Exhibit A

From: Adam Raynor
To: procurement@citadel.edu; jdeluca@citadel.edu; itmo, protest
Subject: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)
Date: Wednesday, March 25, 2026 12:22:25 PM

Pursuant to the South Carolina Consolidated Procurement Code and the instructions provided in the Sole-Source Procurement Requirements Packet (MMO_102) regarding the intended award to StarRez, please accept this email as formal notification of AutomateIQ Labs' intent to protest the intended award or award of this sole-source contract.

As an alumnus of The Citadel and the Principal of a South Carolina-based digital agency, I am an aggrieved prospective bidder in connection with this intended award. AutomateIQ Labs asserts that competition for this contract is practicable and that the "Sole Source Basis" identified in the determination—specifically regarding the proprietary nature of the services and the integration requirements—does not preclude other qualified vendors from meeting the College's needs.

Grounds for Protest:

1. **Market Competition:** Contrary to the determination that "only one vendor can provide the required goods or services," AutomateIQ Labs provides government-grade SaaS solutions with the capacity to meet or exceed the functional requirements outlined in the packet.

2. **Integration Capabilities:** The justification cites a need for system-level integration with WebTMA. AutomateIQ Labs specializes in "Staff Force Workflows" and secure API integrations. We can provide a localized, custom-integrated solution that bridges housing operations and maintenance ticketing without the need for the estimated **$284,395.56** expenditure currently proposed. The WebTMA API is a RESTful, open integration framework that allows (ANY) developer to seamlessly connect with the agency's active WebTMA environment using secure, role-based access.

3. **Fiscal Responsibility:** We believe we can offer a more cost-effective solution than the current pricing proposal, providing a higher return on investment for Barracks Auxiliary funds.

AutomateIQ Labs requests that The Citadel rescind the sole-source determination and issue a competitive Request for Proposals (RFP) to allow qualified vendors to submit bids. This will ensure the College receives the most technically robust and financially defensible solution available in the market.

Respectfully submitted,

Adam Raynor

Owner, AutomateIQ Labs

Irmo, SC 29063

843-799-7507

Exhibit B

South Carolina Business Opportunities

Published by Division of Procurement Services - Delbert H. Singleton, Jr., Division Director

Notice Of Intent To Sole Source By: The Citadel

Ad Category: Sole Source and Emergency

Notice Start Date: March 24, 2026

Notice End Date: April 6, 2026

Vendor Name: StarRez Inc

Contract Amount: 284395.56

Agency Procurement Manager: James de Luca

Agency Procurement Manager Email: jdeluca@citadel.edu

Agency Procurement Manager Telephone#: 843-953-6861

The Agency hereby provides notice that it intends to enter into a sole source contract per S.C. Code Ann. §11-35-1560 with Vendor for the following supplies, services, information technology, or construction:

Housing Management Software

Agency's justification for a sole source procurement may be viewed or immediately obtained at: Web Address Where Item Is Posted
URL To View Justification: https://www.citadel.edu/procurement/vendors-and-suppliers/awards/

PROTESTS:
Any actual or prospective bidder, offeror, contractor, or subcontractor aggrieved in connection with the intended award or award of this sole source contract, shall notify the appropriate chief Procurement officer in writing of its intent to protest within five (5) business days of the date this notice is posted. Any actual or prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with the intended award or award of this sole source contract and has timely notified the appropriate chief procurement officer of its intent to protest, may protest to the appropriate chief procurement officer in the manner set forth below within fifteen days of the date this notice is posted; except that a matter that could have been raised as a protest of the solicitation may not be raised as a protest of the award or intended award of a contract.
A protest must be in writing, filed with the appropriate chief procurement officer, and set forth the grounds of the protest and the relief requested with enough particularity to give notice of the issues to be decided. The protest must be received by the appropriate chief procurement officer within the time provided above. Days are calculated as provided in S.C. Code Ann. § 11-35-310(13).

