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EXECUTIVE DIRECTOR

Protest Decision

Matter of: Dynamic Consultants Group Inc.
File No.: 2025-223
Posting Date: July 18, 2025
Contracting Entity: Coastal Carolina University
Solicitation No.: N/A
Description: Unified Enterprise Support Services

DIGEST

The Chief Procurement Officer (CPO) dismisses as moot the protest of Dynamic Consultants Group (DCG) challenging Coastal Carolina University's (the University) intent to award a contract as a sole source for Unified Enterprise Support Services where University has subsequently awarded an emergency contract for the same services. DCG's protest is attached as Exhibit A.

AUTHORITY

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

BACKGROUND

On June 24, 2025, the University advertised its intent to award a sole source contract to Microsoft Services (Microsoft), for Unified Enterprise Support Services. [Exhibit B] On June 26, 2025, DCG protested asserting that it could provide the required services. The University's existing sole source contract with Microsoft for Unified Enterprise Support Services expires on August 25, 2025. Due to the lack of time to develop and conduct a procurement for this service, the University entered an emergency contract with Microsoft for continuity of service. [Exhibit C] The University intends to develop and issue a solicitation for these services in the future.

DISCUSSION

The University's emergency acquisition of Unified Enterprise Support Services has rendered DCG's protest of the sole source moot. However, this is not the first protest the CPO has received of an agency's intent to award a sole source contract to Microsoft for Unified Enterprise Support Services. [File 2025-215 and File 2025-217] As noted in those earlier cases, Microsoft is not the only entity capable of supplying Unified Enterprise Support Services.

DECISION

For the reason stated above, the CPO dismisses DCG's protest as moot.

A handwritten signature in blue ink, reading "John St. C. White", is positioned above a horizontal line.

John St. C. White
Chief Procurement Officer

Columbia, South Carolina

STATEMENT OF RIGHT TO FURTHER ADMINISTRATIVE REVIEW

Protest Appeal Notice (Revised July 2025)

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.

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 2025 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 DCGs, 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.



South Carolina Business Opportunities

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

Ad Category: Sole Source and Emergency

Notice Start Date: June 24, 2025

Notice End Date: July 1, 2025

Vendor Name: Microsoft Corporation

Contract Amount: \$52,639.46

Agency Procurement Manager: Steven Glenn

Agency Procurement Manager Email: sglenn@coastal.edu

Agency Procurement Manager Telephone#: 843-349-2736

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:

Microsoft Corporation will provide a comprehensive Unified Enterprise Support Services package. This includes advisory and problem resolution hours, Azure support, on-demand assessments and education, access to an online support portal, service delivery management, and webcasts. The agreement also includes proactive services such as workload security assessments, onsite visits, and 20 proactive credits. The support term runs from August 26, 2025, through August 25, 2026, and is governed by the Microsoft Master Services Agreement and the Unified Support Services Description.

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://ccucloud.coastal.edu/index.php/s/FQ3NAfByFwRXxPe>

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

South Carolina Business Opportunities • SCBO Team • 1201 Main Street, Suite 600 • Columbia, SC 29201
803-737-0600 • scbo@mmo.sc.gov • <https://scbo.sc.gov> • <https://procurement.sc.gov>



**Sole Source
Written Determination**

Agency Identification: Coastal Carolina University – H17

Description of the agency need that this procurement fulfills: *(See instructions on last page for guidance)*

Coastal Carolina University's Information Technology Services (ITS) department requires enterprise-level support services for its Microsoft 365 platform. This platform underpins essential services such as email, OneDrive, Microsoft Office applications, and Microsoft Teams, which are used daily by students, faculty, and staff. The support services are critical to ensuring system performance, security, and continuity across the University's Microsoft environment.

Describe the Market Based on Research Performed: *(See instructions on last page for guidance)*

No competitive market research was conducted because Microsoft Unified Enterprise Support is a proprietary service available exclusively through Microsoft Corporation. These services are tailored to the University's Microsoft 365 environment and cannot be sourced from third-party vendors. Microsoft's Unified Support is the successor to Premier Support and consolidates all enterprise support needs into a single, comprehensive offering.

