

State of Maine
Master Score Sheet

RFP# 202507100					
Statewide Consolidated Banking Services-Service Group 1 General Banking					
Bidder Name:		Bank of America	JP Morgan Chase	KeyBank	M & T Bank
Proposed Cost-Annual with Incentives:		341,074.58	281,914.13	318,205.14	211,441.79
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A				
Section II: Organization Qualifications and Experience	30	24	27	24	26
Section III: Proposed Services	40	31	25	29	20
Section IV: Cost Proposal	30	18.60	22.50	19.93	30
TOTAL	<u>100</u>	<u>73.60</u>	<u>74.50</u>	<u>72.93</u>	<u>76</u>
Bidder Name:		US Bank	Wells Fargo		
Proposed Cost:		277,870.37	221,533.3		
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A				
Section II: Organization Qualifications and Experience	30	29	25		
Section III: Proposed Services	40	38	20		
Section IV: Cost Proposal	30	22.83	28.63		
TOTAL	<u>100</u>	<u>89.83</u>	<u>73.63</u>		

State of Maine
Master Score Sheet

RFP# 202507100					
Statewide Consolidated Banking Services-Service Group 2 Branch Services					
Bidder Name:		Bangor Savings	KeyBank		
Proposed Cost-Annual with Incentives:		\$22,551.60	\$39,100.31		
Scoring Sections	Points Available				
Section I: Preliminary Information	N/A				
Section II: Organization Qualifications and Experience	30	28	23		
Section III: Proposed Services	40	35	28		
Section IV: Cost Proposal	30	30	17.3		
TOTAL	<u>100</u>	<u>93</u>	<u>68.30</u>		
Bidder Name:					
Proposed Cost:					
Scoring Sections	Points Available				
Section I: Preliminary Information					
Section II: Organization Qualifications and Experience					
Section III: Proposed Services					
Section IV: Cost Proposal					
TOTAL	<u>100</u>				



JANET T. MILLS
GOVERNOR

JOSEPH C PERRY
STATE TREASURER

OFFICE OF THE STATE TREASURER

RFP# 202507100

General Banking and Local Branch Services

1. Purpose

Through the subject RFP, the Department sought General Banking and Local Branch Deposit Services to support the treasury and cash management needs of the State of Maine agencies and departments.

2. Evaluation Process

An evaluation team was composed of seven evaluators from the Office of the State Treasurer, Maine Revenue Services and MainIT. The evaluation team determined the eligibility of each Bidder, performed individual evaluations of each eligible proposal and recorded individual notes, then met as a team to apply the consensus method for recording the team notes and assigning scores to each proposal for Qualifications and Experience and the Proposed Services sections. Cost was scored using a mathematical formula.

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
General Banking Services	U.S. Bank National Association
Local Branch Deposit Services	Bangor Savings Bank

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

4. Qualifications & Experience

General Banking Services

- Has a Government Banking Division
- Has provided Banking Services to the State of Maine for more than 14 years
- Provide banking services to 27 other States
- Eight-person client relationship team with a strong level of experience
- Capital ratio numbers exceed Well Capitalized levels



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Local Branch Deposit Services

- Maintain a vast branch network Statewide- 70 branches in Maine and NH
- Largest bank based in Maine
- Provide knowledgeable account/customer service representative (CSR) and sufficient back-up coverage
- Bank for multiple Municipalities
- Capital ratio numbers exceed Well Capitalized
- Partnered with OST to create Maine ABLE Benefit Checking
- Maine Employees Public Retirement System bankers since 2008

5. Proposed Services

General Banking Services

- Demand Deposit accounts to meet the banking requirements of the State and maintain accurate records of activity
- Interfaces with CGI Advantage v4
- Maintain current subaccount architecture and reconciliation capabilities
- Dedicated, knowledgeable account/customer service representative (CSR) and sufficient back-up coverage
- Provide secure online reporting to an unlimited number of State employees with varying levels of authorization access
- Provide full and partial account reconciliation services
- Reject payment of State-issued checks which are older than one hundred eighty (180) days

Local Branch Deposit Services

- Accepts foreign currency and checks for deposit
- Provide all deposit materials at no cost to the State
- Established cannabis banking program that meets all federal and state regulatory expectations
- Provide same day availability of deposits comprised of cash deposited
- Online platform with access to account activity, analysis statements and other reporting



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6. Cost Proposal

General Banking Services

U.S. Bank National Association submitted an annual cost including incentives of \$277,870.37 and was the third lowest cost proposed.