Any Notice Of Intent To Protest And Protest Must Be Addressed To: Information Technology Management Officer

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South Carolina Business Opportunities • SCBO Team • 1333 Main Street, Suite 700 • Columbia, SC 29201
803-737-0600 • scbo@mmo.sc.gov • https://scbo.sc.gov • https://procurement.sc.gov

Exhibit C

THE CITADEL

10 August 2023

Mr. John St. C. White
Materials Management Officer
SC State Fiscal Accountability Authority
1201 Main Street, Suite 600
Columbia, South Carolina 29201

Mr. White:

Relating to The Citadel's Sole Source and Emergency Procurements, signature authority is provided to the following on behalf of the College:

- Mrs. Preethi Saint, Chief Financial Officer & Vice President
- Mr. Richard Kelly, Interim VP of Finance
- Mrs. Susan Shady, Director of Budgeting, only in absence of VP of Finance
- Mrs. Jessica Favor, Director of Procurement, up to $100,000

Sincerely,

Glenn M. Walters '79
General, USMC (Retired)
President

GMW/mrf

Office of the President
171 Moultrie Street, Charleston, SC 29409 | (843) 953-5012 | FAX 843-953-5287 | www.citadel.edu

THE CITADEL
Procurement Services

Bond Hall, Room 244
171 Moultrie Street, Charleston, SC 29409
Procurementservices@citadel.edu

Exhibit E

SOLE SOURCE DETERMINATION & FINDINGS (D&F)

StarRez Housing Management System

1. AUTHORITY

This Determination & Findings is executed in accordance with the South Carolina Consolidated Procurement Code, specifically SC Code §11-35-1560, which authorizes sole source procurements when there is only one source practicably available, and SC Regulation 19-445.2105, which provides implementing guidance for sole source determinations.

This determination is made based on a thorough review of the requirement, market research, and the operational and technical needs of The Citadel.

2. BACKGROUND AND REQUIREMENT

The Citadel requires a comprehensive, enterprise-level student housing management system to support all aspects of housing operations. This includes, at a minimum, housing assignments, occupancy tracking, billing coordination, student lifecycle housing processes, and operational coordination with facilities management.

A critical component of this requirement is the system's ability to directly integrate with the institution's existing facilities management system, WebTMA, which is used to manage maintenance operations, work orders, and facilities-related workflows.

The requirement is not for a collection of separate tools or systems. Rather, it is for a single, unified platform that provides full housing management functionality and supports direct, operationally viable integration with WebTMA without the need for custom development or third-party middleware.

3. MARKET RESEARCH AND ANALYSIS

Market research was conducted through a review of available higher education housing management systems, industry knowledge of commonly used platforms, and evaluation of system capabilities relative to The Citadel's requirements.

The research focused on identifying systems that could:

- Provide comprehensive housing management functionality within a single platform
- Integrate with WebTMA in a direct and supported manner
- Operate without reliance on multiple disparate systems or extensive custom development

The review identified that while several vendors offer housing-related solutions, these alternatives generally fall into one or more of the following categories:

- Systems that provide only partial functionality and require additional modules or separate systems to meet full requirements
- Systems that lack native integration with WebTMA and would require custom API development or third-party middleware
- Systems that would require significant configuration, customization, or operational workarounds to achieve comparable outcomes

The market research relied on the requesting department's technical evaluation, vendor materials, demonstrations, and system compatibility considerations.

4. FINDINGS OF FACT

Based on the above research and analysis, the following findings are made:

A. The Citadel requires a single-platform housing management system to ensure operational efficiency, data integrity, and system reliability.

B. The system must support direct integration with WebTMA to enable real-time coordination of maintenance requests, work orders, and facilities operations.

C. StarRez provides a unified housing management platform that meets the full scope of the institution's functional requirements.

D. StarRez offers a native and established integration with WebTMA, allowing for direct data exchange and coordinated operational workflows without the need for custom development or third-party solutions.

E. Alternative vendors identified through the requesting department's market research were not found to provide a native, pre-built WebTMA integration and would require custom-built interfaces, middleware, or multiple systems to achieve similar functionality.

F. The use of multiple systems or non-native integrations would introduce operational inefficiencies, increase administrative burden, and create a higher risk of data inconsistency and system failure.

