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THE DIVISION OF PROCUREMENT SERVICES  
DELBERT H. SINGLETON, JR.  
DIVISION DIRECTOR  
(803) 734-8018  
JOHN ST. C. WHITE  
MATERIALS MANAGEMENT OFFICER  
(803) 737-0600  
FAX: (803) 737-0639

## Protest Decision

**Matter of:** Timely Network USA LLC  
**Case No.:** 2024-213  
**Posting Date:** May 17, 2024  
**Contracting Entity:** South Carolina Department of Education First Steps  
**Solicitation No.:** 5400023932  
**Description:** Real ID Central Issuance

### DIGEST

Protest alleging technical issues preventing a timely submission of proposal is denied. The protest by Timely Network USA LLC (TNUSA) is included by reference. [Exhibit A]

### AUTHORITY

The Chief Procurement Officer (CPO) conducted an administrative review pursuant to S.C. Code Ann. §11-35-4210(4). This decision is based on materials in the procurement file and applicable law and precedents.

### BACKGROUND

|                                    |            |
|------------------------------------|------------|
| Request for Proposals (RFP) Issued | 02/21/2024 |
| Amendment 1 Issued                 | 03/19/2024 |
| Proposals Due                      | 04/25/2024 |
| Protest Received                   | 04/26/2024 |

TNUSA complains that it experienced issues with the vendor registration system within the South Carolina Enterprise Information System (SCEIS) that prevented it from submitting a bid.

The problems allegedly experienced by TNUSA are outlined in TNUSA's protest and attachments to that protest. The CPO's investigation generally agrees with TNUSA's account.

The RFP required offerors to register with the state as vendors stating:

#### **VENDOR REGISTRATION MANDATORY (MODIFIED)**

You must have a state vendor number to be eligible to submit an offer. To obtain a state vendor number, visit [www.procurement.sc.gov](http://www.procurement.sc.gov) and select Doing Business with Us. Then select Vendor Registration. (To determine if your business is already registered, go to "Vendor Search"). Upon registration, you will be assigned a state vendor number. Vendors must keep their vendor information current. If you are already registered and know your User ID & Password, you can update your information by selecting Update Vendor Registration. If you need to update information but do not have your User ID/Password, you must complete a new vendor registration and On Step 9 – Messages to Administration indicate "Update vendor number" with your existing 10-digit vendor number. (Please note that vendor registration does not substitute for any obligation to register with the S.C. Secretary of State [Index - Business Entities Online - S.C. Secretary of State \(sc.gov\)](http://www.sos.sc.gov) or S.C. Department of Revenue [Withholding \(sc.gov\)](http://www.sos.sc.gov)).

The Vendor Registration page on the Division of Procurement Services website, at the top of the page, states:

## Vendor Registration

### **Some important questions and answers:**

**Q:** Why do I need to register as a vendor or contractor?

**A:** Registration is necessary to place bids and receive payment for business with SC State Government. Additionally, landlords whose tenants are seeking rental assistance from the SC Stay Plus program must register using the new vendor registration link below.

**Q:** How long could it take for creating or updating my registration?

**A:** Your vendor registration submission may take us up to 30 days to process due to high numbers of registrants.

[highlighting added]

As TNUSA states in its protest that it entered the vendor registration portal on April 18, 2024, to begin the registration process. [Exhibit B] Once a vendor fills in the information requested in the vendor registration application and submits it to SCEIS, the vendor receives the following message:

## SCEIS The South Carolina Enterprise Information System Vendor Registration - Successful

### Thank you!

Thank you for registering your business with the South Carolina State Government Procurement System! We look forward to doing business with your company.

Your new User Name is: *VN.D0NTPR0C*

A notification will be emailed to you once your application has been processed. 24 Hours after receiving such notification, you will be able to log back into the system and modify your company's profile.

If you are a minority-owned business, please visit the website of the Division of the Small and Minority Business Contracting and Certification (SMBCC). The goals of SMBCC are to promote the growth and development of small and minority owned businesses in South Carolina and to advocate that an equitable portion of State procurement contracts be awarded to small and minority owned businesses.

[SMBCC Home Page](#)

You do not need to do anything regarding a W-9 when registering. We do not need to collect a signed W-9 unless there is a problem with federal reporting. You can [click here](#) if you'd like to keep a copy (using your business information as it is stored in our system) for your records. You must have [Adobe Reader](#) installed to view this form.

Sincerely,  
The South Carolina State Government Procurement staff

This message notifies the vendor that after its application has been processed, it will receive an email notification to that effect. There is no representation as to how long processing of an application will take. Twenty-four hours after receiving the email notification that its application has been processed, the vendor will be able to log back into the system to modify its profile.

Once TNUSA filled out and submitted the online form, TNUSA was placed in a queue with other vendors for processing on a first-in first-processed basis. Processing is a manual process and takes time. On any given day, the queue is between 500 and 700 vendors.