Local Branch Deposit Services

Bangor Savings Bank submitted an annual cost including incentives of \$22,551.60 and was the lowest cost proposed.

7. Conclusion

General Banking Services

Out of 100 possible points, the evaluation team awarded U.S. Bank National Association a total score of 89.83. The strength of the awarded proposal outweighed the other proposals through a combination of its qualifications and experience, proposed services, and proposed cost. The evaluation team determined that the proposal submitted by U.S. Bank National Association represents the best value to the State of Maine.

Local Branch Deposit Services

Out of 100 possible points, the evaluation team awarded Bangor Savings Bank a total score of 93. The strength of the awarded proposal outweighed the other proposals through a combination of its qualifications and experience, proposed services, and proposed cost. The evaluation team determined that the proposal submitted by Bangor Savings Bank represents the best value to the State of Maine.



STATE OF MAINE
Office of the State treasurer

Janet T. Mills
Governor

Joseph C Perry
State Treasurer

January 6, 2026

Derek Armstrong
Bank of America
100 Federal Street
Boston, MA 02110

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Mr. Armstrong:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

General Banking Services

- U.S. Bank National Association

Local Branch Deposit Services

- Bangor Savings Bank

The bidders listed above received the evaluation team's highest rankings. The Department will be contacting the aforementioned bidders 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 blue ink that reads "Amber Griffin". The signature is written in a cursive style.

Amber Griffin
Treasury Services Specialist
Office of the State Treasurer

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
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January 6, 2026

Jamie Oppedisano
JP Morgan Chase
50 Rowes Wharf, Floor 05
Boston, MA 02110-3339

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Mr. Oppedisano:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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January 6, 2026

Jason Litwak
KeyBank
66 South Pearl Street
Albany, NY 12207

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Mr. Litwak:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Office of the State Treasurer

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STATE OF MAINE
Office of the State treasurer

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State Treasurer

January 6, 2026

Jonathan Cohen
M & T Bank
350 Fore Street
Portland, ME 04101

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Mr. Cohen:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Office of the State Treasurer

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STATE OF MAINE
Office of the State treasurer

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State Treasurer

January 6, 2026

Andrew J. Heesen
US Bank
800 Nicollet Mall
Minneapolis, Minnesota 55402

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Mr. Heesen:

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Treasury Services Specialist
Office of the State Treasurer

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STATE OF MAINE
Office of the State treasurer

Janet T. Mills
Governor

Joseph C Perry
State Treasurer

January 6, 2026

Julianna Fritz
Wells Fargo
4 Corporate Drive, Suite 495
Shelton, CT 06484

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Ms. Fritz:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Amber Griffin
Treasury Services Specialist
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STATE OF MAINE
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Janet T. Mills
Governor

Joseph C Perry
State Treasurer

January 6, 2026

Nicole Pellenz
Bangor Savings
280 Fore Street
Portland, ME 04101

SUBJECT: Notice of Conditional Contract Award under RFP # 202507100, General Banking and Local Branch Services

Dear Ms. Pellenz:

This letter is in regard to the subject Request for Proposals (RFP), issued by the State of Maine Office of the State Treasurer for General Banking and Local Branch Services. The Department has evaluated the proposals received using the evaluation criteria identified in the RFP, and the Department is hereby announcing its conditional contract awards to the following bidders:

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Treasury Services Specialist
Office of the State Treasurer

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Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	<u>12/9/2025</u>
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	24
File 3	Proposed Services	40	31
File 4	Cost Proposal	30	18.60
		Total: 100	Total: 73.60

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	<u>12/9/2025</u>
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	24

