



Other Government Entity (OGE) Statement of Work (Template)

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

October 1, 2026

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1. Purpose

This Statement of Work defines the services, deliverables, responsibilities, pricing, schedule, acceptance criteria, assumptions, and administrative requirements for the project identified above.

This SOW is issued under the South Carolina Managed Cloud Services Contract. It does not amend the statewide contract unless expressly authorized through the applicable contractual process. In the event of a conflict, the executed statewide contract and incorporated exhibits govern.

2. Organization Background

[Describe the OGE, mission, organizational environment, affected users, business need, existing systems, current CSP environment, operational challenge, and desired outcome.]

3. Project Objectives

The objectives of this engagement are to:

- [INSERT OBJECTIVE.]
- [INSERT OBJECTIVE.]
- [INSERT OBJECTIVE.]
- [INSERT MEASURABLE BUSINESS OR TECHNICAL OUTCOME.]

4. Procurement and Governance Prerequisites

Before authorizing performance, the OGE will complete all internal and external reviews required by applicable law, regulation, policy, funding conditions, security standards, privacy requirements, records-management requirements, accessibility requirements, institutional governance, and purchasing procedures.

4.1 Artificial Intelligence Review

Complete this subsection for any project involving AI, machine learning, generative AI, automated decision support, intelligent automation, AI-enabled software, AI-enabled cloud services, or data intended to support an AI capability.

AI Purchasing Review Item	Response
Applicable guidance reviewed	[YES / NO / NOT APPLICABLE]
Guidance or message referenced	[INSERT TITLE, DATE, VERSION, AND LINK]
Institutional AI governance review completed	[YES / NO / NOT APPLICABLE]

AI Purchasing Review Item	Response
Department of Administration AI CoE consultation required	[YES / NO / TO BE DETERMINED]
Evidence or approval attached	[INSERT]
Responsible OGE official	[INSERT NAME AND TITLE]

If the proposed acquisition includes artificial intelligence (AI), generative AI, machine learning, intelligent automation, or cloud services supporting AI workloads, institutions of higher education should review applicable Department of Administration Artificial Intelligence Center of Excellence (AI CoE) guidance and institutional AI governance requirements before submitting a Request for Solution or approving a Statement of Work.

The OGE remains responsible for determining the applicability of AI-related requirements. Inclusion of an AI-related service in the proposed technical solution does not, by itself, represent State or institutional approval.

5. Scope of Services

SMX will provide the following services:

5.1 Discovery and Requirements Validation

- SMX will conduct discovery sessions to validate:
- Business requirements.
- Technical requirements.
- Current environment.
- Workloads.
- Users.
- Data classifications.
- Security requirements.
- Compliance requirements.
- Availability requirements.
- Recovery objectives.
- Operational responsibilities.

- Schedule.
- Budget assumptions.
- Acceptance criteria.

5.2 Cloud Service Provider

CSP Configuration Item	Value
Selected CSP	[AWS / AZURE / GOOGLE CLOUD / OCI / MULTI-CLOUD]
Existing or new environment	[INSERT]
Account, subscription, project, or tenancy ownership	[INSERT]
Administrative-access requirements	[INSERT]
Estimated monthly eligible CSP consumption	\$(INSERT)
Applicable discount methodology	[INSERT REFERENCE TO OGE PRICING GUIDE]

5.3 Architecture and Design

SMX will:

- Develop or validate the target architecture.
- Document major technical decisions.
- Identify required cloud services.
- Define network and identity integration.
- Define monitoring and logging.
- Define backup and recovery.
- Define security controls.
- Identify assumptions and dependencies.
- Conduct an architecture review with the OGE.

Deliverable: Target Architecture Document.

5.4 Implementation or Migration

SMX will perform the following approved activities:

[INSERT DETAILED TASKS.]