At 9:14 AM on April 24, 2024, TNUSA emailed DPS Vendor Support inquiring about the status of its registration. [Exhibit C] In the email, TNUSA stated that the system said it would take one business day to issue a vendor number. The CPO is not sure where TNUSA obtained this from in the system unless it was a misinterpretation of the notice set forth above.

In response to TNUSA's email, an employee of the Division of Procurement Services began processing TNUSA's vendor registration application. [Id.] Because TNUSA provided a Canadian address in its application, the employee, as required by state procedures, sent TNUSA an email copying the Comptroller General's (CG) Office notifying TNUSA that the CG's Office

would have to process TNUSA's request for a vendor number. [Id] The CG's Office processed TNUSA's request that same day and sent TNUSA its vendor number by secure email.<sup>1</sup> [Exhibit D] However, because TNUSA was processed as a foreign business, receipt of a vendor number from the CG's Office did not mean TNUSA was setup as a vendor in the SCEIS system. TNUSA still needed to work with SCEIS to finalize registration in the SCEIS system. Therefore, the email from the CG's Office included the following message:

**For bidding purposes:**

Please contact the South Carolina Enterprise Information System (SCEIS) help desk at **803-896-0001**.

Apparently, after receiving its vendor number, TNUSA tried entering the vendor portal to submit its bid without contacting SCEIS. At 6:05 PM on April 24, 2024, TNUSA emailed DPS Vendor Support rather than the SCEIS help desk with a message that it was having trouble accessing the Supplier Relationship Management module in SCEIS. [Exhibit E] TNUSA sent a follow up email at 8:53 the following morning. [Id.] An employee in Vendor Support responded to TNUSA at 9:20 AM that its request would be processed through the CG's Office. [Id.] This response was based on information visible in the Vendor Registration System.

At 9:40 AM on April 25, 2024, TNUSA emailed the Procurement Officer notifying her of its registration problems and asking for guidance and requesting to be allowed to submit via email. [Exhibit F] It is not clear when the Procurement Officer first saw this email or ever responded. In any event there was little the Procurement Officer could do with the proposal submittal deadline one hour and twenty minutes away. Moreover, the South Carolina Procurement Code does not allow email submissions.

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<sup>1</sup> It is unclear where the date at the top of Exhibit D comes from. The Vendor Registration system indicates the CG's Office issued TNUSA a vendor number on April 24, 2024. TNUSA's emails also state that it had a vendor number on the 24<sup>th</sup>.

At around 9:55 AM on April 25, 2024, TNUSA called the SCEIS help desk.<sup>2</sup> According to the SCEIS Help Desk, a SCEIS Help Desk ticket was created for TNUSA at 10:19 AM on April 25, 2024. The deadline for submission of proposals was 11 AM that same day.

On April 26, 2024, at 3:59 PM, Cheryl Spann, a SCEIS employee, notified TNUSA that she had received TNUSA's help desk request, and provided a username and password for TNUSA to access the system. [Exhibit G] Upon receipt of this information, TNUSA was able to successfully log in. [Exhibit H] However, it was well past the deadline for receipt of proposals. At 4:38 PM on April 26, 2024, TNUSA emailed the Procurement Officer asking that under the circumstances she assist "in facilitating the submission of our proposal at the earliest opportunity."<sup>3</sup> [Exhibit I] At this point, the deadline for receipt of proposals had passed and there was nothing the Procurement Manager could do to accommodate TNUSA. S.C. Code Ann. §11-35-1520(5) and Reg. 19-445.2095.

## **DISCUSSION**

TNUSA does not allege a violation of the Procurement Code nor does TNUSA argue that the state intentionally took steps to prevent it from registering as a vendor in time to submit a proposal. While the CPO has previously dismissed such protest on the grounds that he lacked jurisdiction as discussed below, the United States Comptroller General has held that a vendor's inability to submit a bid or proposal due to problems with the Vendor Registration or Supplier Relationship Management modules of an enterprise information system does not constitute a ground of protest. *Matter of: American Material Handling, Inc.*, B-281556 (Comp. Gen. 1999),

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<sup>2</sup> This timing is based on a recording of the telephone call provided to the CPO by the SCEIS Help Desk.

<sup>3</sup> In this email, TNUSA states "Cheryl has graciously extended her support to resolve any complications stemming from this delay, She advises us to communicate with you to facilitate our submission post-deadline, acknowledging that the delay originated from their end." Ms. Spann is not an employee of the Division of Procurement Services or of the State Fiscal Accountability Authority. She is an employee of the SCEIS, the technical owners of the Vendor Registration System, within the Department of Administration. Ms. Spann lacks knowledge of the Procurement Code and Procurement Procedures and was not aware that the state cannot accept proposals post-deadline. Finally, as set forth herein, the record does not reflect that the issues with registration "originated from their end." The vendor registration information page on Procurement Services' Website warns vendors that the registration process can take 30 days. TNUSA's request was processed in just over a week.

