

State of Maine
Master Score Sheet

RFP# 202506086					
Bureau of Motor Vehicles Self-Service Kiosks					
Bidder Name:		Neumo	Solution Bridge		
Proposed Cost:		10.95 per transaction paid by the customer	2.89 per transaction paid by the customer		
Scoring Sections	Points Available				
Section I: Preliminary Information	NA	NA	NA		
Section II: Organization Qualifications and Experience	35	28	17		
Section III: Proposed Services	40	35	15		
Section IV: Cost Proposal	25	6.60	25		
TOTAL	<u>100</u>	<u>69.60</u>	<u>57</u>		



JANET T. MILLS
GOVERNOR

Shenna Bellows
Secretary of State

DEPARTMENT OF
Secretary of State
Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086
Bureau of Motor Vehicles Self-Service Kiosks

1. Purpose

Through the subject RFP, the Department sought proposals for eight (8) Self-Service Kiosks to be installed at third-party locations throughout the State and used to provide BMV services.

2. Evaluation Process

The evaluation team was composed of four evaluators from the Deputy Secretary of State BMV, the Deputy Secretary of State CIO, the Bureau of Motor Vehicles, and the Secretary of State Administration Services. The evaluation team determined the eligibility of all applicants, conducted individual evaluations of each eligible proposal, and recorded notes for each proposal. The team met to apply the consensus method for recording team notes and assigning scores to each proposal for the Qualifications and Experience and Proposed Services sections. Cost was scored using the consensus method.

3. Conditional Awards

As a result of the evaluation process, the evaluation team announced its conditional contract awards to the following vendors:

Service	Vendor Name
Self-Service Kiosks	Neumo

Below are the key factors that resulted in the award selection(s) made through this evaluation process:

4. Qualifications & Experience

- Demonstrated extensive and directly relevant motor vehicle organization experience, including end-to-end support for DMV operations from discovery and implementation through training and long-term support.
- Proposed a dedicated, multidisciplinary project team with clearly defined expertise in project management, technical delivery, and product configuration, supporting all phases of the project lifecycle.



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- Employed an Agile delivery model emphasizing collaboration, adaptability, and Day-1 operational readiness, which reviewers viewed as well-suited to the State's operational needs.
- Presented a strong organizational structure that supports close day-to-day coordination with the State while also providing access to executive leadership for accountability and timely decision-making.
- Committed to a long-term partnership approach, including continuous improvement, transparent communication, and a designated Account Manager responsible for ongoing support and contract performance.
- Proposed a highly experienced and specialized subcontractor with long-standing, nationwide experience supporting DMV kiosk and over-the-counter systems, including:
 - A distributed workforce of technicians across multiple states
 - Active support of hundreds of kiosks in multiple jurisdictions
 - Demonstrated ability to meet rapid onsite service response requirements
 - Clearly articulated the importance of subcontractor selection and provided detailed technical and support requirements necessary for successful kiosk deployment and ongoing maintenance.
- Overall, the proposal reflected a strong understanding of DMV-specific operational, technical, and support needs, resulting in higher confidence in the vendor's ability to successfully implement and sustain the solution.

5. Proposed Services

- Demonstrated proven ability to deliver high-volume DMV transactions via self-service kiosks, with documented experience processing more than 11 million transactions in a single year across multiple jurisdictions.



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- Offered a mature, in-production payment platform (NeumoPay) supporting shopping cart functionality and integration with existing systems of record, rather than a conceptual or untested approach.
- Clearly aligned proposed services with BMV operational needs, supported by a cross-functional delivery model and rapid onsite response capabilities.
- Received a positive technical assessment from OIT, with the solution largely meeting expectations and demonstrating sound architecture and integration readiness.
- Presented a structured implementation methodology aligned with PMI PMBOK and public-sector best practices, supported by an Agile delivery model that promotes accountability and coordinated execution.
- Defined a realistic, risk-aware implementation approach, incorporating formal acceptance gates, change management, and risk mitigation throughout each phase.
- Established strong project governance and transparency mechanisms, including regular status meetings, executive reviews, and real-time project tracking tools.
- Overall, the proposal reflected a clear understanding of the project scope, technical complexity, and operational risks, resulting in higher confidence in the vendor's ability to deliver services successfully within the proposed timeframe.

6. Cost Proposal

The non-selected vendor's lower proposed per-transaction fee raised concerns about whether the pricing fully accounted for the project's scope, complexity, and long-term operational requirements. Although the selected vendor's pricing was higher, it was considered more consistent with the full cost of delivering and sustaining the required services, resulting in greater confidence in cost realism.



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7. Conclusion

Out of 100 possible points, the evaluation team awarded Neumo a total score of 69.60. The awarded proposal's strength outweighed the others through a combination of its qualifications and experience, proposed services, and proposed cost. The evaluation team determined that the proposal submitted by Neumo represents the best value to the State of Maine.



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Bureau of Motor Vehicles/Division of
Public Services

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April 13, 2026

Neumo, LLC

SUBJECT: Notice of Conditional Contract Award under RFP # 202506086,
Bureau of Motor Vehicles Self-Service Kiosks.

Dear Justin Branscomb:

This letter is regarding the Request for Proposals (RFP) issued by the State of Maine Department of the Secretary of State, Bureau of Motor Vehicle Self-Service Kiosks. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

- Neumo

The bidder listed above received the evaluation team's highest ranking. The Department will be contacting the aforementioned bidder soon to negotiate a contract. As provided in the RFP, the Notice of Conditional Contract Award is subject to execution of a written contract and, as a result, this Notice does NOT constitute the formation of a contract between the Department and the apparent successful vendor. The vendor shall not acquire any legal or equitable rights relative to the contract services until a contract containing terms and conditions acceptable to the Department is executed. The Department further reserves the right to cancel this Notice of Conditional Contract Award at any time prior to the execution of a written contract.

As stated in the RFP, following announcement of this award decision, all submissions in response to the RFP are considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA). 1 M.R.S. §§ 401 et seq.; 5 M.R.S. § 1825-B (6).

This award decision is conditioned upon final approval by the State Procurement Review Committee and the successful negotiation of a contract. A Statement of Appeal Rights has been provided with this letter; see below.

Thank you for your interest in doing business with the State of Maine.

Sincerely,

A handwritten signature in black ink, appearing to read "Denise Nelms", with a long horizontal flourish extending to the right.

Denise Nelms
Southern Regional MV Service Manager
Bureau of Motor Vehicles, Public Services
denise.nelms@maine.gov
Cell-207-592-1773

STATEMENT OF APPEAL RIGHTS

Any person aggrieved by an award decision may request an appeal hearing. The request must be made to the Director of the Bureau of General Services, in writing, within 15 days of notification of the contract award as provided in 5 M.R.S. § 1825-E (2) and the Rules of the Department of Administrative and Financial Services, Bureau of General Services, Office of State Procurement Services [formerly the Division of Purchases], Chapter 120, § (2) (2).



STATE OF MAINE
DEPARTMENT OF Secretary of State
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April 13, 2026

Solution Bridge LLC,

SUBJECT: Notice of Conditional Contract Award under RFP # 202506086,
Bureau of Motor Vehicles Self-Service Kiosks.