Sole Source Vendor Name: Microsoft Corporation

Amount: \$52,639.46

Based upon the following determination, Agency proposes to acquire the supplies, construction, information technology, and/or services described herein from the vendor named above per SC Code Ann § 11-35-1560 and SC Regulation 19-445.2105, Sole Source Procurement.

Description of supplies, construction, information technology, and/or services vendor will provide under the contract: *(See instructions on last page for guidance.)*

Microsoft Corporation will provide a Unified Enterprise Support Services package that includes:

- Advisory and problem resolution hours
- Azure support
- On-demand assessments and education
- Access to an online support portal
- Service delivery management and webcasts
- Proactive services such as workload security assessments and onsite visits
- 20 proactive credits

The support term runs from August 26, 2025, through August 25, 2026, and is governed by the Microsoft Master Services Agreement and Unified Support Services Description.

Explain why the described solution is the only solution that meets the agency's need and how no other identified solutions were sufficient. *(See instructions on last page for guidance)*

Microsoft Unified Enterprise Support is the only service that provides direct access to Microsoft's internal engineering teams, developers, and proprietary tools. It is the only support model that covers the full Microsoft product portfolio, including mission-critical services such as Azure Rapid Response, Office 365 Engineering Direct, and Designated Engineering. These services are delivered exclusively by Microsoft-trained personnel and are tightly integrated with the University's existing Microsoft licensing agreements. No third-party provider can offer equivalent access, integration, or support capabilities.

Sole Source
Written Determination

Prepared by: Dominic LoTempio

Date: 6/19/25

Title: Chief Procurement Officer

Approved by: 

Approval Date: 6 / 24 / 2025

Printed Name: Alan M. West

Title: VP for Finance & Administration and Chief Financial Officer

Note: Determination is not complete without required signature and date

Emergency
Written Determination



Agency Identification: Coastal Carolina University – H17

Describe the nature of the emergency condition and the resulting immediate threat to public health, welfare, critical economy and efficiency, or safety that this procurement responded to: The emergency condition arises from the imminent expiration of Coastal Carolina University's current Microsoft Unified Support agreement. This support is critical to the University's IT infrastructure, which underpins essential academic, administrative, and operational functions. Without uninterrupted support, the University faces significant risks including unresolved critical support tickets, potential system outages, and cybersecurity vulnerabilities. These risks pose a direct threat to the efficiency and continuity of University operations.

Describe the facts and circumstances giving rise to the above describe emergency condition and threat: The University's current Microsoft Unified Support agreement is set to expire imminently. Several unresolved support tickets with Microsoft remain open, and these are essential to the continued operation of University systems. Due to the timing of the contract expiration, the University does not have sufficient time to conduct a competitive solicitation process. The emergency procurement is necessary to ensure continuity of support services while the University prepares a competitive solicitation for a multiyear agreement. The emergency procurement is a result of a protest filed on June 26, 2025.

Agency has contracted with or plans to contract with Emergency Vendor for the supplies, services, information technology, or construction described below per S.C. Code Ann. §11-35-1570 and S.C. Regulation 19-445.2110, Emergency Procurement.

Emergency Vendor: Microsoft Corporation

Basis for Selection of the Vendor –Microsoft Corporation is the incumbent provider of Unified Enterprise Support Services for the University. The University is currently engaged with Microsoft on several critical support issues. While other vendors may offer similar services, the immediate need for continuity and the complexity of transitioning support providers on short notice make Microsoft the only practical option under the current emergency conditions. This emergency procurement is limited to a one-year term to allow time for a competitive solicitation.

Description of supplies, services, information technology, or construction: Unified Enterprise Support Services from Microsoft, including problem resolution support, advisory services, security assessments, on-demand education, and service delivery management. These services are essential for maintaining the University's Microsoft-based infrastructure and ensuring operational continuity.


Required Signatures:

Prepared by: 

Date: 7/15/25

Printed Name: Dominic LoTempio

Title: Chief Procurement Officer

Approved by: 

Approval Date: 7/15/2025

Printed Name: Alan M. West
Financial Officer

Title: VP for Finance & Administration and Chief