99-1 CPD P 46, 1999 WL 95035. The CPO agrees that absent a showing of malice or a systemic failure of the state's system that effectively prevents competition, an allegation that a vendor was unable to submit its bid due to the amount of time it took to register as a vendor does not present a valid ground of protest for which relief may be granted. In this case, the state received other proposals through the SCEIS system on this and other solicitations during the same time period, so there was not a systemic failure of the system. Moreover, the record does not support the proposition that the state intentionally took steps to prevent TNUSA from registering as a vendor so that it could not submit a proposal. The system, clunky though it may be, worked as designed. TNUSA simply waited too long to start its vendor registration process through the state's system.

The Procurement Code provides two rights of protest, the right to protest a solicitation and the right to protest an award or intended award of a contract. S.C. Code Ann. §11-35-4210.

TNUSA's protest cannot be a protest of an award or intended award because the state has not awarded a contract nor has it posted a notice of intent to award a contract. Moreover, even if TNUSA were to protest an award or intended award, such protest would be foreclosed because only vendor that actually submitted an offer may make such a protest. [Id.] However, if TNUSA's protest is a protest of the solicitation, which is its only option, it faces other problems. The Procurement Code places a deadline on the protest of a solicitation stating:

A prospective bidder, offeror, contractor, or subcontractor who is aggrieved in connection with a solicitation shall protest to the appropriate chief procurement officer in the manner stated in subsection (2) **within fifteen days of the date of issuance of the Invitation For Bids Request for Proposals or other solicitation documents**, whichever is applicable, **or any amendment to it**, if the amendment is at issue. An Invitation for Bids or Requests for Proposals or other solicitation document, not including an amendment to it, is considered to have been issued on the date required notice of the issuance is given in accordance with this code.

[emphasis supplied]

From this language, it is clear that the right to protest a solicitation is tied to the issuance of solicitation documents. However, in this case there does not appear to be a solicitation document at issue and the state published the only Amendment to the RFP on March 19, 2024, 38 days before TNUSA protested. Therefore, TNUSA's protest would appear to be

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May 17, 2024

untimely as a protest of the solicitation. For this reason, the Chief Procurement Officer for Information Technology has dismissed such protests in the past for lack of jurisdiction. Upon further investigation, the CPO agrees. Before 1993, the language governing the right to protest was much broader and clearly included protests such as this. In 1993, the South Carolina General Assembly narrowed to the language with the effect of excluding protests such as this.

## **DECISION**

For the reasons stated above, the protest is denied.



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John St. C. White

Chief Procurement Officer

Columbia, South Carolina

## STATEMENT OF RIGHT TO FURTHER ADMINISTRATIVE REVIEW

*Protest Appeal Notice (Revised July 2023)*

The South Carolina Procurement Code, in Section 11-35-4210, subsection 6, states:

(6) Finality of Decision. A decision pursuant to subsection (4) is final and conclusive, unless fraudulent or unless a person adversely affected by the decision requests a further administrative review by the Procurement Review Panel pursuant to Section 11-35-4410(1) within ten days of posting of the decision in accordance with subsection (5). The request for review must be directed to the appropriate chief procurement officer, who shall forward the request to the panel or to the Procurement Review Panel, and must be in writing, setting forth the reasons for disagreement with the decision of the appropriate chief procurement officer. The person also may request a hearing before the Procurement Review Panel. The appropriate chief procurement officer and an affected governmental body shall have the opportunity to participate fully in a later review or appeal, administrative or judicial.

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Copies of the Panel's decisions and other additional information regarding the protest process is available on the internet at the following web site: <http://procurement.sc.gov>

FILING FEE: Pursuant to Proviso 111.1 of the 2023 General Appropriations Act, "[r]equests for administrative review before the South Carolina Procurement Review Panel shall be accompanied by a filing fee of two hundred and fifty dollars (\$250.00), payable to the SC Procurement Review Panel. The panel is authorized to charge the party requesting an administrative review under the South Carolina Code Sections 11-35-4210(6), 11-35-4220(5), 11-35-4230(6) and/or 11-35-4410...Withdrawal of an appeal will result in the filing fee being forfeited to the panel. If a party desiring to file an appeal is unable to pay the filing fee because of financial hardship, the party shall submit a completed Request for Filing Fee Waiver form at the same time the request for review is filed. *[The Request for Filing Fee Waiver form is attached to this Decision.]* If the filing fee is not waived, the party must pay the filing fee within fifteen days of the date of receipt of the order denying waiver of the filing fee. Requests for administrative review will not be accepted unless accompanied by the filing fee or a completed Request for Filing Fee Waiver form at the time of filing." PLEASE MAKE YOUR CHECK PAYABLE TO THE "SC PROCUREMENT REVIEW PANEL."