Dear Amy Meier:

This letter is regarding the Request for Proposals (RFP) issued by the State of Maine Department of the Secretary of State, Bureau of Motor Vehicle Self-Service Kiosks. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract award to the following bidder:

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Denise Nelms
Southern Regional MV Service Manager
Bureau of Motor Vehicles, Public Services
denise.nelms@maine.gov
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Bidder/Applicant Name	<u>Neumo</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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State of Maine

Department of the Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicles Self-Service Kiosks

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Email	Denise.nelms@maine.gov

Evaluation Team	
Name	Denise Nelms
Name	Catherine Curtis
Name	Jonathon Doody
Name	Douglas Perry

Bidder/Applicant Name | Neumo

Date of Team Evaluation | February 2, 2026

SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	Pass
File 2	Organization Qualifications and Experience	35	28
File 3	Proposed Services	40	35
File 4	Cost Proposal	25	6.60
		Total: 100	Total: 69.60

Bidder/Applicant Name	<u>Neumo</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Pass - Not Applicable

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
35	28

Section	Team Notes
Overview of the Organization	Neumo DMV presents a project team with extensive experience supporting motor vehicle organizations, assigning dedicated personnel to manage all phases of the project from discovery and implementation through training and ongoing support. The team combines project management, technical delivery, and product configuration expertise, operating within an Agile delivery model that emphasizes collaboration, adaptability, and Day-1 operational readiness. Neumo’s structure provides both close day-to-day coordination with the State of Maine and access to executive leadership for accountability and timely decision-making. Post-implementation, Neumo commits to long-term partnership through continuous improvement, transparent communication, and a designated Account Manager to oversee ongoing support and ensure contract objectives are consistently met.
Subcontractors	Neumo DMV’s proposed subcontractor, MCR Technical Service, LLC, demonstrates substantial and relevant experience supporting DMV kiosk and over-the-counter systems nationwide. MCR has operated in this space since 1997, employs 42 technicians across 14 states, and currently services more than 660 kiosks in multiple jurisdictions. Their ability to provide onsite service response within four hours, combined with their established presence servicing both kiosk and OTC equipment for vehicle registration, indicates a strong operational capability. Reviewers felt Neumo clearly understood the importance of selecting an experienced subcontractor and appropriately specified the technical and support requirements needed for successful kiosk deployment and ongoing maintenance.
Organizational Chart	The organizational chart clearly identified the primary points of contact for the State and demonstrated a well-defined internal team structure. However, it did not clearly specify roles or accountability for managing the subcontractor relationship. Reviewers noted a lack of clarity about who would be

Bidder/Applicant Name	<u>Neumo</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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	responsible for subcontractor oversight, coordination, and issue escalation, which could pose risks to communication and accountability during implementation and ongoing operations.
Certificate of Insurance	Pass - Acceptable

File 3 Proposed Services	
Points Available	Points Awarded
40	35

Section	Team Notes
Proposed Services	Neumo DMV demonstrated substantial experience delivering a broad range of motor vehicle transactions through self-service kiosks, reporting over 11 million transactions processed in 2024 across eighteen jurisdictions. The vendor proposed a phased implementation approach, beginning with high-volume registration and credential renewal transactions and expanding to more complex services over time. Neumo also outlined plans to implement a shopping cart-based payment system using its NeumoPay platform, which is already in use across multiple jurisdictions and designed to integrate with existing systems of record. Reviewers felt the proposed services were well aligned with BMV needs, supported by a cross-functional delivery model and rapid onsite response capabilities. OIT's technical review was positive, with the solution largely meeting expectations and receiving a solid overall technical assessment.
Implementation – Work Plan	Neumo DMV proposes a structured, phased implementation work plan aligned with PMI's PMBOK framework and tailored to public-sector best practices, supported by its Agile Project Cell model. The approach relies on a cross-functional team encompassing project management, business analysis, development, testing, and customer support to ensure accountability and coordinated delivery. The vendor outlined a high-level implementation timeline for the first contract period, emphasizing risk mitigation, formal acceptance gates, and change management throughout each phase. Ongoing transparency would be maintained through weekly status meetings, monthly executive reviews, and real-time project tracking using SharePoint or a comparable platform. While the plan provides a solid high-level framework and governance structure suitable for a nine-month implementation window, detailed task-level schedules, dependencies, and resource allocations would need to be further refined collaboratively with the State prior to finalizing the implementation schedule.

Bidder/Applicant Name	<u>Neumo</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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File 4 Cost Proposal	
Points Available	Points Awarded
25	6.60

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	X	Score Weight	=	Pro-Rated Score
2.89	/	10.95	X	25.00	=	6.60

Team Notes

The RFP requires bidders to propose a single flat service fee per transaction that fully covers all costs associated with the installation, operation, and maintenance of the kiosks, with no additional fees billed to BMV. Neumo DMV submitted a compliant per-transaction fee; however, the proposed fee was higher than anticipated based on the State's cost expectations and comparative pricing considerations. The vendor also noted concerns about the sustainability of the flat-fee model and suggested alternative pricing approaches outside the RFP's scope, which could not be considered. As a result, while the proposal met the technical and contractual cost structure requirements, it scored less favorably in the cost evaluation.

**STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT**

RFP #: 202506086

RFP TITLE: BMV-KIOSK

BIDDER NAME: Neumo

DATE: 12/15/2025

TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Met</i>			
Overall quality of response and evidence: Provided a technical system security plan which outlined many of the requirements, security or otherwise.			
Data Compliance			
Publicly available information	NIST 800-171	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>	
	Maine FOAA	<i>Explanation: Lacking detail</i>	
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>		
	<i>Explanation:</i>		
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
		<i>Explanation:</i>	
	NIST 800-53: Rev5	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
		<i>Explanation: provided the SSP template</i>	
		Privacy Act of 1974	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
			<i>Explanation:</i>
<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>			
<i>Explanation:</i>			

**STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT**

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TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	U.S. DHHS-OCSE	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
	Nacha Operating Rules (ACH)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
Personal Information from	§ <u>Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725</u>	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i> <i>Explanation:</i>
Bill of Materials (BoM)		
(Product Name)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> <i>Explanation:</i> <i>No URL provided, Lacking detail</i>	
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> <i>Explanation:</i> <i>No URL provided, Lacking detail</i>	
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> <i>Explanation:</i> <i>No URL provided, Lacking detail</i>	
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i> <i>Explanation:</i> <i>No URL provided, Lacking detail</i>	
MaineIT		
H1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i> <i>Explanation:</i> <i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	

**STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT**

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BIDDER NAME: Neumo

DATE: 12/15/2025

TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
H2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
H3	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
A1	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
A2	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
A3	<i>Explanation: Lacking detail</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
A4	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
Information Security Standards	
S1	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
S2	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
S3	<i>Explanation:</i>
	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

**STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT**

RFP #: 202506086

RFP TITLE: BMV-KIOSK

BIDDER NAME: Neumo

DATE: 12/15/2025

TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
S4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
Cloud Service Provider Reqs	
CSP1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP5	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP6	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>

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	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP8	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP9	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP10	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP11	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP12	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP13	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
CSP14	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP15	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP16	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP17	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP18	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP19	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
NIST Requirements	
N1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
N2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N3	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N4	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N5	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N6	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N7	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N8	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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N9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

Bidder/Applicant Name | Solution Bridge LLC

Date of Team Evaluation | February 2, 2026



State of Maine

Department of the Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicles Self-Service Kiosks

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Email	Denise.nelms@maine.gov

Evaluation Team	
Name	Denise Nelms
Name	Catherine Curtis
Name	Jonathon Doody
Name	Douglas Perry

Bidder/Applicant Name Solution Bridge LLC

Date of Team Evaluation February 2, 2026

SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	Pass
File 2	Organization Qualifications and Experience	35	17
File 3	Proposed Services	40	15
File 4	Cost Proposal	25	15
		Total: 100	Total: 47

Bidder/Applicant Name	<u>Solution Bridge LLC</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Pass - Not Applicable

