KeyMark Cloud Hosting Services

Ordering Guide

South Carolina Statewide Term Contract

Electronic Document Management Service

Contract #4400032429 | Solicitation #5400024538

November 4nd 2026

1. Purpose

This Ordering Guide outlines the process for procuring KeyMark Cloud Hosting Services under South Carolina Statewide Term Contract #4400032429 — Electronic Document Management Service (Hyland Products). It is intended for procurement officials, IT leadership, and authorized agency representatives.

This guide describes the structure of available hosted products and the steps required to place an order. All specific pricing, discounts, and SKU numbers are maintained in the official KeyMark SC SKU Price List, which is the authoritative pricing reference for this contract. Refer to that document for line-item pricing before submitting any order.

2. Contract Reference

All KeyMark Cloud Hosting Services are procured under the following statewide contract:

Contract Detail	Information
Contract Number	SC STC #4400032429
Contract Name	Electronic Document Management Service (Hyland Products)
Contractor	KeyMark, Inc.
Solicitation	SC STO Solicitation #5400024538
Pricing Reference	KeyMark SC SKU Price List (see attached or referenced document)

All orders placed under this guide must reference the statewide term contract number and use the SKUs listed in the KeyMark SC SKU Price List. Orders submitted without a valid contract reference may be rejected or delayed.

3. Hosted Product Structure

The following table lists all hosted products available under SC STC #4400032429, organized by category. Each product corresponds to a line item in the KeyMark SC SKU Price List. Use the product name to locate the corresponding SKU and contract price when preparing your order.

Category	Product Name	Description
Base Cloud Hosting	Keymark Cloud Hosted – Tier 1	Annual software spend $0–$75,000. Year 1 and Year 2+ hosting fee: 50% of software spend.
	Keymark Cloud Hosted – Tier 2	Annual software spend $75,001–$250,000. Year 1: 50%; Year 2+: 47.5% of software spend.

Category	Product Name	Description
	Keymark Cloud Hosted – Tier 3	Annual software spend $250,001–$600,000. Year 1: 50%; Year 2+: 45% of software spend.
	Keymark Cloud Hosted – Tier 4	Annual software spend $600,001 and above. Year 1: 50%; Year 2+: 40% of software spend.
Optional Infrastructure Add-Ons	Keymark Cloud Hosted – Storage (per TB/year)	Additional managed cloud storage beyond the standard 1 TB allocation, billed per TB per year.
	KeyMark Cloud Hosted – High Availability	Redundant configuration to minimize downtime. +15% of base hosting fee.
	KeyMark Cloud Hosted – Disaster Recovery	Geo-redundant secondary environment with failover capability. +20% of base hosting fee.
	KeyMark Cloud Hosted – Additional Production Environment	Second fully isolated production instance. +35% of annual software spend.
	KeyMark Cloud Hosted – Additional Test Environment	Separate test environment for change validation. +15% of annual software spend.
Hosted Intelligent Document Processing (IDP)	KeyMark Hosted IDP	AI-driven document capture, classification, and data extraction. Priced per pages per year (PPY); see SKU Price List for tier details.
Hosted Forms Automation	Hosted KeyMark Forms InMotion – Enterprise	Enterprise-wide electronic forms and digital workflow automation. Annual subscription.
	Hosted KeyMark Forms InMotion – Per Use Case	Single-use-case license for forms and workflow automation. Annual subscription per use case.
Hosted Document Management	Hosted KeyMark FileHold	Cloud-hosted FileHold document management. Priced per user per year.
Hosted KeyMark Orchestrator	Hosted KeyMark Orchestrator – Basic	Up to 50,000 processing runs/year; 50,000 managed objects / 250 GB storage; 20 named users; 6-month run retention.
	Hosted KeyMark Orchestrator – Pro	Up to 150,000 processing runs/year; 150,000 managed objects / 750 GB storage; unlimited users; 12-month retention.
	Hosted KeyMark Orchestrator – Expert	Up to 400,000 processing runs/year; 400,000 managed objects / 2 TB storage; unlimited users; 24-month retention.
	Hosted KeyMark Orchestrator – Enterprise	Up to 1,800,000 processing runs/year; 1,800,000 managed objects. High-volume enterprise use.
	Hosted KeyMark Orchestrator – Add-On Usage Pack	Supplemental pack: adds 10,000 runs and 2,000 managed objects / 10 GB per year. Stackable with any active subscription.