LEGAL REPRESENTATION: In order to prosecute an appeal before the Panel, business entities organized and registered as corporations, limited liability companies, and limited partnerships must be represented by a lawyer. Failure to obtain counsel will result in dismissal of your appeal. *Protest of Lighting Services*, Case No. 2002-10 (Proc. Rev. Panel Nov. 6, 2002) and *Protest of The Kardon Corporation*, Case No. 2002-13 (Proc. Rev. Panel Jan. 31, 2003); and *Protest of PC&C Enterprises, LLC*, Case No. 2012-1 (Proc. Rev. Panel April 2, 2012). However, individuals and those operating as an individual doing business under a trade name may proceed without counsel, if desired.



**South Carolina Procurement Review Panel  
Request for Filing Fee Waiver  
1205 Pendleton Street, Suite 367, Columbia, SC 29201**

---

\_\_\_\_\_  
Name of Requestor

\_\_\_\_\_  
Address

\_\_\_\_\_  
City

\_\_\_\_\_  
State

\_\_\_\_\_  
Zip

\_\_\_\_\_  
Business Phone

- 
1. What is your/your company's monthly income? \_\_\_\_\_
  2. What are your/your company's monthly expenses? \_\_\_\_\_
  3. List any other circumstances which you think affect your/your company's ability to pay the filing fee:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To the best of my knowledge, the information above is true and accurate. I have made no attempt to misrepresent my/my company's financial condition. I hereby request that the filing fee for requesting administrative review be waived.

Sworn to before me this  
\_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_

\_\_\_\_\_  
Notary Public of South Carolina

\_\_\_\_\_  
Requestor/Appellant

My Commission expires: \_\_\_\_\_

---

For official use only: \_\_\_\_\_ Fee Waived      \_\_\_\_\_ Waiver Denied

\_\_\_\_\_  
Chairman or Vice Chairman, SC Procurement Review Panel

This \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_\_  
Columbia, South Carolina

**NOTE: If your filing fee request is denied, you will be expected to pay the filing fee within fifteen (15) days of the date of receipt of the order denying the waiver.**

## **Timely Network USA, LLC's Protest Letter to**

**SOLICITATION NO.:** 5400026424 | **DESCRIPTION:** Event Management Software for Virtual and In Person Events | **USING GOVERNMENTAL UNIT:** SC Department of Education First Steps

### **BACKGROUND**

In order to engage in the aforementioned procedure, registration under a Vendor Registration No. within the SCEIS - South Carolina Enterprise Information System was requisite. On April 18, 2024, precisely one week prior to the stipulated deadline, Time.ly submitted a request for the Vendor No., with an expectation of confirmation within one business day, as dictated by the system. Regrettably, no such confirmation was forthcoming.

On the eve of the submission deadline, in light of the absence of any notification regarding registration, Time.ly endeavored to contact the SCEIS Help Desk for follow-up. Consequently, Vendor No. 890100618 was assigned upon successful completion of "Form W-8BEN-E". However, endeavors to access the SRM system for bid submission were thwarted by login complications.

In response, on April 24 and 25, 2024, prior to 11 am, Time.ly liaised with the SCEIS Help Desk to address the login impediments, notwithstanding possession of the requisite Vendor No. Nonetheless, the response received delineated that Time.ly's credentials were invalidated due to inability to access the portal from outside the US.

Significantly, the aforementioned solicitation did not delineate any restrictions pertinent to non-American entities. Additionally, Time.ly Network USA, LLC, a legal entity established under Delaware law since 2020, possesses TAX ID 85-1973061.

Given the exigencies and technical challenges encountered, the SCEIS Help Desk advised Time.ly to petition for new credentials, which were not attainable in a timely manner. Consequently, Time.ly sought to communicate with Mrs. Virginia Goodson, the procurement officer responsible for the solicitation, in an effort to secure acceptance of the proposal via electronic mail before the deadline. Regrettably, such acceptance was withheld.

On April 26, 2024, Cheryl Spann from the SC Department of Administration emailed us, providing the necessary login credentials while also acknowledging the technical issues and delays experienced. Additionally, Cheryl has generously offered her assistance to help address any complications arising from this delay.

Enclosed herewith are evidentiary documents substantiating these contentions.

### **TIMELY'S REQUESTS**

Henceforth, Time.ly respectfully solicits the following remedial measures:

1. Amendment of the Request for Proposal (RFP) to extend the deadline by an additional (10) days, thereby affording Time.ly the opportunity to partake, while concurrently addressing any anomalies in Time.ly's system status.
2. Alternatively, if the aforementioned remedy is deemed unattainable, the cancellation of the entire solicitation is advocated.