File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
35	17

Section	Team Notes
Overview of the Organization	Solution Bridge LLC is a New Hampshire–based technology consulting and product firm specializing in secure state-government digital services, self-service kiosks, and compliant cloud infrastructure. While the company’s prior motor vehicle experience is limited, it brings extensive expertise in large-scale, regulated environments and has delivered modernization solutions across licensing, healthcare, and secure payment systems. For kiosk solutions, Solution Bridge has partnered with KIOSK.com, a 30+-year veteran in self-service platforms serving federal and commercial clients. Their combined capabilities include hardware-software integration, ADA-compliant interfaces, and real-time reporting dashboards, positioning them to deliver secure, scalable kiosk solutions.
Subcontractors	For this solution, Solution Bridge LLC proposed KIOSK.com as the subcontractor, highlighting their 30+ years of experience delivering self-service kiosk solutions and their evolution from assembly to high-technical service delivery for federal and commercial clients. While KIOSK.com appears experienced and capable, the vendor did not provide all the specific information requested in the RFP, leaving gaps in the evaluation of subcontractor roles, responsibilities, and performance assurances.
Organizational Chart	The organizational chart clearly identified key points of contact and internal team roles; however, it did not clearly define who would be responsible for managing the subcontractor relationship or how responsibilities and communication would be coordinated among the listed individuals. This lack of clarity could create potential gaps in accountability and oversight during implementation and ongoing operations.
Certificate of Insurance	Acceptable

Bidder/Applicant Name	<u>Solution Bridge LLC</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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File 3 Proposed Services	
Points Available	Points Awarded
40	15

Section	Team Notes
Proposed Services	<p>The proposal offers a turnkey solution to lease, install, and operate eight self-service kiosks across Maine, providing secure, ADA-compliant, and multilingual motor vehicle services. The kiosks would support transactions in 57 languages to improve access for diverse and underserved populations, including older adults, refugees, and non-English speakers. The vendor commits to hiring in-state staff, exceeding the RFP’s local employment expectations. The system would be hosted entirely in AWS GovCloud with geographic failover, be State RAMP-ready, and use compliant hardware from KIOSK Information Systems. All costs for installation, hosting, maintenance, and payment processing would be vendor-funded, with no upfront or ongoing cost to the State. The proposal outlines a phased approach, starting with limited functionality and expanding over time. However, reviewers noted concerns that the hosting and data center approach appeared to rely solely on cloud infrastructure, with insufficient technical detail provided. OIT found parts of the submission lacking depth and clarity, and there was concern that the vendor did not demonstrate a full understanding of the project’s scope and complexity.</p>
Implementation – Work Plan	<p>Under the proposed implementation plan, Solution Bridge LLC would begin work immediately upon contract execution, with the first kiosk operational within 30 days and all eight kiosks deployed within three months. The vendor indicated its willingness to align the project's pace with BMV's direction and proposed a forward-deployed engineering model, including onsite staff working directly with BMV technical teams to support API integration. The remaining 22 months of the performance period would focus on optimization, maintenance, and SLA reporting, with the possibility of accelerated deployment contingent on active BMV engagement. KIOSK Information Systems would serve as a subcontractor responsible for hardware manufacturing, installation, warranty service, and lifecycle support. The vendor also proposed collaborating with BMV on a public relations and rollout campaign to promote kiosk adoption and reduce pressure on existing BMV staff, particularly in rural areas. Reviewers expressed concern that the proposed implementation timeline was overly aggressive and did not adequately reflect the project's complexity. The schedule</p>

Bidder/Applicant Name	<u>Solution Bridge LLC</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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	appeared to underestimate integration, security, compliance, testing, and coordination requirements, reinforcing concerns that the vendor may not fully understand the scope and risks associated with a project of this nature.
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Bidder/Applicant Name	<u>Solution Bridge LLC</u>
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Date of Team Evaluation	<u>February 2, 2026</u>
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File 4 Cost Proposal	
Points Available	Points Awarded
25	25

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	X	Score Weight	=	Pro-Rated Score
2.95	/	2.95	X	25.00	=	25.00

Team Notes

The proposal relies on a transaction-fee funding model, with all kiosk installation, hosting, maintenance, and operational costs covered by the vendor rather than the State. The proposed per-transaction fee was notably low, raising concerns about the solution's long-term financial viability. Reviewers questioned whether the fee structure accurately reflected the true costs of deploying, securing, integrating, and supporting kiosks at scale over the full contract term. There was concern that an underpriced transaction model may indicate a lack of understanding of the project's scope and ongoing operational demands. If revenues prove insufficient to sustain the required level of service and support, the State could face the risk of service disruption or vendor withdrawal after implementation has begun, potentially impacting continuity of public services.

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TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Met</i>			
Overall quality of response and evidence: If awarded, need to see security plan. Need more details on how they follow the Maine OIT policies.			
Data Compliance			
Publicly available information	NIST 800-171	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
	Maine FOAA	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
		<i>Explanation:</i>	
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
	NIST 800-53: Rev5	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
		<i>Explanation:</i> <i>Weak evidence; bidder cannot meet compliance through inheritance alone, bidder shares accountability.</i>	
	Privacy Act of 1974	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
		<i>Explanation:</i>	
			<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

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		<i>Explanation:</i>
	U.S. DHHS-OCSE	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Nacha Operating Rules (ACH)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
Personal Information from	<u>§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725</u>	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Bill of Materials (BoM)		
(Product Name)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>	
	<i>Explanation:</i>	
MaineIT		
H1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	

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	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
H2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
H3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
A1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
A2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
A4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
Information Security Standards	
S1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Weak evidence; bidder cannot meet compliance through inheritance alone, bidder shares accountability.
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

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RFP TITLE: BMV-KIOSK

BIDDER NAME: Solution Bridge

DATE: 12/15/2025

TA REVIEWER NAME: Ben Haschalk, Helgo Ohlenbusch, Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
S3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
S4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
Cloud Service Provider Reqs	
CSP1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP5	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BMV-KIOSK

BIDDER NAME: Solution Bridge

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TA REVIEWER DEPARTMENT: MaineIT

CSP6	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Need to see their information security policy</i>
CSP9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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CSP13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP15	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP17	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP18	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP19	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
NIST Requirements	

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TA REVIEWER DEPARTMENT: MaineIT

N1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking detail</i>
N4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking detail on application level logs</i>
N5	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N6	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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N8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Neumo</u>
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Date of Individual Evaluation	<u>01/27/2026</u>
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State of Maine

Department of Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Neumo</u>
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	In discussions with the company and reviewing their proposal, they are a company that comes across very positively in their scope of work.
Subcontractors	MCR technical service, LLC
Organizational Chart	Postive
Litigation	NONE
Financial Viability	Current vendor of Maine, seems to be solid
Licensure/Certification	positive
Certificate of Insurance	positive

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Neumo</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	Positive
Services to be Provided	Turn-key solution with kiosk
Implementation-Work Plan	P-9 month plan proposed

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Neurmo</u>
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Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Neurmo</u>
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	P – Relative DMV experience, recent merger
Subcontractors	P – On-site support within 4 hours
Organizational Chart	P – Acceptable – appropriate team identified
Litigation	P – None
Financial Viability	P - Acceptable
Licensure/Certification	P - Acceptable
Certificate of Insurance	P - Acceptable

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Neurmo</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	P – Most responses were rated adequate
Services to be Provided	P – Understands scope of project, agreed to requirements
Implementation-Work Plan	I – Proposed phased approach

Evaluator	Name	Jon Doody
	Title	Financial Analyst
	Department	SOS

Bidder/Applicant Name	<u>Neumo</u>
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INDIVIDUAL EVALUATION NOTES

File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	P-30 yrs exp
Subcontractors	P-One, since 1997
Organizational Chart	Provided
Litigation	Provided N/A
Financial Viability	N-Not addressed
Licensure/Certification	N/A
Certificate of Insurance	P-Provided

Evaluator	Name	Jon Doody
	Title	Financial Analyst
	Department	SOS

Bidder/Applicant Name	<u>Neumo</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	P- single unit structure.
Services to be Provided	I-multi year registration ability. P-dedicated project mgt office. P- remote within 30 minutes, onsite within 4 hours. Unit replacement within 7 days if needed. P- Separation of duties notation.
Implementation-Work Plan	I-nine months to operability