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. Began in 1910. Public Sector Banking group in 1982 Work with many state governments. 2. Examples: New Hampshire State Treasury, University of Maine System, Commonwealth of Massachusetts 3. Long-term relationship with the State
Subcontractors-Appendix E	<ol style="list-style-type: none"> 1. Bottomline BOA Disclaimer: Too many agents, employees and subcontractors, for it to be practical to identify every agent, employee or subcontractor.
Organizational Chart	<ol style="list-style-type: none"> 1. Org chart included 2. Senior level staff were not included specifically in the Org Chart but were mentioned 3. They have a 2-3 person relationship team 4. Relationship Manager has 20+ years in banking 5. Workload of Teams were reasonable 6. Key Team members are not located in Maine but closest are in MA/Boston
Litigation-Appendix F	<ol style="list-style-type: none"> 1. Large bank -routinely involved in litigation in various state and federal courts which should not impact services provided under this Agreement. They make all disclosures of investigations as required by federal law.
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (15.1%), Tier 1 risk-based ratio =>6% (13.2%) and Leverage Ratio of >5% (6.9%). 2. Leverage Ratio minimally exceeds well capitalized levels
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<ol style="list-style-type: none"> 1. They reserve the right to obtain all insurance required through self-insurance. 2. Maintains Commercial General Liability coverage with limits of \$2,000,000 per occurrence/\$2,000,000 aggregate. 3. Maintains Professional Liability insurance for loss or damage due to an act, error, omission or negligence of Bank of America employees - limit of \$20,000,000. 4. Included Certificates of Insurance in response

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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	5. Expires on 8/1/2026 6. Insurance coverage is less than what the State currently has.
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File 3 Proposed Services	
Points Available	Points Awarded
40	31

Section	Team Notes
Proposed Services	<ol style="list-style-type: none"> 1. Card solutions would help the State improve visibility, optimize working capital and manage risk. 2. They would like to use their T&C (Terms and Conditions) legal agreement, acknowledging that they would need to modify the terms of our state contract. 3. They can meet all Treasury services as stipulated in the RFP.
Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. NOC Manager Service listed 2. Payment is received when expected. 3. Reduce the number of payments returned for incorrect information and deliver payments when your customers or payees expect to receive them. 4. Allocate technology resources for your priorities. 5. Outsource NOC processing to Bank of America and focus technology resources on priorities that help your business. 6. Reduce manual exception processing. 7. Increase straight-through-payments and free up resources for other important initiatives. 8. Reduce fines for violating Nacha's NOC Rule. 9. They do Interface with Advantage CGI; Example customers/clients are included as references Question: Do they have an example API for interfacing with Advantage CGI 10. Epson Capture One scanners are not supported by Bank of America. We can provide the State with Digital Check TS240 model scanners, which are similar to the Epson Capture One, at no charge. 11. File for paid check image process is unclear as to if they can meet requirements 12. Firm strategy is to auto debit analysis fees and the preference is to pay them 13. Cannot indemnify the State for fraud. 14. Offer hybrid accounts but are not compatible with controlled disbursement accounts 15. Can accept Canadian checks and foreign wires 16. Bidder did not commit to applying refunds within 48 hours

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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	<ul style="list-style-type: none"> 17. Stop payments would not be immediate; Did not commit to refunding the State within 2 days 18. Stop payment report requirement for communication purposes not clear 19. New services offered as part of their proposal; Highly configurable and scalable electronic payment collection solution; Allowing you to accept and manage credit/debit card and ACH payments over the web. 20. Deposit acceptance times do not meet RFP requirements; Times vary 21. BIO for Customer Service Rep not provided; to be made upon award 22. Escalation path is very hierarchical; could cause delays 23. Cannabis Taxes and Licensing; Bidder mentioned being able to take cannabis payments 24. Dedicated Service Rep Bio not included 25. Bidder has strong mobile capabilities; able to perform 8/8 features 26. RDC images only available for 45 days which is shorter than the Industry Standard; can be extended for a cost
Technical Assessment-Appendix I	<ul style="list-style-type: none"> 1. Meets Maine IT requirements 2. Provided some high-level security details 3. Lack of details provided; some gaps identified 4. If selected, bidder will need to meet all Maine IT Policies 5. Bottomline Technical Assessment also included as an attachment

Bidder Name	Bank of America-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	18.60

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$211,441.79	/	\$341,074.58	x	30	=	18.60