We appreciate your diligent consideration of this matter. It is our earnest belief that our concerns will be expeditiously redressed, and we eagerly anticipate a favorable resolution. Should you necessitate any further elucidation or documentation, please do not hesitate to make contact.

Date: April 26, 2024

Sincerely,

Time.ly Network USA, LLC - Gerson Vanzin, CEO

# Exhibit B

From: [Robinson, Roshonda](#)  
To: [White, John](#)  
Subject: TIMELY NETWORK USA LLC  
Date: Thursday, May 9, 2024 2:12:03 PM  
Attachments: [External.Fwd.mso](#)  
[SC External Problems in accessing the S04 to submit an offer.mso](#)  
[msoe01.png](#)  
[Image002.png](#)  
[SECURE\\_RZ External URGENT Request Assistance Needed for Vendor Number Issuance 378881.mso](#)

| Group Number | Vendor Number | Vendor Name    | Requestor User Name | Requestor First Name | Requestor Last Name |
|--------------|---------------|----------------|---------------------|----------------------|---------------------|
| 378881       |               | TIMELY NETWORK | VN.Timely           | AMIR                 | HAJBABA             |

[Vendor](#)   [Contact](#)   [Product](#)   [UserVendor](#)   [Partnership](#)   [Message](#)   [RESET](#)   [BACK](#)

| Vendor Information |                       |
|--------------------|-----------------------|
| Field              | Value                 |
| VendorKey          | 491100                |
| HeaderKey          | 378881                |
| DateTimeStamp      | 2024-04-18 17:28:41.0 |

[Vendor](#)   [Contact](#)   [Product](#)   [UserVendor](#)   [Partnership](#)   [Message](#)   [RESET](#)   [BACK](#)

| Message Information |  |
|---------------------|--|
| Field               | Value                                    |
| Message #1          |  |
| ErrorVendorKey      | 4864052                                  |
| VendorKey           | 491100                                   |
| VendorType          | V  |
| ErrorTitle          | Update Rejected Vendor Status            |
| ErrorCount          | 0  |
| UserName            | rorobinson                               |
| DateLogged          | 2024-04-24 09:51:43.657                  |
| Message #1-1        |  |
| ErrorDetailKey      | 7749785                                  |
| ErrorVendorKey      | 4864052                                  |
| MessageType         | R  |
| Message             | Registration Status updated successfully |

Thank you,



Roshonda Robinson | Vendor Registration | Division of Procurement Services  
SC State Fiscal Accountability Authority  
1201 Main Street, Suite 600 | Columbia, SC 29201 | 803-896-6677

Visit [www.procurement.sc.gov](http://www.procurement.sc.gov) to do business with us

## Exhibit C

**From:** [Robinson, Roshonda](#)  
**To:** "[Juliana Arruda](#)"; [Vendor Support, MMO](#)  
**Cc:** [Taylor, Ginger](#); [Osmer, Sherri](#); [MMO Vendor Registration](#); [Latimer, Ariana](#); [Davis, Genny](#)  
**Subject:** [SECURE] RE: [External] Urgent Request: Assistance Needed for Vendor Number Issuance 378881  
**Date:** Wednesday, April 24, 2024 9:52:00 AM  
**Attachments:** [image001.jpg](#)

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To Whom it May Concern,

Thank you for your vendor registration request. The Comptroller Generals Office will be processing this request and issuing the vendor number, some addition information is required. **Please send this information to the attention of** Ginger Taylor/ Sherri Osmer at [gtaylor@cg.sc.gov](mailto:gtaylor@cg.sc.gov) & [sosmer@cg.sc.gov](mailto:sosmer@cg.sc.gov).

- A copy of form W-8BEN if you are an Individual.
- A copy of form W-8BEN-E.
- Note: A W-8BEN is applicable only for individuals or sole proprietors. **If you are a corporation, partnership, or another business entity, you'll use Form W-8BEN-E.**

This form is much longer due to information required by the Foreign Account Compliance Act (FATCA) for foreign entities.

- Is this a United States based company? Does the company have offices in the United States?
- Is this for making a direct pay or bidding on open solicitations?

Thank you,



**Roshonda Robinson | Vendor Registration | Division of Procurement Services**  
**SC State Fiscal Accountability Authority**  
**1201 Main Street, Suite 600 | Columbia, SC 29201 | 803-896-6677**  
**Visit [www.procurement.sc.gov](http://www.procurement.sc.gov) to do business with us**

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**From:** Juliana Arruda <[juliana@time.ly](mailto:juliana@time.ly)>  
**Sent:** Wednesday, April 24, 2024 9:14 AM  
**To:** Vendor Support, MMO <[vendorsupport@mmo.sc.gov](mailto:vendorsupport@mmo.sc.gov)>  
**Subject:** [External] Urgent Request: Assistance Needed for Vendor Number Issuance  
Dear Vendor Support Team,

I hope this message finds you well. My name is Juliana, and I am reaching out on behalf of Time.ly Network, a SaaS company.