Evaluator	Name	Douglas Perry
	Title	Deputy Secretary of State, CIO
	Department	Department of the Secretary of State

Bidder/Applicant Name	Neumo DMV, LLC
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Bureau of Motor Vehicles/Division of Public Services

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Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Douglas Perry
	Title	Deputy Secretary of State, CIO
	Department	Department of the Secretary of State

Bidder/Applicant Name	Neumo DMV, LLC
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<p>P - The proposal describes a company with years of relevant experience working with motor vehicle organizations and delivering solutions similar to a BMV kiosk.</p> <p>Q – The three project examples are state BMV-related projects and could be relevant experience; however, it is difficult to determine the Bidder’s capabilities and skills from the examples and if the solutions were similar in scope and complexity as the BMV Kiosk project.</p>
Subcontractors	<p>P – Proposal describes an established subcontractor partner responsible for kiosk maintenance and onsite support and having relevant experience.</p>
Organizational Chart	<p>N - The organizational chart provided in the proposal links positions to a narrative about the organization but does not list the company CEO that signed the proposal cover page and bidder certification. Also, it’s unclear from the org chart how the subcontractor relationship is managed by the organization.</p>
Litigation	<p>P - Bidder response indicated no current litigation within the past 5 years.</p>
Financial Viability	<p>Q - Unable to determine from the proposal.</p>
Licensure/Certification	<p>P – Bidder cited PCI and SOC2 certifications.</p>
Certificate of Insurance	<p>P - Bidder provided an ACORD certificate that includes relevant liability coverage, including cybersecurity.</p>

Evaluator	Name	Douglas Perry
	Title	Deputy Secretary of State, CIO
	Department	Department of the Secretary of State

Bidder/Applicant Name	Neumo DMV, LLC
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	<p>P - The bidder’s proposal adequately addressed protection of PII and payment card information and included a cybersecurity risk appetite statement for the organization, a System Security Plan based upon NIST SP 800-53 Rev 5, and a PCI Attestation of Compliance report that summarized an independent assessment.</p> <p>Q – The bidder’s Bill of Materials (BoM) response listed internally developed software; however, it’s unclear if the solution requires any 3rd party software as none were listed; note that the bidder refers to Salesforce portal in the Services section.</p> <p>N - OIT review considered the Bidder’s BoM response as “weak.”</p> <p>N – OIT review considered the following control implementation responses as “Weak”: A2 – Application management and design standards; S4 – Cyber risk appetite statement.</p> <p>P – OIT review considered the following control implementation responses as “Strong:” S1 – Security Plan; CSP10 – Access control</p>
Services to be Provided	<p>Part II 1. N – The bidder proposes a phased implementation plan and it’s unclear how this approach would comply with the BMV requirement in Part II 1. for the total solution to be compliant with all requirements on the go-live date.</p> <p>Part II 2.c.ii Q – Unclear how the proposed shopping cart payment system will be implemented.</p> <p>Part II 3.a. Adequate</p> <p>Part II 3.b.&c. N - Bidder does not describe if/how its subcontractor is involved in the kiosk installation/removal process</p> <p>Part II 3.d. I – Bidder described a cross functional team approach and highlighted the organization’s agile project management methodology.</p> <p>Part II 3.e. I – Bidder described a mature inventory process, including secure warehouse facility and kiosk monitoring, that could have benefit of reduced kiosk downtime.</p> <p>Part II 4.a. I – Bidder proposed additional payment options that increase choice for users.</p>

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	<p>Part II 4.b.&c. Adequate approach described for proposed technology and its compliance with secure payment processing</p> <p>Part II 5.a.,b.&c. Adequate description of kiosk identifier and reporting capabilities.</p> <p>Part II 5.d. Q – If Bidder is responsible for disputed transactions, it's unclear why they propose to work with BMV to contest chargebacks.</p> <p>Part II 6.a.,b.&c. Q – Confusing why Bidder stated all systems will use TLS 1.2, which is approaching end-of-life and is not as secure as TLS 1.3, and then state that TLS 1.3 will be used in later Sections.</p> <p>Part II 6.d. Adequate description of Surveillance Access; however, N - Bidder does not explain how access will be provided to SOS Enforcement Division.</p> <p>Part II 6.e.&f. Adequate description of proposed service and insurance coverage.</p> <p>Part II 7.a. P – Good description of industry standard kiosks and security measures to be implemented; also provided a specification document for reference.</p> <p>Part II 7.b. P - Good description of network security implemented to required standards; this section states TLS 1.3 is used; demonstrates good understanding of requirements.</p> <p>Part II 7.c. Good description of how proposed solution meets display requirements.</p> <p>Part II 7.d. I – Good description of how the Bidder addresses accessibility requirements, including mobility, touch, auditory, visual and screen reader compatibility. Stated partnership with National Organization of the Blind and human-centered design approach are considered strengths.</p> <p>Part II 8.a. Adequate description of proposed system</p> <p>Part II 8.b. P – Bidder proposed portfolio administrator to manage changes via defined process.</p> <p>Part II 8.c.&d. Bidder committed to meeting requirements; SSP document has additional information for the Bidder's approach.</p> <p>Part II 8.e.&f. Bidder demonstrated understanding of the requirements and described adequate data handling approach, fraud protection, notifications, etc.</p> <p>Part II 8.g. Q – Bidder states their solution uses TLS 1.2 again, whereas requirement states TLS 1.3. Need to have Bidder clarify if the solution is TLS 1.2 or 1.3.</p>
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	<p>Part II 8.h. I – proposed solution includes identity verification, using BMV photo of record, which can add enhanced identity verification.</p> <p>Part II 8.i. N – Bidder states their solution supports English and Spanish; unclear how they would accommodate other languages if required.</p> <p>Part II 9.a. Q – Bidder provided name and capabilities of 3rd party subcontractor in File 2 Organization Qualifications and Experience. Is this the same subcontractor proposed in the SLA section?</p> <p>P – Bidder provided a description of technician dispatch and onsite remediation procedure which demonstrated a good understanding of the SLA requirements.</p>
Implementation-Work Plan	<p>N - Bidder provided a high-level project plan and described a cross-functional team approach; however, the plan did not include the person or position responsible for each task; also, it is unclear if any tasks are assigned to subcontractors.</p> <p>Q - Unclear what Pilot 1-5 in the work plan refers to?</p>

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	<u>01/27/2026</u>
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Positive
Subcontractors	Kiosk information systems, since 1993
Organizational Chart	Positive
Litigation	none
Financial Viability	Positive
Licensure/Certification	Yes
Certificate of Insurance	Yes

Evaluator	Name	Denise Nelms
	Title	Regional MV Service Manager
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	<u>01/27/2026</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	Q -AWS is their hosting platform and data center??
Services to be Provided	P Full service kiosk, with up to 57 languages
Implementation-Work Plan	N -Feel that they can get a kiosk up in 3 months, that also seems a bit fast but they do have many different kiosks in the field. They were light on information that their subcontractor would meet requirements.
	Question: 99.9% uptime, seems way to high to be realistic

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	01/27/2026
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State of Maine

Department of Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	01/27/2026
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	N - key personnel lack DMV experience
Subcontractors	P - hardware used MD DMV
Organizational Chart	N - Lacks software application development team
Litigation	P – none on file
Financial Viability	N – primarily based on hardware partner
Licensure/Certification	P - acceptable
Certificate of Insurance	P - acceptable

Evaluator	Name	Catherine Curtis
	Title	Deputy Secretary of State, BMV
	Department	BMV

Bidder/Applicant Name	<u>Solution Bridge</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	N – several weaknesses identified
Services to be Provided	P – Agreed to provide required transactions, reports and dta protection
Implementation-Work Plan	N – Implementation plan and timeline reflect lack of understanding full scope of project

Evaluator	Name	Jon Doody
	Title	Financial Analyst
	Department	SOS

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	<u>1-21-2026</u>
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State of Maine

Department of Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jon Doody
	Title	Financial Analyst
	Department	SOS

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	<u>1-21-2026</u>
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	I-much newer
Subcontractors	I-One listed
Organizational Chart	P- Provided with CV for staff
Litigation	P-None listed
Financial Viability	P-Included
Licensure/Certification	n/a
Certificate of Insurance	P-Provided

Evaluator	Name	Jon Doody
	Title	Financial Analyst
	Department	SOS

Bidder/Applicant Name	<u>Solution Bridge</u>
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Date of Individual Evaluation	<u>1-21-2026</u>
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	P- Listed as met all MaineIT requirements
Services to be Provided	P-Incident reporting and back online w/l 24 hours. Analytics reports for BMV, meets listed RFP items.
Implementation-Work Plan	P-3 months to rollout Q-Can BMV support this?