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Met</i>		
Overall quality of response and evidence: Lack of evidence. If considered, need to comply with State of Maine OIT policy and need to review security documents.		
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Maine FOAA	Explanation:
		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>
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	Explanation:
		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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Nacha Operating Rules (ACH)	Explanation: QSA PCI+ROC 4.01 certification enclosed. 2025 Paymode-X PCI AoC - Final (2).pdf
		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>
Explanation: 2025 Paymode-X (PMX) NACHA Report.pdf		
Bill of Materials (BoM)		
(Product Name)	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	Explanation:	

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:
MaineIT	
H1	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
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
A3	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" 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>
	<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> Responded "No"
	<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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" 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>

**STATE OF MAINE
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TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<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>
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>
CSP7	<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>
CSP8	<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>
CSP9	<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>
CSP10	<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>
CSP11	<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>
CSP12	<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>

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

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TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:
CSP16	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:
CSP17	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:
CSP18	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:
CSP19	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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TA REVIEWER DEPARTMENT: MaineIT

	<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>
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:</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:</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 checked="" 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 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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<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 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 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 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 type="checkbox"/> <i>Adequate</i> <input checked="" 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>

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	27
File 3	Proposed Services	40	25
File 4	Cost Proposal	30	22.50
		Total: 100	Total: 74.50

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	27

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. Financial holding company, banking subsidiary JPMorgan Chase, with branches in 48 states. 2. Over 225 years old. 3. Largest commercial card issuer in the U.S. 4. Commercial Banking offers Lending, Treasury services, Investment banking and Asset management 5. Government banking group offers tax processing and general banking to over 2,100 clients at the state and local levels. 6. Payment and merchant services - Paymentech, LLC. 7. Disbursement services offer controlled disbursement, ACH, check print, fraud protection, account reconciliation and transfers. 8. \$4.6Trillion in Assets 9. 318,000 employees 10. Multiple states referenced as clients/customers; NY, DE, KY
Subcontractors-Appendix E	<ol style="list-style-type: none"> 1. None listed
Organizational Chart	<ol style="list-style-type: none"> 1. Four person Client Services Team identified 2. Team is located in MA, Indiana, NY 3. Local branches identified as being in southern ME – See Tech Questionnaire – 4. Team seems to have ample experience in banking - 20-30 years
Litigation-Appendix F	Bank and its subsidiaries are defendants in numerous legal proceedings, including private civil litigations and regulatory/government investigations. From individual actions to class action lawsuits. Formal and informal proceedings, by both governmental agencies and self-regulatory organizations.
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (16.8%), Tier 1 risk-based ratio =>6% (15.6%) and Leverage Ratio of >5% (7.7%)
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<ol style="list-style-type: none"> 1. Expires 6/1/2026 2. Form is completed 3. Coverages seem adequate 4. Cyber Security coverages included

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	25

Section	Team Notes
Proposed Services	<p>New Services:</p> <ol style="list-style-type: none"> 1. Paymode - end-to-end, automated business-to-business (B2B) ACH payout solution. 2. Virtual Card and Check CKO services, beginning November 2025. 3. Has implemented a significant number of government institutions as customers who leverage CGI advantage. 4. Provides conversion of consumer checks to ACH debits via ICL, RDC and Digital Bill Pay solutions. 5. File Transmission and Swift clients - global end-to-end Client Test Service. 6. Implementation: Dedicated onboarding specialist is the single point of contact throughout implementation. Technical support from one or more tech implementation specialist(s).
Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. No commitment to making the State whole within 48 hours 2. No clear commitment on providing cannabis related services; require enhanced documentation from the State and approval from firm 3. Unable to provide check clearing requirements 4. Agreed to crediting the State for paying a stop check but timing is not clear 5. Escalation protocols look streamlined 6. Do support the EPSON scanners 7. Mentioned that checks should be endorsed before scanning 8. Do support ULIDs 9. Cannot automatically endorse RDCs customized by agency or user 10. RDC duplicate detection time is short based on Industry Standards 11. Payee is a searchable field 12. Longer ACH transmission deadline allows for more flexibility 13. Does not offer control total; how do they validate the files 14. Bidder does debit account for analysis invoice 15. Full recon files take 5 days from the cutoff which is slightly longer than current process. 16. New services; Paymode, Integrated Payables; no clients currently listed 17. Unclear if BAI files can be sent via transmission

Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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Technical Assessment-Appendix I	<ol style="list-style-type: none">1. Did not meet Maine IT requirements2. Included a statement that JP Morgan Chase does not agree to the IT Standards of its clients.3. Information that was provided was weak
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Bidder Name	JP Morgan-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	22.50

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
211,441.79	/	281,914.13	x	30	=	22.50

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: J P Morgan Chase

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>		
Overall quality of response and evidence: JPMC does not as a practice agree to the IT Policies and Standards of its clients(A3). Bidders must comply with Maine OIT policy.		
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>
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>
	Nacha Operating Rules (ACH)	<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>	

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: J P Morgan Chase

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

MaineIT	
H1	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:
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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:
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

**STATE OF MAINE
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	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
S3	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i> Responded "No"
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
S4	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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> Responded "No"
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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>

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	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" 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 type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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

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DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i>
CSP13	<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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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>
	<i>Explanation:</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> Responded N/A
	<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>
CSP17	<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 checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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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>
N2	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 checked="" 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 type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" 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 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 checked="" 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 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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N8	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" 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:
N9	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:
N10	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:
N11	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:
N12	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:
N13	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:
N14	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:

Bidder Name	KeyBank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	KeyBank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	24
File 3	Proposed Services	40	29
File 4	Cost Proposal	30	19.93
		Total: 100	Total: 72.93

Bidder Name	KeyBank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	KeyBank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 2 Organization Qualifications and Experience	
Points Available	Points Awarded
30	24

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> Has a Commercial Bank division with offices across the US Has a Government Banking division with roughly 1,000 government entities: state, county, municipalities and public sector. Strong references with other State government agencies. However, none referenced as being in Maine Length of relationships with current customers is very impressive. Local presence in Maine for the last 150 years KeyBank NA is a federally chartered national banking association owned by KeyCorp Huge annual investment in technology
Subcontractors-Appendix E	<ol style="list-style-type: none"> None listed
Organizational Chart	<ol style="list-style-type: none"> Flat organization which could lend itself to faster decision making. Jason Litwak, Director, Public Sector, Relationship Manager Albany, NY – Has been in banking for 2 years and is NY based/he services a high number of clients which could impact customer service. Core relationship team consists of 3 people. 10 people listed in the Key personnel Org Chart.
Litigation-Appendix F	<ol style="list-style-type: none"> Any current or past litigation was not included
Financial Viability-Appendix H	<ol style="list-style-type: none"> Well Capitalized with a Total Risk-based capital ratio >10% (15.8%), a Tier 1 risk-based capital ratio >6% (13.5%) and a leverage ratio >5% (10.40%). They are a rated company based on S&P, Moody's and Fitch Unsecured rating was not strong but it did not impact them being well capitalized Fortune 500 Company with \$1.9B in revenues
Licensure/Certification	<ol style="list-style-type: none"> NA
Certificate of Insurance	<ol style="list-style-type: none"> The insurance is subject to deductibles that vary by line of coverage: <ul style="list-style-type: none"> Professional liability: \$25 million Directors & Officers liability: \$15 million Bond: \$10 million Computer crime: \$10 million Employment practices: \$10 million Fiduciary liability: \$10 million *COI expiration date of 3/31/2026

Bidder Name	KeyBank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	29

Section	Team Notes
Proposed Services	<p>New Services identified:</p> <ol style="list-style-type: none"> 1. Modernize operations, aiming for 100% electronic deposits and payments, reduced fraud and manual processing. 2. Improving reconciliation and supporting integration with the State's CGI Advantage v4 platform. 3. Has a comprehensive banking solution to meet those goals while ensuring continuity of service for every agency and department. 4. Team includes on-the-ground professionals based in Maine and specialized public-sector experts. However, the team assigned as Key Staff are not locally based. 5. Seamless transition and proactive through contract term.
Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. Will fully indemnify the State for fraudulent checks. Including counterfeit, altered, or fraudulently endorsed checks caused by the Bank, its staff, subcontractors, or Providers in connection. They will assist the State to pursue recovery from the bank of first deposit. 2. They are not compliant with Epson scanners 3. Able to accept deposits from cannabis revenues 4. They have had 3 data breaches within the past 3 years. 5. Only 90 days for images from returned items which is less than Industry Standard 6. Unclear adjustment protocols for poor image quality on RDCs. 7. Customizable reports can be generated but they are not able to be shared. 8. One bank account can take several UPIC numbers. 9. Account validation services match vendor name along with bank details. 10. Offered a new service called Consolidated Payables 11. Digital Banking is an option 12. <u>Implementation/Conversion:</u> <ul style="list-style-type: none"> • Partnership between the state and the bank's onboarding and transmission teams will expedite the ACH transmission process. The State should provide a dedicated resource for file upload, testing and file maintenance.