G. These limitations render alternative solutions not practicably available to meet the institution's combined functional and integration requirements.

5. SOLE SOURCE JUSTIFICATION

This procurement is justified as a sole source based on compatibility and integration dependency.

The requirement for direct integration with WebTMA is essential to the institution's housing and facilities operations. StarRez was the only vendor identified through the requesting department's market research as providing a native, production-ready, pre-built integration with WebTMA. While other vendors may offer similar housing management capabilities, no alternative was identified

through that review that could meet the integration requirement without custom development, middleware, or multi-system architecture. These factors introduce additional cost, implementation risk, and operational complexity, rendering such alternatives not practicably available for this requirement. StarRez is the only vendor identified through market research that provides both a comprehensive housing management platform and a native integration with WebTMA.

While other vendors may offer similar housing management capabilities, they do not meet the requirement for a unified system with direct, supported integration. Solutions requiring multiple systems or custom integrations do not meet the institution's defined requirement and are therefore not practicably available alternatives.

Accordingly, StarRez is determined to be the only source available to meet the requirements of The Citadel.

6. PRICE REASONABLENESS

Price reasonableness was evaluated using a combination of price analysis techniques appropriate for a sole source procurement in accordance with the South Carolina Consolidated Procurement Code.

The evaluation considered the following:

A. Contract Structure and Pricing Model - The proposed agreement is based on a multi-year subscription model with defined annual costs and an allowable annual escalation of up to five percent (5%). When applied across the full five-year term, the total projected contract value, inclusive of escalation, establishes a not-to-exceed amount for the procurement.

B. Comparison to Market Expectations for Similar Systems - Enterprise-level student housing management systems with integrated functionality and supported system interfaces typically operate under subscription-based pricing models with annual escalations. The proposed pricing structure is consistent with industry norms for software platforms of similar scope, complexity, and institutional scale.

C. Scope and Complexity of Requirements - The required system includes:

- Comprehensive housing management functionality
- Integrated operational workflows
- Direct, supported integration with WebTMA

The inclusion of native system integration significantly increases the technical value of the solution, as it eliminates the need for custom development, third-party software, and ongoing integration maintenance costs that would otherwise be required with alternative solutions.

D. Avoidance of Additional Costs from Alternative Approaches

Alternative solutions would require:

- Multiple systems or modules
- Custom integration development

- Additional implementation and maintenance costs

These additional costs would increase the total cost of ownership and introduce operational risk. The StarRez solution avoids these costs through a unified platform and native integration.

E. Historical and Subscription-Based Pricing Characteristics
The proposed pricing reflects a standard SaaS subscription model with predictable annual costs and controlled escalation. This structure provides cost stability and transparency over the contract term.

Based on the above analysis, and considering the absence of other vendors capable of meeting the full requirement, the pricing is determined to be fair and reasonable for the scope, complexity, and integrated capabilities provided.

7. DETERMINATION

Based on the foregoing, it is determined that:

- StarRez is the only vendor capable of meeting The Citadel's requirements for a comprehensive housing management system with direct WebTMA integration
- Competition is not practicable for this procurement
- The use of a sole source procurement method is justified and appropriate

This determination is made in accordance with SC Code §11-35-1560 and SC Regulation 19-445.2105.

Respectfully,

David K. Hong

David K. Hong
Director of Procurement Services
The Citadel

From: David K Hong
To: White, John
Cc: James de Luca; Luke J Bollmann
Subject: [External] StarRez Sole Source – D&F Submission and Protest Response
Date: Tuesday, March 31, 2026 3:59:48 PM
Attachments: image001.png
image002.png
image003.png
Outlook-ue0f2r3e.png
D&F - StarRez.pdf

John,

Good afternoon. My apologies for the delay in responding. I am just returning to the office and have since received an update from Jim regarding the circumstances surrounding the StarRez requirement.

Attached for your review and reference is my Determination and Findings (D&F) for this procurement. As a standard practice, I prepare a D&F for each sole source procurement to ensure a structured, consistent, and defensible procurement review process. These determinations are maintained as part of the official procurement file and are not typically posted with the public advertisement.

