174   | \$179   |
| Virtual Machine Middleware Services | 3.6     | per Product | \$1,500 | \$1,545 | \$1,591 | \$1,639 | \$1,688 | \$1,739 | \$1,791 |

| Service                               | SOW Ref | Unit         | Yr 1*   | Yr 2    | Yr 3    | Yr 4    | Yr 5    | Yr 6    | Yr 7    |
|---------------------------------------|---------|--------------|---------|---------|---------|---------|---------|---------|---------|
| Virtual Machine System Administration | 3.7     | per VM       | \$40    | \$41    | \$42    | \$44    | \$45    | \$46    | \$48    |
| Cloud Native Middleware Services      | 3.8     | per Product  | \$1,500 | \$1,545 | \$1,591 | \$1,639 | \$1,688 | \$1,739 | \$1,791 |
| DDoS Protection Services              | 3.9     | per Resource | \$40    | \$41    | \$42    | \$44    | \$45    | \$46    | \$48    |
| Database Management Services          | 3.10    | per DB Inst. | \$1,500 | \$1,545 | \$1,591 | \$1,639 | \$1,688 | \$1,739 | \$1,791 |

## Appendix B – Labor Rates and Resource Category Descriptions

### Labor Rates — Hourly Rates by Contract Year

| Resource Category          | Units  | Yr 1*    | Yr 2     | Yr 3     | Yr 4     | Yr 5     | Yr 6     | Yr 7     |
|----------------------------|--------|----------|----------|----------|----------|----------|----------|----------|
| System Administration      | Hourly | \$131.79 | \$135.75 | \$139.82 | \$144.01 | \$148.33 | \$152.78 | \$157.37 |
| Operations                 | Hourly | \$103.65 | \$106.76 | \$109.96 | \$113.26 | \$116.66 | \$120.15 | \$123.76 |
| Database Administration    | Hourly | \$152.99 | \$157.58 | \$162.31 | \$167.18 | \$172.19 | \$177.36 | \$182.68 |
| Project Management Support | Hourly | \$113.95 | \$117.37 | \$120.89 | \$124.52 | \$128.25 | \$132.10 | \$136.06 |
| Solution Architect         | Hourly | \$170.82 | \$175.95 | \$181.23 | \$186.67 | \$192.26 | \$198.03 | \$203.97 |
| CCOE Architect             | Hourly | \$185.72 | \$191.30 | \$197.03 | \$202.95 | \$209.03 | \$215.31 | \$221.76 |
| Network Administration     | Hourly | \$131.39 | \$135.33 | \$139.39 | \$143.58 | \$147.88 | \$152.32 | \$156.89 |
| Infrastructure Architect   | Hourly | \$193.49 | \$199.29 | \$205.27 | \$211.43 | \$217.77 | \$224.31 | \$231.03 |

### Travel Rates

**Note:** Travel rates do not apply to South Carolina residents.

| Duration       | Yr 1*      | Yr 2       | Yr 3       | Yr 4       | Yr 5       | Yr 6       | Yr 7       |
|----------------|------------|------------|------------|------------|------------|------------|------------|
| 1 Day On-Site  | \$1,027.67 | \$1,058.50 | \$1,090.26 | \$1,122.97 | \$1,156.65 | \$1,191.35 | \$1,227.09 |
| 2 Days On-Site | \$1,409.30 | \$1,451.58 | \$1,495.13 | \$1,539.98 | \$1,586.18 | \$1,633.77 | \$1,682.78 |
| 3 Days On-Site | \$1,813.58 | \$1,867.99 | \$1,924.03 | \$1,981.75 | \$2,041.20 | \$2,102.44 | \$2,165.51 |
| 4 Days On-Site | \$2,217.85 | \$2,284.39 | \$2,352.92 | \$2,423.51 | \$2,496.22 | \$2,571.10 | \$2,648.23 |
| 5 Days On-Site | \$2,622.13 | \$2,700.79 | \$2,781.82 | \$2,865.27 | \$2,951.23 | \$3,039.77 | \$3,130.96 |