Potential tasks may include:

- Landing-zone implementation.
- Account or subscription configuration.
- Network configuration.
- Security baseline configuration.
- Workload deployment.
- Data transfer.
- Database migration.
- Application migration.
- Testing.
- Cutover.
- Rollback preparation.
- Stabilization.
- Documentation.
- Knowledge transfer.

5.5 Managed Cloud Services

SMX will provide the selected managed services:

Service Component	Included	Service Hours	Notes
Monitoring	[Y/N]	[INSERT]	[INSERT]
Incident management	[Y/N]	[INSERT]	[INSERT]
Service requests	[Y/N]	[INSERT]	[INSERT]
OS administration	[Y/N]	[INSERT]	[INSERT]
CSP administration	[Y/N]	[INSERT]	[INSERT]
Patch support	[Y/N]	[INSERT]	[INSERT]
Backup monitoring	[Y/N]	[INSERT]	[INSERT]
Security monitoring support	[Y/N]	[INSERT]	[INSERT]
Capacity and performance	[Y/N]	[INSERT]	[INSERT]
Reporting	[Y/N]	[INSERT]	[INSERT]
Optimization support	[Y/N]	[INSERT]	[INSERT]

5.6 Managed Cloud Services Tier Determination

The applicable Managed Cloud Services pricing tier is determined by the relevant monthly Cloud Service Provider consumption amount. The tier is not selected by the OGE and is not based on the OGE's desired level of support. As monthly CSP consumption moves into a different spend range, the corresponding contract tier and applicable support percentage are used in accordance with the awarded pricing structure.

Tier Parameter	Value
Applicable pricing percentage	[INSERT]

5.7 Optional Managed Support

Parameter	Value
Selected	[YES / NO]
Scope	[INSERT]
Applicable percentage	[INSERT]

5.8 Optional Fixed-Price Services

Rates must match the applicable contract year in the OGE Pricing Guide.

Optional Service	Quantity	Unit	Contract-Year Rate	Extended Amount
Customer-to-CSP Network Connections	[]	RFS	\$[]	\$[]
Networking Within CSPs	[]	RFS	\$[]	\$[]
Customer Virtual CSP Connection	[]	Connection	\$[]	\$[]
VM Middleware Services	[]	Product	\$[]	\$[]
VM System Administration	[]	VM	\$[]	\$[]
Cloud-Native Middleware Services	[]	Product	\$[]	\$[]
DDoS Protection Services	[]	Protected Resource	\$[]	\$[]
Database Management Services	[]	Database Instance	\$[]	\$[]

5.9 RFS Professional Services

RFS Parameter	Value
RFS complexity	[LOW / MEDIUM / HIGH / NOT APPLICABLE]
RFS fixed charge	\$(INSERT)

Professional labor used to perform approved migration, implementation, optimization, or other authorized work will be identified in the pricing schedule. Professional labor priced in fixed price increments will be defined as pass through costs and may vary per engagement.

Resource Category	Estimated Hours	Applicable Rate	Extended Amount
System Administration	[]	\$[]	\$[]
Operations	[]	\$[]	\$[]
Database Administration	[]	\$[]	\$[]
Project Management Support	[]	\$[]	\$[]
Solution Architect	[]	\$[]	\$[]
CCOE Architect	[]	\$[]	\$[]
Network Administration	[]	\$[]	\$[]
Infrastructure Architect	[]	\$[]	\$[]

Resource Pool	Measure	Extended Amount
Resource Pool	[]	\$[]
Resource Pool	[]	\$[]
Resource Pool	[]	\$[]
Resource Pool	[]	\$[]

6. Deliverables (may vary per engagement)

No.	Deliverable	Description	Due Date	Acceptance Period
1	Project Management Plan	Project approach, schedule, governance, communications, risks, and controls	[]	[]