Last Thursday, we completed our registration for a **Vendor Number to participate in an upcoming Request for Proposal (RFP) for South Carolina**. According to the system, the issuance of the Vendor Number typically takes one business day.

However, we find ourselves in a challenging situation as **the deadline for the RFP procedure is tomorrow at 11 am Eastern Time**. As we operate on Pacific Time, this necessitates that we submit our proposal today.

With this in mind, I kindly request your assistance in expediting the issuance of our Vendor Number. Your support in this matter would be invaluable in helping us meet the submission deadline.

Please let us know if there are any additional steps we can take or information we can provide to facilitate this process.

Thank you very much for your attention to this urgent matter.

Warm regards,



**Juliana Arruda** | E-mail: [juliana@time.ly](mailto:juliana@time.ly) |   
International Procurement Legal Advisor  
[www.time.ly](http://www.time.ly)



## RE: [SECURE] RE: [External] Urgent Request: Assistance Needed for Vendor Number Issuance 378881



OS

Osmer, Sherri &lt;sosmer@cg.sc.gov&gt;

Responder a todos | v

Ontem, 15:32

juliana@time.ly; Robinson, Roshonda &lt;RRobinson@mms.sc.gov&gt;; Vendor Smais 1 v


Encrypt: This message is encrypted. Recipients can't remove encryption.

Good Afternoon

Your vendor number is 0890100618.

### **For bidding purposes:**

-  
Please contact the South Carolina Enterprise Information System (SCEIS) help desk at **803-896-0001**.

 The information contained in this email message may be privileged, confidential and protected from disclosure. If you are not the intended recipient, any review, dissemination, distribution or copying is strictly prohibited. If you have received this email message in error, please notify the sender by replying to this email, deleting the message and any attachments included in the message.

# Exhibit E

**From:** [Robinson, Roshonda](#)  
**To:** [Vendor Support, MMO; "Juliana Arruda"](#)  
**Cc:** [MMO Vendor Registration](#)  
**Subject:** RE: [External] Problems in accessing the SRM to submit an offer  
**Date:** Thursday, April 25, 2024 2:26:00 PM  
**Attachments:** [RE SECURE RE External Urgent Request Assistance Needed for Vendor Number Issuance 378881.msg](#)  
[image001.jpg](#)  
**Importance:** High

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Good afternoon,

Your request was processed on yesterday! Please review the attached email. Thank you

Thank you,



**Roshonda Robinson | Vendor Registration | Division of Procurement Services**  
**SC State Fiscal Accountability Authority**  
**1201 Main Street, Suite 600 | Columbia, SC 29201 | 803-896-6677**  
**Visit [www.procurement.sc.gov](http://www.procurement.sc.gov) to do business with us**

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**From:** Vendor Support, MMO <VendorSupport@mmo.sc.gov>  
**Sent:** Thursday, April 25, 2024 9:20 AM  
**To:** 'Juliana Arruda' <juliana@time.ly>; Vendor Support, MMO <VendorSupport@mmo.sc.gov>  
**Cc:** Robinson, Roshonda <RRobinson@mmo.sc.gov>; MMO Vendor Registration <vendorregistration@mmo.sc.gov>  
**Subject:** RE: [External] Problems in accessing the SRM to submit an offer

Juliana,

Your request will be processed through the CG's office.

Thanks,



**Genny L Davis | Vendor Registration-Program Coordinator I | Division of Procurement Services**  
**SC State Fiscal Accountability Authority (803) 737-0844**  
**1201 Main Street, Suite 600 | Columbia, SC 29201**  
**Visit [www.procurement.sc.gov](http://www.procurement.sc.gov) to do business with us**

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**From:** Juliana Arruda <juliana@time.ly>  
**Sent:** Thursday, April 25, 2024 8:53 AM  
**To:** Vendor Support, MMO <[VendorSupport@mmo.sc.gov](mailto:VendorSupport@mmo.sc.gov)>  
**Subject:** Re: [External] Problems in accessing the SRM to submit an offer

Good morning Genny,

We have received the following response from the help desk:

"I searched for the username and the account was rejected. Unfortunately you can't access the portal from outside the US which is what caused the rejection. You will have to submit via paper. I would reach out to the buyer and see if you could still send it in past the deadline."

I am currently reaching out directly to the buyer's procurement team to explore alternative submission options, because we couldn't change either the password or the ID. However, I would like to inquire further, **is there truly no workaround to access the system, even with the Vendor Number?**

Thank you,  
Juliana A.