Bidder Name	KeyBank-SG1 General Banking Services
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	13.6-month expiration on Stop Pays without Positive Pay
Technical Assessment-Appendix I	<p>1. “This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State’s commitment to accessibility.” Key Bank is unable to provide a detailed architecture diagram</p> <p>2. Assessment descriptions use the word “endeavor” instead of “shall” and all potential bidders will need to meet all policy requirements as listed on page 22 of the RFP.</p> <p>If bidder is selected, they must provide information security policy and other supporting documentation.</p>

Bidder Name	KeyBank-SG1 General Banking Services
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File 4 Cost Proposal	
Points Available	Points Awarded
30	19.93

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$211,441.79	/	\$318,205.14	x	30	=	19.93

Team Notes
1.
2.

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Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>		
<ul style="list-style-type: none"> If bidder is selected, they must provide information security policy and other supporting documentation. 		
Overall quality of response and evidence:		
<ul style="list-style-type: none"> Information provided in the response but was not referenced in the technical response as directed. “Endeavor” is not adequate for policy compliance. 		
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
		Explanation:
	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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
		Explanation: <i>Lack of Detail</i>
Bill of Materials (BoM)		
(Product Name)	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>Lack of Detail</i>	
MaineIT		
H1	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>Lack of Detail</i>	
H2	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>	

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Provided documents not referenced in technical assessment response.</i>
H3	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Lack of detail</i>
A1	<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>
A2	<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 checked="" type="checkbox"/> Weak</i>
	<i>Explanation:</i>
A3	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Must comply to States remote hosting policy</i>
A4	<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>
Information Security Standards	
S1	<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>
S2	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Lack of Detail</i>
S3	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Must report security incident within 24 hours</i>

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

S4	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>Lack of Detail</i>
Cloud Service Provider Reqs	
CSP1	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>Lack of Detail</i>
CSP2	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>Lack of Detail</i>
CSP3	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>Lack of Detail</i>
CSP4	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>Lack of Detail</i>
CSP5	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>Lack of Detail</i>
CSP6	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>Lack of Detail</i>

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

CSP7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Did not provide
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail

STATE OF MAINE
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TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
CSP16	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP17	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: Lack of Detail
CSP18	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:
CSP19	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:
NIST Requirements	
N1	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: Lack of detail

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

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BIDDER NAME: KeyBank

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TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

N2	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: Lack of detail
N3	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: Lack of detail
N4	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: Lack of detail
N5	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: Lack of detail
N6	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: Lack of detail
N7	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: Lack of detail
N8	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: Lack of detail

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

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BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

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 type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</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: Lack of detail</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: Lack of detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</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: Lack of detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</i>

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	26
File 3	Proposed Services	40	20
File 4	Cost Proposal	30	30
		Total: 100	Total: 76

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	26

Section	Team Notes
Overview of the Organization-Appendix G	<p>Founded in 1856. Parent Company is M&T Bank Corporation, M&T Bank is bidder organization name, formerly known as People's United Bank.</p> <p>Characteristics/Capabilities:</p> <ol style="list-style-type: none"> 1. One of the 15 largest US owned commercial bank holding companies. 2. 900 branches nationwide. 3. Division devoted exclusively to Government Banking. High-Touch Customer Service 4. Value Foundations: <ol style="list-style-type: none"> a. Price b. Service c. Flexibility 5. Projects listed in MA, VT and MD
Subcontractors-Appendix E	1. None listed
Organizational Chart	<ol style="list-style-type: none"> 1. 11 members listed in the Org Chart 2. Some members located in Maine
Litigation-Appendix F	1. Not currently in any active lawsuits
Financial Viability-Appendix H	1. Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (10.99%), Tier 1 risk-based ratio =>6% (12.49%) and Leverage Ratio of >5% (9.84%).
Licensure/Certification	1. NA
Certificate of Insurance	1. Coverages are listed but it expired in 2025