The attached D&F reflects Procurement's determination based on the requesting department's technical market research and operational requirements - specifically, the need for a single, unified housing management platform with native, production-ready integration with WebTMA. The determination relies on the department's assessment that no alternative solution identified through that review could meet this requirement without significant modification, reliance on middleware, or the use of a multi-system architecture, and therefore would not be considered practicably available.

We are currently coordinating with the CIO to develop a supplemental technical response addressing the vendor considerations and integration points raised in the protest. That information will be provided as soon as it becomes available.

Please let me know if you require any additional documentation or clarification.

Regards,

David K. Hong
Director of Procurement
Finance & Business
Bond Hall, 240
The Citadel, The Military College of South Carolina
(O) (843) 953-2737
(C) (404) 948-7750
dhong@citadel.edu
www.citadel.edu

"DUTY, HONOR, & RESPECT"

From: White, John <jswhite@mmo.sc.gov>
Sent: Tuesday, March 31, 2026 2:27 PM
To: James de Luca <jdeluca@citadel.edu>
Cc: David K Hong <dhong@citadel.edu>
Subject: RE: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

> EXTERNAL EMAIL (Outside The Citadel)
> Verify sender; use caution with attachments/links.

Looks good

From: James de Luca <jdeluca@citadel.edu>
Sent: Tuesday, March 31, 2026 2:26 PM
To: White, John <jswhite@mmo.sc.gov>
Cc: David K Hong <dhong@citadel.edu>
Subject: RE: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

Done! Check it out now to see if this is what is needed.

Thanks,
Jim

James P de Luca, CPPO
Procurement Advisor
Procurement Department
3 Lee Avenue, Bond 244
The Citadel
(843) 953-6861
citadel.edu

From: White, John <jswhite@mmo.sc.gov>
Sent: Tuesday, March 31, 2026 2:20 PM
To: James de Luca <jdeluca@citadel.edu>
Subject: RE: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

> EXTERNAL EMAIL (Outside The Citadel)
> Verify sender; use caution with attachments/links.

Jim,

On the SCBO advertisement, there is a link that takes me to a page that shows the below. Can you insert stayed or suspended under the award date of the Housing Management Software? That should take care of the issue.

John White

John St. C. White | Materials Management Officer and State Engineer
Division of Procurement Services | SC State Fiscal Accountability Authority
1333 Main Street, Suite 700 | Columbia, SC 29201 | Office: (803) 737-0768 |

Solicitation	Description	Award Date	$ Amount
Sole Source	3 Enrollment Marketing	April 7, 2026	$1,270,000.00
IFB 26008-JD IFB 26008-JD	Replacement of Press & Finishing Equipment	Delay Notice March 30, 2026	$263,850.00
Sole Source	Housing Management Software	April 6, 2026	$284,395.56
IFB 26009-JD	Modernizing Daniel Library Elevator	April 3, 2026	$261,991.00
IFB 26007-JD	Window Replacement	March 9, 2026	$64,315.00
Sole Source	Software House International	February 20, 2026	Estimated $120,000.00

From: James de Luca <jdeluca@citadel.edu>
Sent: Tuesday, March 31, 2026 2:07 PM
To: White, John <jswhite@mmo.sc.gov>
Subject: RE: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

John,

How do we un-post a Sole Source from SCBO. I can take down the Citadel Posting on our website very quickly with no problem until your review and conclusion has been made.

Thanks,
Jim

James P de Luca, CPPO
Procurement Advisor
Procurement Department
3 Lee Avenue, Bond 244
The Citadel
(843) 953-6861
citadel.edu

From: White, John <jswhite@mmo.sc.gov>
Sent: Tuesday, March 31, 2026 1:38 PM
To: Procurement Office <procurement@citadel.edu>; James de Luca <jdeluca@citadel.edu>
Cc: Adam Raynor <araynor@automateiq-labs.com>; Craig, Kimber <kcraig@mmo.sc.gov>
Subject: RE: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

EXTERNAL EMAIL (Outside The Citadel)
Verify sender; use caution with attachments/links.