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	Department	Department of the Secretary of State

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State of Maine

Department of Secretary of State

Bureau of Motor Vehicles/Division of Public Services

RFP # 202506086

Bureau of Motor Vehicle Self-Service Kiosks

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Douglas Perry
	Title	Deputy Secretary of State, CIO
	Department	Department of the Secretary of State

Bidder/Applicant Name	Solution Bridge
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Date of Individual Evaluation	01/26/2026
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<p>Bidder described modernization solutions and organizations they have supported.</p> <p>P - Bidder lists a key individual as Program Director who has tablet kiosk solution, API integration and hardware/software experience.</p> <p>Q – It is unclear if the Program Director is a company employee or subcontractor.</p> <p>Q – Although Bidder states alignment with NIST security standards, it's unclear if the company has documented its security control implementation and have been independently assessed or certified as compliant with NIST SP 800-171 or other information security standards.</p> <p>Three example projects were described: Q - the first is relevant and was associated with kiosk deployment in MVA offices; however, the case study provided by the Bidder lists ARINC as the kiosk provider and it is unclear what role the Bidder played in the project. The Q - second project was apparently a mobile touch-screen solution, and P - the 3rd demonstrated capabilities integrating APIs with multiple service providers and cloud.</p>
Subcontractors	<p>P - Bidder lists a kiosk solutions company as a strategic partner and provides a general description of capabilities. The partner has relevant experience for engineering, design, implementation and support of kiosks that are certified and compliant with various standards and implemented in broad market segments.</p>
Organizational Chart	<p>P - Bidder provided an org chart with key individuals noted, relevant experience included and biographies for each.</p> <p>Q – It's not clear who in the org chart is responsible for managing the relationship with the subcontractor.</p> <p>Q – It's not clear if the Program Director is a company employee and what the reporting relationship is between the Program Director and subordinates and his level of authority.</p>
Litigation	<p>Bidder attests the company has no current or prior litigation.</p>
Financial Viability	<p>P - Bidder provided information regarding available liquidity and access to revenue.</p>
Licensure/Certification	<p>P – Bidder stated the subcontractor has ISO certified production facility and PCI certified kiosk hardware.</p>

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Certificate of Insurance	<p>Q - Bidder provided a copy of ACORD insurance form and additional endorsement for cyber insurance; however, it is unclear if the proposed cybersecurity coverage complies with State of Maine requirements (in italics below):</p> <p><i>INSURANCE REQUIREMENTS. The Provider shall procure and maintain insurance against claims for injuries to persons, or damages to property, which may arise from, or in connection to, the fulfillment of this Contract, by the Provider, its agents, representatives, employees, or Subcontractors. The insurance shall be secured by the Provider, at the Provider's expense, and maintained in force, at all times during the term of this Contract, and, for any claims-made (as opposed to occurrence-based) policy(ies), for a period of not less than two (2) years thereafter.</i></p> <p><i>A. Minimum Coverage</i></p> <p><i>i. Errors & Omissions, or Professional Liability Insurance, or Insurance by any other name, covering the following:</i></p> <p><i>a) All acts, errors, omissions, negligence, infringement of intellectual property (except patent and trade secret) in an amount not less than \$1,000,000 per occurrence, and as an annual aggregate;</i></p> <p><i>b) Network security and privacy risks, including, but not limited to, unauthorized access, failure of security, breach of privacy, wrongful disclosure, collection, or other negligence in the handling of confidential information, related regulatory defense, and penalties in an amount not less than \$1,000,000 per occurrence, and as an annual aggregate;</i></p> <p><i>c) Data breach expenses, in an amount not less than (see NOTE below and insert the appropriate limit based upon the number of Personally Identifiable Information records) \$_____, and payable, whether incurred by the Department or the Provider; for and on behalf of the Department, including, but not limited to:</i></p> <p><i>C.1) Consumer notification, whether or not required by law;</i></p> <p><i>C.2) Forensic investigations;</i></p> <p><i>C.3) Public relations and crisis management fees; and</i></p> <p><i>C.4) Credit or identity monitoring, or similar remediation services.</i></p> <p><i>The policy shall affirm coverage for contingent bodily injury and property damage arising from the failure of the Provider's technology services, or an error, or omission, in the content of, and information from, the Provider. If a sub-limit applies to any element of the coverage, the certificate of insurance must specify the coverage section and the amount of the sub-limit.</i></p>
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	<p><i>NOTE: Personally Identifiable Information (PII) is information that can be used to identify a single person, such as name, social security number, date and place of birth, mother's maiden name, driver's license, biometrics, etc. Maine State law also has a more specific definition in 10 M.R.S. §1347(6). The Data Breach component of the Insurance (per occurrence) is pegged to the number of PII records that are the subject of this Contract.</i></p> <p><i>Number of PII Records Insurance per Occurrence</i></p> <p><i>1 through 3,000 \$400,000</i></p> <p><i>3,001 through 100,000 \$1,000,000</i></p> <p><i>100,001 through 1,000,000 \$5,000,000</i></p> <p><i>Greater than 1,000,000 \$10,000,000</i></p>
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Bidder/Applicant Name	Solution Bridge
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Date of Individual Evaluation	01/26/2026
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File 3 – Proposed Services

	Individual Notes
Technical Assessment	<p>Bidder attests compliance with NIST SP 800-171, 800-53, and Privacy Act via a cloud provider hosting agreement, utilization of data encryption at rest and in transit, application logic, and with kiosk devices certified to standards.</p> <p>N – As noted by Maine OIT review, the Bidder cannot meet compliance requirements through inheritance alone and no evidence is provided to describe how security controls Bidder is responsible for are implemented and assessed.</p> <p>P – Bidder proposed payment system includes PCI compliant hardware and integration with required solutions; Bidder highlighted ability to route transactions through the State’s current Treasury vendor.</p> <p>N - Bidder provided a Bill of Materials with two entries: a cloud provider and the subcontractor providing the kiosks. Maine OIT review noted the proposal response for BoM as “Weak”</p> <p>Q – It is unclear which cloud hosted environment is proposed, as Bidder refers to AWS GovCloud but lists AWS east 1 as their cloud provider, which is not the same as AWS.gov.east.1, which is the AWS GovCloud.</p> <p>N – Maine OIT noted the following compliance responses as “Weak”: S1 Security Plan, S4 Cyber Risk Appetite Statement, CSP4 Application Deployment Certification Policy, CSP6 Remote Hosting Policy, CSP7 Data Exchange Policy, CSP8 Information Security Policy, N3 Planning, N4 Audit and Accountability, N6 Contingency Planning, N7 PII Processing & Transparency, N8 Identification & Authentication, N9 Incident Response, N10 System & Communications Protection, N11 Maintenance, N13 Supply Chain Risk Management.</p>
Services to be Provided	<p>Part II 1. I – Bidder proposes a solution capable of multilingual transactions in 57 languages.</p> <p>Q – It’s unclear from Bidder proposal if the cloud hosted solution is in AWS GovCloud us-gov-west-1 or the commercial platform us-west-2 (Northern California/Oregon), because the Bidder refers to the solution as AWS GovCloud US-West (Oregon).</p> <p>Part II 2.a.-c. Bidder confirmed the proposed solution will address RFP requirements and described methods and resources to be used to address them.</p>