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	20

Section	Team Notes
Proposed Services	<ol style="list-style-type: none"> 1. Advanced fraud prevention technologies 2. Customized deposit and investment solutions
Technical Questionnaire-Appendix H	<ol style="list-style-type: none"> 3. Treasury Center is online banking system for users 4. Bidder uses a unique secure email service. 5. RDC is referred to RCD multiple times. 6. Is there another support team available outside of 8-6pm? 7. No integration with CGI Advantage 8. Bidder cannot allow OST to comply with Maine Unclaimed Property Laws 9. Bidder cannot provide stats for check clearance patterns 10. Bidder cannot provide images of daily paid check images 11. Bidder can't provide total of initial deposit related to check deposits 12. Bidder can't provide returned item memo within 3 bus days. 13. Bidder can't accept RDC deposit tickets with an identified on MICR line 14. ICL rejects, "MUST BE DEPOSITED AT A BRANCH". 15. Not complaint with EPSON scanners 16. No limit for check deposits 17. They can provide several UPICs 18. They can support cannabis program 19. Stale dated checks are not removed from the list 20. Do not have account validation services
Technical Assessment-Appendix I	<ol style="list-style-type: none"> 1. Does not meet 2. If selected, we would need them to comply with all Maine IT policies as required by the RFP. 3. No additional supporting materials provided 4. Explanations were less than satisfactory

Bidder Name	M&T Bank-SG 1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	30

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$211,441.79	/	\$211,441.79	x	30	=	30

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M & T Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>		
Overall quality of response and evidence: Lack of evidence. If considered, need to comply with State of Maine OIT policy and need to review security documents.		
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>
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>
	Nacha Operating Rules (ACH)	<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>
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>	

**STATE OF MAINE
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TA REVIEWER DEPARTMENT: MaineIT

MaineIT	
H1	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:
H2	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:
H3	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:
A1	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:
A2	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:
A3	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:
A4	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:
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>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
S2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

STATE OF MAINE
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	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i>
S3	<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>
S4	<i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation:</i> Responded "No"
	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i> Must comply with State OIT policy
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i> Must comply with State OIT policy
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i> Must comply with State OIT policy
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</i> Must comply with State OIT policy
CSP5	<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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	<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: Must comply with State OIT policy</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Must comply with State OIT policy</i>
CSP7	<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: Must comply with State OIT policy</i>
CSP8	<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: Must comply with State OIT policy</i>
CSP9	<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: Must comply with State OIT policy</i>
CSP10	<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: Must comply with State OIT policy</i>
CSP11	<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: Must comply with State OIT policy</i>
CSP12	<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>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M & T Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Must comply with State OIT policy</i>
CSP13	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: Must comply with State OIT policy</i>
CSP14	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: Must comply with State OIT policy</i>
CSP15	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: Must comply with State OIT policy</i>
CSP16	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: Must comply with State OIT policy</i>
CSP17	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: Must comply with State OIT policy</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State OIT policy</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State OIT policy</i>

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

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BIDDER NAME: M & T Bank

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TA REVIEWER DEPARTMENT: MaineIT

NIST Requirements	
N1	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: Lack of evidence
N2	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: Lack of evidence
N3	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: Lack of evidence
N4	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: Lack of evidence
N5	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: Lack of evidence
N6	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: Lack of evidence
N7	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: Lack of evidence

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

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TA REVIEWER DEPARTMENT: MaineIT

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

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	29
File 3	Proposed Services	40	38
File 4	Cost Proposal	30	22.83
		Total: 100	Total: 89.83

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed
Appendix B (Responsible Bidder Certification)	1. Signed. Note: mentions that they do not agree to the Maine contract terms and conditions and that Maine would be subject to theirs based on reasonable negotiations.