### Resource Category Descriptions

| Resource Category     | Role Description                                                                                                                                                                                                                                                         | Qualifications, Experience & Education                                                                                          |
|-----------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|
| System Administration | Responsible for administration of computer hardware and software in support of IT service delivery. Includes incident handling, availability and performance monitoring, routine operations, and maintenance of operating plans. Responsible for effective provisioning, | Minimum 4 years of experience. Familiar with standard concepts, practices, and procedures. Works under limited supervision with |

| Resource Category                 | Role Description                                                                                                                                                                                                                                                                                                                                 | Qualifications, Experience & Education                                                                                                                                                                                               |
|-----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                   | installation/configuration, operation, and maintenance of systems and related infrastructure.                                                                                                                                                                                                                                                    | considerable latitude for use of initiative and independent judgment.                                                                                                                                                                |
| <b>Operations</b>                 | Gathers and interprets complex data; prepares presentations; communicates statistical or technical data. Develops and maintains data; administers policies/procedures; assumes operational assignments. Typical roles include: Asset Manager, Data Entry, Business Analyst, Technical Analyst, Technical Support Coordinator, Computer Operator. | College graduate or equivalent experience in business or associated field.                                                                                                                                                           |
| <b>Database Administration</b>    | Manages database creation, monitoring, performance tuning, and system modifications. Coordinates data integrity and redundancy control. Performs data modeling, physical/logical design, and security recovery procedures. Provides planning, development, maintenance, and monitoring of integrated database systems.                           | Knowledge of computer programming, systems design, database structures, and current database technologies. Minimum 4 years of experience. Familiar with standard concepts and procedures.                                            |
| <b>Project Management Support</b> | Designs, plans, and coordinates work teams following standard project management practices (e.g., PMI framework). Develops detailed work plans, schedules, resource plans, and status reports. Manages vendor tasks and deliverables. Communicates with clients/stakeholders and handles complex application features.                           | Minimum 3 years of experience. Minimum 3 years of progressive broad-based information systems and project delivery experience. Professional certification highly desirable.                                                          |
| <b>Solution Architect</b>         | Performs leadership, analysis, and design tasks related to solution architecture. Analyzes business drivers and designs implementation strategies. Facilitates evaluation and selection of software product standards. Consults with application and infrastructure development projects.                                                        | Strategic business acumen; experience assessing broad range of technology solutions; strong communication skills; ability to explain technical concepts to lay audiences; team player with cross-team collaboration experience.      |
| <b>CCOE Architect</b>             | Performs leadership tasks related to solutions and services with focus on automations, DevOps frameworks, tooling integrations, and product orchestrations. Analyzes industry capabilities and business drivers. Coordinates product and solution architecture implementation activities.                                                        | Strategic business acumen; experience assessing broad range of technology solutions; strong communication and analytical skills; working knowledge of infrastructure including servers, storage, firewalls, load balancers, routers. |
| <b>Network Administration</b>     | Installs, configures, and supports LAN, WAN, and Internet systems. Maintains network hardware and software; monitors network availability. Coordinates development, implementation, and maintenance of local/wide area networks. Maintains physical and                                                                                          | Minimum 5 years of experience. Familiar with standard concepts, practices, and procedures within the field. Works under limited supervision with considerable                                                                        |

| Resource Category               | Role Description                                                                                                                                                                                                                                                                                                                                | Qualifications, Experience & Education                                                                                                                                                                                                                                                                                      |
|---------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                                 | logical network structures; performs tuning and capacity planning.                                                                                                                                                                                                                                                                              | latitude for initiative and independent judgment.                                                                                                                                                                                                                                                                           |
| <b>Infrastructure Architect</b> | Ensures implementation of hardware and software meets desired technology infrastructure design. Defines requirements for products supporting applications and infrastructure. Manages process for product releases; evaluates emerging technologies. Plans and executes software and hardware platform changes with minimal service disruption. | Well-developed oral and written communications skills; strong teamwork and interpersonal skills; high level of creativity and innovation in problem solving; ability to effectively manage changes to production environment. Undergraduate degree in math, computer science, engineering, or related discipline preferred. |

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

## Important Notice

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.