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	<p>I – Bidder proposed a cloud-native architecture and underlying core technologies and a built-in multilingual engine capable of 57 languages to enable equitable access.</p> <p>Part II 3. Bidder proposal DID NOT ADDRESS Vendor Responsibilities & Costs</p> <p>Part II 4.a.-b. Bidder proposal addresses payment method and service fee requirements & P - lists processing through Elavon/US Bank</p> <p>Part II 4.c. Q - Bidder proposal does not specifically describe features to prevent skimming and tampering and protection of onscreen information; however, a general statement of compliance with PCI DSS v4.0 is provided (does this suffice?).</p> <p>Part II 5.a.-d. N - Bidder proposal DID NOT ADDRESS all requirements for Reporting and Accountability, such as: daily transaction reporting of payment type, quantities, refunds, pending transactions, summary report per location, and chargeback reporting, such as unrecognized chargers, fraudulent transactions, etc.</p> <p>Part II 6.a.-f. N - Bidder proposal (Sections 8 & 11) DID NOT ADDRESS all required sections for Security and Data Protection, such as providing surveillance access to the SOS Enforcement Division.</p> <p>Part II 7.a. N - Bidder proposal (Section 5) references hardware compliance with ISO, UL, ADA, etc., standards but neglects to address if the solution addresses RFP requirements for securely anchoring devices, tamper-resistant power and data lines, etc.</p> <p>Part II 7.b.-d. N - Bidder proposal DID NOT ADDRESS RFP requirements for network operation infrastructure or customizable Department branding.</p> <p>Part II 8.a.-i. N – Bidder proposal (Section 6) DID NOT ADDRESS all required sections for Software Requirements, such as adaptability to regulatory changes, data handling, fraud prevention & notifications, etc.</p> <p>Part II 9.a.-c. P - The Bidder proposed 99.9% uptime per month and service credits for SLA violations.</p> <p>Part II 10.a. Bidder proposal addressed RFP requirements for accessibility in Section 10 of their proposal.</p> <p>Part II 10.b. N - Bidder proposal addressed Technical Requirements in Appendix D.</p> <p>Expected Outcomes: P - Bidder proposed Expected Outcomes, including a reduction of in-branch traffic by 40%.</p>
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Implementation-Work Plan	<p>P - The Bidder proposed a rapid deployment schedule and onsite support at BMV for API integration.</p> <p>I – Bidder proposed to collaborate with BMV on public relations and rollout campaign and provide training for BMV and municipal staff on reporting tools</p> <p>P – Bidder work plan includes quarterly accessibility and cybersecurity reviews</p> <p>Q – Deployment schedule is very aggressive and might be affected by chosen locations for the kiosks; curious how this is addressed.</p>
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STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086
RFP TITLE: BMV-KIOSK
BIDDER NAME: Neumo
DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

Individual Reviewer Comments:

Data Compliance			
Publicly available information	NIST 800-171	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Maine FOAA	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	NIST 800-53: Rev5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Privacy Act of 1974	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	U.S. DHHS-OCSE	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
		HIPAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

**STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT**

RFP #: 202506086
RFP TITLE: BMV-KIOSK
BIDDER NAME: Neumo
DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

Personal Health Information		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
		<i>Explanation:</i>	
	HIPAA BAA	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	HITECH	<i>Explanation:</i>	
		<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	<i>Explanation:</i>	
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Nacha Operating Rules (ACH)	<i>Explanation:</i>	
		<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	<i>Explanation:</i>
			<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
			<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
<i>Explanation:</i>			

**STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT**

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BIDDER NAME: Neumo
DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

	IRS Pub 1075	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Contractor Language Addendum required	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Student Education Data	Family Educational Rights and Privacy Act: FERPA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Affordable Care Act	<u>§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies IRS Pub 1075</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	<u>§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	<u>Medicaid Information Technology</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

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RFP TITLE: BMV-KIOSK
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TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

Medicaid Information	<u>Architecture MITA3.0</u>	<i>Explanation:</i>
	<u>§ Code of Federal Regulations 45 CFR 95.621</u>	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Personal Information from	<u>§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725</u>	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Bill of Materials (BoM)		
(Product Name)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
	<i>Explanation:</i> NO URL	
MaineIT		
H1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
H2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
H3	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	<i>Explanation:</i>	

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086
RFP TITLE: BMV-KIOSK
BIDDER NAME: Neumo
DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: "Shall Ensure"
A1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
A2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: "Shall"
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Shall
A4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Shall
Information Security Standards	
S1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: provided the System Security Plan
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Shall
S3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Shall
S4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: provided page 31

**STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT**

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TA REVIEWER DEPARTMENT: MaineIT

S5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: System Security Plan provided page 307
CSP2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP6	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:

STATE OF MAINE
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RFP #: 202506086
RFP TITLE: BMV-KIOSK
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DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

CSP7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: page 13 of the provided SSP</i>
CSP10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: SSP provided</i>
CSP11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: page 197 of the SSP</i>
CSP12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: page 202 of the SSP</i>
CSP13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

CSP14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP15	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: NO AI</i>
CSP17	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP18	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP19	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
NIST Requirements	
N1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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TA REVIEWER DEPARTMENT: MaineIT

N2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N5	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N6	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

N9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Neumo

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Individual Reviewer Comments:

Data Compliance		
Publicly available information	NIST 800-171	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		Explanation:
		Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		Explanation: <i>Neumo's SSP reflects the applicable controls under NIST 800-53 as they pertain to protecting the confidentiality of CUI.</i>
	Maine FOAA	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		Explanation:
		Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		Explanation: <i>Neumo has reviewed the Maine Freedom of Access Act and agrees to abide by the principles and policies set forth within.</i>
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		Explanation:
		Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		Explanation: <i>Neumo has reviewed the State of Maine Breach Notification Law and attests that Neumo will comply with all security breach notice requirements should an incident occur. As evidenced in our Template System Security Plan</i>
	NIST 800-53: Rev5	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		Explanation:
		Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		Explanation:
	Privacy Act of 1974	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

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		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
		<i>Explanation: Neumo as policy is in compliance with the Privacy Act of 1974</i>	
		<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
Personal Health Information	HIPAA	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	HIPAA BAA	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	HITECH	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
			<i>Explanation:</i>
			<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
Nacha Operating Rules (ACH)		<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation: This contract will not utilize ACH</i>	

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		<i>payment processing.</i>
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	IRS Pub 1075 Contractor Language Addendum required	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Student Education Data	Family Educational Rights and Privacy Act: FERPA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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Affordable Care Act	Agencies IRS Pub 1075	
	§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2	
Medicaid Information	Medicaid Information Technology Architecture MITA3.0	
	§ Code of Federal Regulations 45 CFR 95.621	
Personal Information from	§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725	Neumo is protected from the provisions and permissible uses of DPPA by its internal policy of no information sharing. Neumo is not authorized to share any information without the express consent or direction from the State of Maine.
Bill of Materials (BoM)		
(Product Name)	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
	Explanation:	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	