**From:** Juliana Arruda <[juliana@time.ly](mailto:juliana@time.ly)>

**Sent:** Wednesday, April 24, 2024 6:05 PM

**To:** Vendor Support, MMO <[vendorsupport@mmo.sc.gov](mailto:vendorsupport@mmo.sc.gov)>

**Subject:** [External] Problems in accessing the SRM to submit an offer

We're having issues accessing the SRM to proceed with the submission, something is wrong with our credentials but we seem to not be able to reset it somehow.

Could you help me with this or direct me to someone?

We're tight on the deadline, tomorrow by 11am.

Thank you,

Best regards



**Juliana Arruda** | E-mail: [juliana@time.ly](mailto:juliana@time.ly) |   
International Procurement Legal Advisor  
[www.time.ly](http://www.time.ly)





## Exhibit F

Juliana Arruda <juliana@time.ly>

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### RE: VENDOR WEB REQUEST: Vendor Response to Bid

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Juliana Arruda <juliana@time.ly>  
To: vgoodson@mimo.sc.gov

Thu, Apr 25, 2024 at 9:40 AM

Dear Mr. Goodson,

I hope this email finds you well.

My name is Juliana, and I am representing Time.ly. I'm reaching out to you directly regarding some issues we are encountering in submitting our proposal to the SC Department of Education First Steps for an Event Management Software.

Last Thursday, we submitted a request for our registration as a Vendor in South Carolina. While we were informed that it would be issued within one business day, we encountered delays. Despite a successful request to the Help Desk yesterday morning, we are currently facing challenges accessing the SRM portal, where we need to proceed with the submission.

Nevertheless, we have dedicated significant effort to compiling all the necessary documents, and we are eager to participate in this procedure. In light of the time constraints, **I kindly request your assistance in sending the documentation via email immediately, in order to meet the submission deadline. Additionally, we could send a physical copy to the address specified in the RFP documents, but I'm afraid it will not be received in time.**

If you have any suggestions for alternative solutions to this issue, we would welcome your input.

Time.ly SC Vendor No.: 890100618

Your prompt attention to this matter would be greatly appreciated.

Thank you for your understanding and cooperation.

Best regards,  
[Quoted text hidden]



**TIMELY**

Juliana Arruda | E-mail: [juliana@time.ly](mailto:juliana@time.ly) | [in](#)

International Procurement Legal Advisor

[www.time.ly](http://www.time.ly)



Juliana Arruda &lt;juliana@time.ly&gt;

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## Urgent request for ID and password

---

**Spann, Cheryl D** <Cheryl.Spann@admin.sc.gov>  
To: Juliana Arruda <juliana@time.ly>

Fri, Apr 26, 2024 at 3:59 PM

Good afternoon Juliana,

I received your Help Desk request a short while ago. The username and password you request are below. If you have missed the submission deadline, please contact the buyer for the solicitation and let them know there was a delay in setting up the username and password for you to use. If necessary, you may provide my contact information for them to give me a call.

Username: VN.TIMELY

Password: Spring530!

Thank you

Cheryl Spann

Logistics Team, SC Enterprise Information System

**The South Carolina**

**Department of Administration**

1628 Browning Road, Suite 200, Columbia, SC 29210

803-832-8170

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**From:** Juliana Arruda <juliana@time.ly>  
**Sent:** Thursday, April 25, 2024 10:07 AM  
**To:** Help Desk, SCEIS <sceis.helpdesk@admin.sc.gov>  
**Subject:** [External] Urgent request for ID and password

Hello,

**My name is Juliana and I'd like to set up an account to access the SRM system to make a submission for a RFP (DEADLINE EXPIRES IN AN HOUR)**

Company: Timely Network USA, LLC

Contact person: Juliana Arruda

Email: [juliana@time.ly](mailto:juliana@time.ly)

Venor Registration Number: 890100618

Address: Timely Network USA, LLC

[100 S Juniper Street, 3rd Floor](#)  
Philadelphia PA 19107  
USA

[REDACTED]

**Juliana Arruda** | E-mail: [juliana@time.ly](mailto:juliana@time.ly) | [REDACTED]

[Quoted text hidden]

# Exhibit H

**From:** [Spann, Cheryl D](#)  
**To:** [White, John](#)  
**Subject:** FW: [External] Urgent request for ID and password  
**Date:** Thursday, May 9, 2024 1:29:52 PM

---

Email correspondence.

Cheryl Spann  
Logistics Team, SC Enterprise Information System

## The South Carolina

### Department of Administration

1628 Browning Road, Suite 200, Columbia, SC 29210  
803-832-8170

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**From:** Spann, Cheryl D <Cheryl.Spann@admin.sc.gov>  
**Sent:** Friday, April 26, 2024 3:53 PM  
**To:** Juliana Arruda <juliana@time.ly>  
**Subject:** RE: [External] Urgent request for ID and password

Juliana,

You are very welcome. Please let me know if you need further assistance.

Have a wonderful weekend!