No.	Deliverable	Description	Due Date	Acceptance Period
2	Requirements Document	Validated business and technical requirements	[]	[]
3	Architecture Document	Approved target architecture and design decisions	[]	[]
4	Implementation Plan	Tasks, sequence, dependencies, test, cutover, and rollback plan	[]	[]
5	Configured Environment	Implemented environment meeting approved requirements	[]	[]
6	Test Results	Evidence of completed testing and issue resolution	[]	[]
7	Operations Documentation	Runbooks, procedures, configuration, escalation, and support information	[]	[]
8	Knowledge Transfer	Training or transition sessions and materials	[]	[]
9	Final Completion Report	Completed work, outstanding items, risks, and recommendations	[]	[]

7. Acceptance Criteria

A deliverable will be accepted when it:

- Addresses the approved scope.
- Contains the required information.
- Satisfies documented technical requirements.
- Passes agreed testing.
- Resolves material defects.
- Is delivered in the required format.
- Receives written approval from the designated OGE representative.

The OGE will review each deliverable within *[INSERT]* business days. The OGE will provide written acceptance or a consolidated list of material deficiencies. SMX will address deficiencies that are within the approved scope.

8. Roles and Responsibilities

8.1 SMX Responsibilities

SMX will:

- Provide qualified personnel.

- Perform the approved services.
- Maintain project documentation.
- Identify risks and issues.
- Protect OGE information in accordance with applicable requirements.
- Coordinate changes.
- Provide status reporting.
- Escalate matters requiring OGE decisions.
- Invoice using applicable contract pricing.

8.2 OGE Responsibilities

The OGE will:

- Provide timely access to personnel, systems, facilities, accounts, and documentation.
- Identify an authorized project manager.
- Make required decisions.
- Complete procurement, security, privacy, AI-governance, legal, records, accessibility, and compliance reviews.
- Provide accurate workload and consumption information.
- Review deliverables.
- Approve changes.
- Issue required purchase orders or purchasing instruments.
- Maintain required CSP and third-party licenses.
- Pay approved invoices.

9. Project Schedule

Milestone	Planned Date
SOW authorization	[INSERT]
Kickoff	[INSERT]
Discovery complete	[INSERT]
Architecture approval	[INSERT]
Implementation start	[INSERT]
Testing complete	[INSERT]
Production deployment	[INSERT]
Stabilization complete	[INSERT]
Transition to operations	[INSERT]
Project closeout	[INSERT]

10. Service Levels

Service levels will be defined for the services actually purchased.

Priority	Definition	Response Objective	Update Frequency	Restoration or Resolution Objective
Critical	[INSERT]	[INSERT]	[INSERT]	[INSERT]
High	[INSERT]	[INSERT]	[INSERT]	[INSERT]
Medium	[INSERT]	[INSERT]	[INSERT]	[INSERT]
Low	[INSERT]	[INSERT]	[INSERT]	[INSERT]

11. Security, Privacy, and Data

The parties will document:

Data ownership.	Identity controls.	Security-incident procedures.	Data return.
Data classification.	Encryption requirements.	Vulnerability responsibilities.	Data destruction.
Hosting location.	Logging	Backup and retention.	Privacy obligations.
Access requirements	Monitoring.	Records management.	Breach-notification requirements.
AI-specific data or model restrictions, when applicable.			

No OGE data will be used for AI model training, product improvement, or another secondary purpose unless expressly authorized in writing and permitted by applicable requirements.

12. Pricing

12.1 CSP Consumption

CSP Consumption Parameter	Value
Estimated eligible monthly CSP consumption	\$(INSERT)
Applicable CSP discount	[INSERT]
Estimated net CSP charge	\$(INSERT)

Actual charges will be based on eligible consumption and the governing pricing methodology.