For SKU numbers, unit of issue, list prices, and contract prices (inclusive of applicable SC STC discount), refer to the KeyMark SC SKU Price List. Pricing is not reproduced in this guide to ensure customers always reference the current, authoritative price list.

4. Ordering Process

Follow these steps to initiate and complete a KeyMark Cloud Hosting Services order under SC STC #4400032429:

Step	Action	Details
Step 1	**Confirm Eligibility**	Verify your organization is eligible under SC STC #4400032429. Eligible entities include state agencies, counties, municipalities, public school districts, institutions of higher education, special purpose districts, public authorities, councils of government, and other governmental entities authorized to purchase from South Carolina statewide contracts.
Step 2	**Request a Deployment Scope Assessment**	Contact KeyMark to request a complimentary Deployment Scope Assessment. KeyMark will work with your organization to identify the appropriate hosting tier, applicable add-ons, estimated storage requirements, and any hosted application modules relevant to your environment. No cost is incurred at this stage.
Step 3	**Review the Statement of Work (SOW)**	KeyMark will prepare a written Statement of Work (Order Form) documenting scope, deliverables, timeline, selected product SKUs (referencing the KeyMark SC SKU Price List), hosting tier, optional services, and total estimated annual cost. Review and confirm the SOW is consistent with your agency requirements before execution.
Step 4	**Identify SKUs from the Price List**	Using the KeyMark SC SKU Price List, identify the specific SKU(s) for each product and service included in your SOW. All items ordered must reference a valid SKU associated with SC STC #4400032429. The price list is the authoritative source for contract pricing and line-item identification.
Step 5	**Execute the Statement of Work**	Execute the Statement of Work to authorize KeyMark to begin services. No implementation, migration, or hosting activation work begins until a signed SOW is in place.
Step 6	**Submit Purchase Through the SC STC Ordering Process**	Submit your purchase through the standard South Carolina Statewide Term Contract ordering process. Reference SC STC #4400032429 on all purchasing documents. Include the applicable SKU(s), quantities, and pricing as documented in the executed SOW and the KeyMark SC SKU Price List.
Step 7	**Environment Build-Out and Onboarding**	Upon order confirmation and SOW execution, KeyMark will initiate deployment and onboarding per the agreed scope, including project management, environment provisioning, configuration, and go-live support as outlined in the SOW.

5. Price List Reference

All pricing for KeyMark Cloud Hosting Services is maintained in the KeyMark SC SKU Price List. This document is the authoritative source for:

- SKU numbers for each product and service
- MSRP / List Prices
- SC STC Software Discount (19.2% where applicable)
- Contract Price (net of discount)
- Product category and unit of issue (UOI)

When preparing purchase orders or evaluating costs, always refer to the current version of the KeyMark SC SKU Price List to obtain accurate SKUs and contract-level pricing. Do not rely on pricing reproduced in any other document.

Hosted Product Categories in the Price List

- Hosting (Base Tiers 1–4)
- Optional Infrastructure Add-Ons (Storage, High Availability, Disaster Recovery, Additional Environments)
- Hosted Intelligent Document Processing (IDP)
- Hosted Forms Automation (Forms InMotion – Enterprise and Per Use Case)
- Hosted FileHold
- Hosted Orchestration Toolkit (Basic / Pro / Expert / Enterprise / Add-On Usage Pack)

6. Billing Overview

KeyMark Cloud Hosting Services invoices are issued annually (or per the billing schedule documented in the executed Statement of Work). Monthly billing is available upon request. The following billing cadence applies by component:

Component	Billing Cadence
Base Hosting Services Fee	Invoiced annually at the applicable tier percentage of total annual software spend.
Optional Infrastructure Add-Ons	Invoiced as part of the annual hosting invoice at the applicable upcharge percentage.
Additional Storage	Invoiced annually based on average TB consumed above the 1 TB standard allocation.
Hosted Application Add-Ons	Annual subscription fee included in the annual hosting invoice.
Deployment & Implementation	Invoiced per milestone schedule in the executed SOW

7. Contact & Next Steps

To begin the ordering process or request a Deployment Scope Assessment at no charge, contact:

Name	Jake Wanner

Company	KeyMark, Inc.
Email	jake.wanner@keymarkinc.com
Phone	864-640-5681
Website	www.keymarkinc.com
Contract	SC STC #4400032429

All pricing and SKU inquiries should reference the KeyMark SC SKU Price List associated with SC STC #4400032429.