Cheryl Spann  
Logistics Team, SC Enterprise Information System

## The South Carolina

### Department of Administration

1628 Browning Road, Suite 200, Columbia, SC 29210  
803-832-8170

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**From:** Juliana Arruda <[juliana@time.ly](mailto:juliana@time.ly)>  
**Sent:** Friday, April 26, 2024 3:46 PM  
**To:** Spann, Cheryl D <[Cheryl.Spann@admin.sc.gov](mailto:Cheryl.Spann@admin.sc.gov)>  
**Subject:** Re: [External] Urgent request for ID and password

Hello Cheryl,

Thank you for providing the requested username and password, I tested and we can successfully login now. Your assistance is greatly appreciated.

We will proceed with contacting the buyer for the solicitation to address the delay in setting up the credentials to see if we can still submit our proposal, as you recommended.

Once again, thank you for your support.

Best regards,

\_\_\_\_\_

**Juliana Arruda** | E-mail: [juliana@time.ly](mailto:juliana@time.ly) | \_\_\_\_\_  
Phone: +1 (778) 504-4959  
International Procurement Legal Advisor  
[www.time.ly](http://www.time.ly)

On Fri, Apr 26, 2024 at 3:59 PM Spann, Cheryl D <[Cheryl.Spann@admin.sc.gov](mailto:Cheryl.Spann@admin.sc.gov)> wrote:

Good afternoon Juliana,

I received your Help Desk request a short while ago. The username and password you request are below. If you have missed the submission deadline, please contact the buyer for the solicitation and let them know there was a delay in setting up the username and password for you to use. If necessary, you may provide my contact

information for them to give me a call.

Username: VN.TIMELY

Password: Spring530!

Thank you

Cheryl Spann

Logistics Team, SC Enterprise Information System

**The South Carolina**

**Department of Administration**

1628 Browning Road, Suite 200, Columbia, SC 29210

803-832-8170

**Lead.Collaborate.Innovate.**

Search openings at  [careers.sc.gov](https://careers.sc.gov)

---

**From:** Juliana Arruda <[juliana@time.ly](mailto:juliana@time.ly)>

**Sent:** Thursday, April 25, 2024 10:07 AM

**To:** Help Desk, SCEIS <[sceis.helpdesk@admin.sc.gov](mailto:sceis.helpdesk@admin.sc.gov)>

**Subject:** [External] Urgent request for ID and password

Hello,

**My name is Juliana and I'd like to set up an account to access the SRM system to make a submission for a RFP (DEADLINE EXPIRES IN AN HOUR)**

Company: Timely Network USA, LLC

Contact person: Juliana Arruda

Email: [juliana@time.ly](mailto:juliana@time.ly)

Venor Registration Number: 890100618

Address: Timely Network USA, LLC

100 S Juniper Street, 3rd Floor

Philadelphia PA 19107

USA

[ ]

**Juliana Arruda** | E-mail: [juliana@time.ly](mailto:juliana@time.ly) | [ ]  
International Procurement Legal Advisor  
[www.time.ly](http://www.time.ly)

|



## Exhibit I

Juliana Arruda <juliana@time.ly>

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### Urgent: Request for Proposal Submission Assistance

1 message

Juliana Arruda <juliana@time.ly>

Fri, Apr 26, 2024 at 4:38 PM

To: "Goodson, Virginia" <vgoodson@mmo.sc.gov>

Bcc: 3832990@bcc.hubspot.com

Dear Mrs. Goodson,

I hope this message finds you well. Following our discussion yesterday, I'm writing to inform you about the challenges we encountered while attempting to submit our proposal for the RFP.

Regrettably, we encountered technical obstacles that prevented us from accessing the procurement system promptly to complete our submission as scheduled. However, we've recently received an email from Cheryl Spann at the Department of Administration, furnishing us with the required login credentials.

**Cheryl has graciously extended her support to resolve any complications stemming from this delay. She advises us to communicate with you to facilitate our submission post-deadline, acknowledging that the delay originated from their end.**

Please see the attached email from Cheryl for reference. (Note: We have already changed the password, ensuring no information leakage.)

Her contact information is as follows:

Email: [Cheryl.Spann@admin.sc.gov](mailto:Cheryl.Spann@admin.sc.gov)

Phone: 803-832-8170

Given these circumstances, we urgently request your assistance in facilitating the submission of our proposal at the earliest opportunity. We apologize for any inconvenience this may cause and appreciate your understanding and support in resolving this matter promptly.

Thank you for your attention to this matter.

Warm regards,



**TIMELY**

Juliana Arruda | E-mail: [juliana@time.ly](mailto:juliana@time.ly) | [in](#)

Phone: +1 (778) 504-4959

International Procurement Legal Advisor

[www.time.ly](http://www.time.ly)



**0. Help Desk response - login and password.pdf**

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