12.2 Managed Cloud Services

MCS Pricing Parameter	Value
Estimated monthly CSP spend	[\$[INSERT]]
Resulting estimated MCS tier	[INSERT]
Applicable contract percentage	[INSERT]
Estimated monthly MCS charge	[\$[INSERT]]

12.3 Optional Services

Optional Services Parameter	Value
Estimated optional-service amount	[\$[INSERT]]

12.4 Professional Services

Professional Services Parameter	Value
Estimated professional-service amount	[\$[INSERT]]

12.5 Total Estimated Value

Pricing Component	Estimated Amount
CSP consumption	[\$[INSERT]]
MCS support	[\$[INSERT]]
Optional managed support	[\$[INSERT]]
Optional fixed-price services	[\$[INSERT]]
RFS charge	[\$[INSERT]]
Professional labor	[\$[INSERT]]
Approved travel	[\$[INSERT]]
Total estimated value	[\$[INSERT]]

13. Assumptions

- Consumption estimates are planning estimates and not guaranteed totals.
- CSP pricing and usage may change during performance.
- Third-party marketplace products may be excluded from discounts.
- The OGE will provide required access and decisions.
- Work outside the approved scope requires written change authorization.
- Travel will not be incurred without prior authorization.
- [INSERT PROJECT-SPECIFIC ASSUMPTIONS.]

14. Exclusions

The following are excluded unless expressly added:

- Customer-owned hardware.
- Third-party licensing.
- Telecommunications charges.
- Facility modifications.
- Services outside the statewide contract scope.
- Unidentified application remediation.
- Unapproved data cleansing.
- End-user support.
- AI governance or approval on behalf of the OGE.
- Legal opinions.
- [INSERT PROJECT-SPECIFIC EXCLUSIONS.]

15. Change Control

A proposed change will identify:

- Requested change.
- Business reason.
- Scope effect.
- Schedule effect.
- Pricing effect.
- Security or compliance effect.
- Required approvals.

No material change is authorized until approved in writing by the parties' authorized representatives and supported by the required purchasing action.

16. Invoicing

Invoices will identify, as applicable:

- Billing period.
- CSP consumption.
- Discount calculation.
- Managed support.
- Optional support.
- Resource Units.
- Professional labor.
- Approved travel.
- Credits.
- Purchase order.
- SOW number.

17. Authorized Representatives

Role	Name / Contact
OGE Project Manager	[INSERT]
OGE Procurement Representative	[INSERT]
OGE Security Representative	[INSERT]
OGE AI Governance Representative (if applicable)	[INSERT]
SMX Project Manager	[INSERT]
SMX Contract Representative	[INSERT]

18. Authorization

Other Government Entity	SMX
Name: _____	Name: _____
Title: _____	Title: _____
Signature: _____	Signature: _____
Date: _____	Date: _____

Contact Information

For questions regarding this Statement of Work or the South Carolina Managed Cloud Services Contract, please contact:

Contact	Role	Contact Information
Shelly Reade	SMX OGE Contract Representative	[INSERT EMAIL / PHONE]
Elizabeth Brown	SMX OGE Contract Representative	[INSERT EMAIL / PHONE]

Important Notice

⚠ THIS IS A TEMPLATE. EACH SOW MAY DIFFER BASED ON SCOPE. ⚠

Template Usage and Legal Notices

- This document is a SOW template provided by SMX for use in connection with the South Carolina Managed Cloud Services Contract. All [INSERT] placeholders must be completed before execution.
- Sections marked [Y/N] require a definitive Yes or No response; partial responses are not acceptable.
- Blank signature lines must be executed by authorized representatives of both the OGE and SMX prior to the commencement of any services.
- All template instructions in italicized orange text indicate where OGE-specific information must be inserted. These instructions must be replaced with actual project-specific content before the SOW is finalized.
- The scope, pricing, schedule, and service levels described in this template are placeholders. Actual values will be negotiated and documented on a per-engagement basis.
- This SOW is issued under the South Carolina Managed Cloud Services Contract and does not supersede or amend any terms of the statewide contract unless expressly authorized.
- For questions about completing this template, contact the SMX representatives listed in the Contact Information section.
- Do not execute or authorize performance based on this template in its incomplete state.