Jim,

Please see the below protest and proceed in accordance with Section 11-35-4210(7). Also, I do not see the written determination on the Citadel's website. Please provide me with a copy of the sole source determination and contract as soon as possible.

John White

John St. C. White | Materials Management Officer and State Engineer
Division of Procurement Services | SC State Fiscal Accountability Authority
1333 Main Street, Suite 700 | Columbia, SC 29201 | Office: (803) 737-0768 |

From: Adam Raynor <araynor@automateiq-labs.com>
Sent: Wednesday, March 25, 2026 12:22 PM
To: procurement@citadel.edu; jdeluca@citadel.edu; itmo, protest <protest-itmo@itmo.sc.gov>
Subject: [External] Intent to Protest: Sole-Source Procurement – StarRez Housing Management Software (MMO_102)

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Respectfully submitted,

Adam Raynor
Owner, AutomateIQ Labs
Irmo, SC 29063
843-799-7507

Exhibit F

TMASYSTEMS

Integration Suite

WebTMA's Integration Suite offering gives maintenance teams the ability **to maximize their output by leveraging a combination of APIs and Universal Interfaces.**

Universal Interfaces

WebTMA's Universal Interfaces provide out of the box integration capabilities. These UIs allow the use of established data mappings to and from the WebTMA application, which interfaces with SQL tables, flat files, and web services. Simplify overall integration efforts with standard connection points for enterprise data and use little to no IT resources from your organization.

Platform APIs

TMA's RESTful Platform APIs give users ultimate flexibility and security to integrate WebTMA's data with other systems. APIs are a seamless way for two software programs to communicate using specific web protocols and standards to connect over a network. Create custom integration workflows with Third Party systems or your own internal integrations, choosing the data you retrieve, and submitting data through the WebTMA API, all while respecting overall data integrity.

With TMA's Integration Suite packages, users can choose the package that best fits their current needs and can scale with their organization. The packages are configured to provide maximum compatibility, interoperability, and enterprise-wide information management. Bringing complex technologies together, facilities teams gain end-to-end visibility and consolidated management of their operations and increased overall organizational efficiency.

API + UI

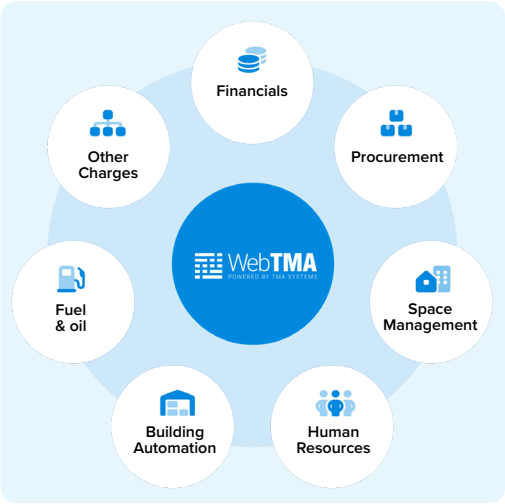
Integration Suite – APIs and one Universal Interface

API + 2 UIs

Integration Suite – APIs and two Universal Interfaces

API + unlimited UIs

Integration Suite – APIs with unlimited Universal Interfaces



The Benefits of
Universal Interfaces

- Seamless connectivity across your operations
- Accurate, real-time maintenance data exchange between platforms
- Scalable packages to choose integrations and APIs to fit your specific needs
- Enterprise-wide reporting to enhance visibility across Operations
- Eliminate manual and erroneous data entry with integration tools
- Accelerate workflows with user-defined templates and configurations for your enterprise systems

The Benefits of
Platform APIs

- Integrate with or without TMA developer assistance
- Flexibility to integrate and build APIs using different technologies and protocols
- Ease of use with simple interface
- More straightforward documentation for quicker operability
- Lightweight and efficient for maximum performance with focused functionality
- Built-in advanced security features and protocols, like token-based authenticity and SSL encryption

Discover how WebTMA can transform your organization.

Email us at
sales@tmasystems.com

Or visit
https://tmasystems.com