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	<i>Explanation: The Neumo Kiosk Model 6500 program is sold as a single SKU as it is a complete package that includes all system design, system development, system integration, testing, hardware, software, installation, support, and maintenance</i>
MaineIT	
H1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
<i>Explanation: Indiana datacenter and disaster recovery datacenter in Brandon, South Dakota. Both datacenters are independently audited annually for PCI Service Provider Level One compliance and SOC 2 Type II compliance</i>	
H2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
<i>Explanation: Neumo shall provide the State a comprehensive Disaster Recovery Plan for the proposed solution prior to production implementation for approval</i>	
H3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
<i>Explanation:</i>	
A1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
<i>Explanation: Neumo shall provide the State</i>	
A2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
<i>Explanation: Neumo shall provide the State comprehensive documentation</i>	
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
<i>Explanation: Neumo shall work with the State prior to production</i>	

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	<i>deployment to develop Service Level Agreements, Incident Resonse Plan, and Support Plans</i>
A4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo confirms that all State data entered, migrated, transmitted, or stored shall remain the sole ownership of the State</i>
Information Security Standards	
S1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo has provided our template System Security Plan which demonstrates our compliance with NIST security standards and demonstrates our ability to protect the confidentiality, integrity, and availability of the State's information systems. Neumo has reviewed applicable state law, MaineIT contractual requirements, and Maine IT information security policies. Neumo attests compliance with these requirements</i>
S2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo shall ensure that any and all of its agents or subcontractors with access to Maine IT systems or data as allowed by the State shall be bound to the same restrictions and conditions listed in this Agreement</i>
S3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo shall report any security incidents that occur on the Agency's information systems that may affect the Agency or State of Maine systems to the CISO within 24 hours of discovery in accordance with the terms of the MaineIT Non-Disclosure Agreement</i>
S4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Please see 2025 Cyber Risk Appetite Statement included with this bid response</i>
Cloud Service Provider Reqs	
CSP1	<i>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation: Neumo has reviewed the General Architecture Principles and attests that Neumo will provide the proposed solution in compliance with the principles stated. The System Security Plan provided demonstrates most of the principles stated. Neumo shall provide proof of compliance with all accessibility requirements with a comprehensive VPAT report. Neumo shall provide centralized authentication with State resources via Microsoft Active Directory and ADFS-SAML. (Page 33)</i>
CSP2	<i>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation: The Neumo kiosk program does authenticate natively with Microsoft Active Directory and the OpenID, Oauth, and SAML components of the Okta platform. Neumo currently integrates with over 15 other States via Microsoft Active Directory or SAM</i>
CSP3	<i>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation:</i>
CSP4	<i>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation:</i>

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RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Neumo

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

CSP5	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo shall meet all vendor requirements of the Digital Accessibility and Usability Policy. Neumo's kiosk program meets all ADA requirements and Section 508 requirements. Neumo kiosks are equipped with tactile devices to assist the blind and low vision through the transaction processes. Neumo shall provide a comprehensive VPAT report that conforms with WCAG Version 2.1 standards.</i>
CSP6	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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CSP11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP15	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Neumo does not use GenAI in its kiosk program currently. Neumo does acknowledge and attest that if the desire for GenAI arises during the contract tenure, neumo shall seek State approval for implementation and shall follow all Principles and Directives set forth in the Generative Artificial Intelligence (GenAI) Policy.</i>
CSP17	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

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	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP18	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP19	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
NIST Requirements	
N1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N6	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N8	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N9	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N10	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N11	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
N12	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>

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	<p><i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i></p> <p><i>Explanation:</i></p>
N13	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i></p> <p><i>Explanation:</i></p> <p><i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i></p> <p><i>Explanation:</i></p>
N14	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i></p> <p><i>Explanation:</i></p> <p><i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: Neumo has provided as a part of this response a template of our System Security Plan and our Moderate Security Controls based on NIST Special Publication (SP) 800-53 Rev. 5. Upon a successful award, Neumo shall provide a comprehensive SSP to include State specific information including network diagrams, accreditation boundaries, system interconnections, data flows, and all related appenices listed in the template SSP Table of Contents provided</i></p>

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RFP #: 202506086
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TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

Individual Reviewer Comments:

Data Compliance			
Publicly available information	NIST 800-171	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Maine FOAA	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	NIST 800-53: Rev5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Privacy Act of 1974	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	U.S. DHHS-OCSE	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		Explanation:	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Personal Health Information	HIPAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
			Explanation:

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		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
	HIPAA BAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response Explanation: Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
	HITECH	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response Explanation: Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
	Nacha Operating Rules (ACH)	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak Explanation:

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	IRS Pub 1075	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Contractor Language Addendum required	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Student Education Data	Family Educational Rights and Privacy Act: FERPA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
Affordable Care Act	<u>§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies IRS Pub 1075</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	<u>§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	<u>Medicaid Information Technology</u>	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak

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Medicaid Information	<u>Architecture MITA3.0</u>	<i>Explanation:</i>
	<u>§ Code of Federal Regulations</u>	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<u>45 CFR 95.621</u>	<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Personal Information from	<u>§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725</u>	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Bill of Materials (BoM)		
(Product Name)		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation: it does feel like there should be a SKU for the Software that puts it all together.</i>
MaineIT		
H1		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
H2		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
H3		<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

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	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
A1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
A2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
A3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
A4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
Information Security Standards	
S1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Where is the Security Plan?</i>
S2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
S3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
S4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>

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TA REVIEWER NAME: Helgo Ohlenbusch
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	<i>Explanation: "Low-risk tolerance"</i>
S5	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input checked="" type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
Cloud Service Provider Reqs	
CSP1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP5	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP6	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086
RFP TITLE: BMV-KIOSK
BIDDER NAME: Solution Bridge
DATE: 12/15/2025
TA REVIEWER NAME: Helgo Ohlenbusch
TA REVIEWER DEPARTMENT: MaineIT

CSP7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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CSP14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP15	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP17	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP18	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP19	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
NIST Requirements	
N1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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N2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
N3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
N4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Explanation: <i>CloudTrail and GuardDuty will not provide Audit and Accountability for the application running on AWS.</i>
N5	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
N6	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
N7	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
N8	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:

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N9	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: covers only infra IR not application</i>
N10	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: WAF does not enforce C and I?</i>
N11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Critical CVE within 72 hours. Is that possible?</i>
N12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: does the Kiosk have a usb?</i>
N13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: missing the software aspect of supply chain (solarwind)</i>
N14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

**STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT**

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Individual Reviewer Comments:

Solution Architecture p.17

Software & Hosting p.18

ADA, Accessibility, and Equity p.19

Diagram p.24, p.26

Authenticator Management Policy p.47

Incident Response Plan p.56

Data Compliance		
Publicly available information	NIST 800-171	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation: Solution Bridge LLC follows NIST 800-171 control families governing access control, system integrity, and configuration management
	Maine FOAA	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation: Solution Bridge ensures compliance with the Maine Freedom of Access Act by maintaining transparent access to publicly available data while restricting any private, personally identifiable,
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
		Explanation: The platform includes automated event logging, intrusion detection, and breach notification workflows in alignment with Maine's Breach Notification Law

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

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RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

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DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	NIST 800-53: Rev5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation: Solution Bridge's architecture inherits NIST SP 800-53 Moderate controls directly from AWS GovCloud
	Privacy Act of 1974	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation: PII collected during transactions is encrypted, transmitted securely to BMV systems, and not retained locally on kiosks. AWS GovCloud infrastructure ensures U.S. data residency, FIPS 140-2 validated encryption, and access restrictions per the Privacy Act. Solution Bridge enforces additional privacy-by-design measures within application logic.
	U.S. DHHS-OCSE	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation: Solution Bridge and AWS GovCloud both maintain strict access controls, encryption, and audit logging aligned with OCSE/ACF security standards
Personal Health Information	HIPAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:
	HIPAA BAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Explanation:

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	HITECH	<p>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation:</p>
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</p> <p>Explanation: The kiosk payment system integrates PCI DSS v4.0-compliant hardware provided by KIOSK Information Systems with EMV, P2PE, Apple Pay, and Google Pay support. Solution Bridge's payment architecture optionally routes all card transactions through Elavon/US Bank, the State's existing Treasury vendor. No cardholder data is stored; tokenization and point-to-point encryption ensure compliance. AWS GovCloud's PCI DSS-certified environment supports all data transmission endpoints</p>
		<p>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</p> <p>Explanation: ACH payments are transmitted using AWS GovCloud's FIPS 140-2 validated cryptographic modules, ensuring secure banking data exchange. NACHA rules are applied through Elavon/US Bank's certified payment gateway.</p>
		<p>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
		<p>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local	<p>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>

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	Agencies: IRS Pub 1075	<i>Explanation:</i>
	IRS Pub 1075	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Contractor Language Addendum required	<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Student Education Data	Family Educational Rights and Privacy Act: FERPA	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
		<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
		<i>Explanation:</i>
Affordable Care Act	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies IRS Pub 1075	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2	
	Medicaid Information Technology	

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Medicaid Information	Architecture MITA3.0	
	§ Code of Federal Regulations 45 CFR 95.621	
Personal Information from	§ Driver's Privacy Protection Act (Title XXX) ("DPPA") 18 U.S.C. Chapter 123, §§ 2721 – 2725	The kiosk solution enforces DPPA compliance through BMV RESTful API integration, allowing access only to approved driver transactions (e.g., renewals, duplicates). AWS GovCloud's audit-ready logging ensures all API access is verified, timestamped, and monitored. Solution Bridge's security model, currently aligned with NIST 800-171 and FedRAMP Moderate, is actively progressing toward full StateRAMP authorization to further strengthen DPPA compliance.

Bill of Materials (BoM)

(Product Name)	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

MaineIT

H1	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
H2	<i>Quality of Response:</i> <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
H3	<i>Quality of Response:</i> <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

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	<i>Explanation: AWS operations are aligned with NIST 800-53 Rev. 5 and ISO 27001 frameworks. Change and incident management follow AWS ITIL-based protocols, with continuous monitoring and security event tracking. Solution Bridge's development lifecycle includes documented approval, change logging, and post-deployment validation under its internal NIST-aligned SDLC policy</i>
A1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: AWS supports continuous replication and snapshot recovery, enabling full recovery of systems and databases within hours</i>
A2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Solution Bridge maintains separate development, staging, and production environments in AWS with Infrastructure-as-Code deployment practices</i>
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Solution Bridge will comply with the State of Maine's Remote Hosting Policy and will execute a Service Level Agreement (SLA) ensuring 99.9% uptime, 24/7 incident monitoring, and quarterly performance reporting. AWS CloudWatch and GuardDuty tools provide automated incident alerts and forensic logs for rapid response and resolution</i>
A4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: The State of Maine will retain full ownership of all data transmitted or stored through the kiosk system. Solution Bridge guarantees unrestricted data access, retrieval, and export in a secure, structured format (CSV, JSON, or XML) at no cost. All data will remain hosted within the U.S. under AWS GovCloud, with secure, auditable access available to the State at any time.</i>
Information Security Standards	
S1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Solution Bridge LLC maintains an internal Information Security Management Plan aligned with NIST 800-171 and NIST 800-53 Rev. 5 controls. The hosting environment, AWS US-East-1, inherits FedRAMP Moderate–equivalent security baselines, including encryption (AES-256, TLS 1.3), audit logging, and identity management. KIOSK Information Systems’ hardware complies with ISO 9001:2015, PCI DSS, and ADA standards, providing tamper-resistant hardware and firmware validation. Solution Bridge is actively pursuing StateRAMP authorization, ensuring full alignment with the State’s high-impact data protection requirements.</i>
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: KIOSK Information Systems, Solution Bridge’s manufacturing partner, adheres to NIST and PCI DSS standards for kiosk hardware and software integrity. Solution Bridge requires all subcontractors to sign data security and confidentiality agreements that mirror MaineIT policies.</i>
S3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Solution Bridge’s Incident Response Plan (IRP) mandates immediate escalation and notification to the State within 24 hours of confirmed or suspected incidents. The IRP is aligned with NIST 800-61r2 and includes procedures for identification, containment, eradication, and reporting. AWS CloudWatch and GuardDuty provide 24/7 monitoring</i>
S4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Solution Bridge LLC’s leadership maintains a “low-risk tolerance” cybersecurity posture, prioritizing regulatory compliance and proactive mitigation of security vulnerabilities</i>
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP6	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP8	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP9	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP10	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP11	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP12	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP13	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP14	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP15	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP17	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP18	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
CSP19	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
NIST Requirements	
N1	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
N2	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N3	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
N4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N5	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N6	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N7	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N8	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N9	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
N10	<i>Explanation:</i>
	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202506086

RFP TITLE: BUREAU OF MOTOR VEHICLE SELF-SERVICE KIOSKS

BIDDER NAME: Solution Bridge, LLC

DATE: 12/10/2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

N11	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N12	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N13	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
N14	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Solution Bridge LLC is actively pursuing StateRAMP authorization. Our combined AWS US-East-1 cloud architecture and KIOSK hardware controls align with NIST 800-171, 800-53 Rev. 5, and Maine IT security requirements, providing a secure, StateRAMP-ready foundation for the Bureau of Motor Vehicles.</i>



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, Denise Nelms accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this solicitation nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of this solicitation presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signature

11/06/2025

Date



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, (print name at right)

Catherine Curtis

accept the offer

to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

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Catherine Curtis

Signature

11/6/25

Date



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, Jon Doody accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this solicitation nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of this solicitation presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signature

2-9-26

Date



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, _____ Douglas A. Perry _____ accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this solicitation nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

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11/14/2025

Signature

Date



**STATE OF MAINE
DEPARTMENT OF Secretary of State**

**Janet T. Mills
Governor**

**Shenna Bellows
Secretary of State**

**AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks**

I, Ben Haschalk accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this solicitation nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of this solicitation presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

Signed by:

Ben Haschalk

B14CDEF596CB3447...

Signature

12/4/2025

Date



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, _____ Helgo Ohlenbusch _____ accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

Neither I nor any member of my immediate family have a personal or financial interest, direct or indirect, in the bidders whose proposals I will be reviewing. "Interest" may include, but is not limited to: current or former ownership in the bidder's company; current or former Board membership; current or former employment with the bidder; current or former personal contractual relationship with the bidder (example: paid consultant); and/or current or former relationship to a bidder's official which could reasonably be construed to constitute a conflict of interest (personal relationships may be perceived by the public as a potential conflict of interest).

I have not advised, consulted with or assisted any bidder in the preparation of any proposal submitted in response to this solicitation nor have I submitted a letter of support or similar endorsement.

I understand and agree that the evaluation process is to be conducted in an impartial manner without bias or prejudice. In this regard, I hereby certify that, to the best of my knowledge, there are no circumstances that would reasonably support a good faith charge of bias. I further understand that in the event a good faith charge of bias is made, it will rest with me to decide whether I should be disqualified from participation in the evaluation process.

I agree to hold confidential all information related to the contents of this solicitation presented during the review process until such time as the Department formally releases the award decision notices for public distribution.

HM Ohlenbusch

12/03/2025

Signature

Date



STATE OF MAINE
DEPARTMENT OF Secretary of State

Janet T. Mills
Governor

Shenna Bellows
Secretary of State

AGREEMENT AND DISCLOSURE STATEMENT
RFP # RFP# 202506086
Bureau of Motor Vehicle Self-Service Kiosks

I, Scott Armington accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Department of Secretary of State. I do hereby accept the terms set forth in this agreement AND hereby disclose any affiliation or relationship I may have in connection with a bidder who has submitted a proposal to this solicitation.

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Scott Armington

11/6/2025

Signature

Date