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	29

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. They do have a government banking division; however not clear based on Org Chart included. 2. Provide banking services to 27 other States including the IRS and Post Office. (other states: PA/MN/KS) 3. Trace earliest roots back to 1853 4. Approx.70,000 employees and is the parent company of U.S. Bank National Assoc. 5. Elavon – Financial transaction Processing 6. US Bank is currently providing banking services for the State of Maine/OST and has been supporting the OST for the past 14 years.. 7. Use Payee Choice 8. Provides RTP Payment 9. They also provide many services to the State of Maine governmental agencies that are outside of this RFP. 10.2025's world's most ethical companies 11. Most admired super regional banks 12. Recent SinglePoint outages is a cause for concern. How they will be mitigated in the future is key.
Subcontractors-Appendix E	<ol style="list-style-type: none"> 1. None Listed/Bottomline mentioned as a 3rd party
Organizational Chart	<ol style="list-style-type: none"> 1. 8-person client relationship team but they are not local but do have a strong level of experience 2. Andrew Heesen listed as POC for Relationship Team 3. Current customer service reps have a long history in banking
Litigation-Appendix F	U.S. Bank is involved in normal disputes and litigation that occurs in banking operations, which often involve claims for money damages or injunctive relief. These pending cases are not unusual in number or amount, and should not have a adverse effect on the financial position of the Bank or impact the delivery of banking services to the State.
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. They are well capitalized. 2. Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (12.3%), Tier 1 risk-based ratio =>6% (10.7%) and Leverage Ratio of >5% (8.5%).
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<ol style="list-style-type: none"> 1. GL is \$5M per occurrence 2. COI expires 8/1/26

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	38

Section	Team Notes
Proposed Services	<ol style="list-style-type: none"> 1. A leading provider of treasury management services 2. Committed to technology - OST will benefit from investments in technology 3. Dedicated to electronic banking: SinglePoint Information Reporting, On-Site Electronic Deposit, Image Cash Letter Deposit, Lockbox, ImageLook, APIs, and VantagePoint. 4. Focused on collaborative solutions 5. A leader in electronic payment systems 6. Currently transforming their information reporting system, SinglePoint, for a more streamlined user experience. 7. With Real Time Payments (RTP), OST can transfer funds 24/7 directly between financial institutions to trading partners. 8. Continual expansion of API offerings. 9. Some new value-added services offered: AP Optimizer, Embedded Payments, Payee Choice (Integrated Payables), Vantage Point (Receivables Solution)

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. They will permit the deposit of funds related to cannabis. 2. Bidder will not fully indemnify the State for fraudulent checks 3. Can access our account analysis statements in SinglePoint by 4 a.m. ET the seventh business day of the month. 4. View Descriptor – Must be Full view. There is a view descriptor field. The file format is based on the American National Standards Institute (ANSI) Specifications. 5. RDC is more flexible and offers more options 6. They will provide up to 5 new replacement scanners at no charge to help expand RDC. 7. ICL process is more efficient and better than Industry Standards 8. Offer e-lockbox services 9. Payee name is a searchable field for positive pay; however, we do not believe this is being used today. 10. Positive Pay alert notifications are comprehensive and robust 11. They will reject stale dated checks as required by the RFP. 12. Row 275-276 – Positive Pay (PP) updates made across teller platforms every 20 minutes for transmission and every 5 minutes if made through the firm’s treasury platform. This minimizes the risk of fraud due to a check being presented before the PP file reaches the bank. 13. They have a Smart Pay system 14. The bidder has experience working with CGI Advantage and interfacing 15. Row 438-439- Firm able to collect and house recipient account details for consumer payments using their Payee Choice platform. Info collected via online portal. 16. Response says suppliers could pay a fee to receive “receivables automation services” – is this the same as the supplier receiving ACH remittance detail? 17. Row 389 – 18-month timeframe for images of returned deposited items 18. Account validation service verifies validity and ownership 19. Hybrid DDAs offered 20. Platform can meet 7/8 functions required in RFP; Can’t provide secondary approval for wires on the website (mobile only limitation) 21. Row 418- Bidder offers 1 of the 3 multi-factor authentication options: mobile token. Does not offer SecurID Token and Phone Call-back token.
Technical Assessment- Appendix I	<ol style="list-style-type: none"> 1. Met requirements based on responses in technical assessment 2. Notes: US Bank will need to comply with all State of Maine IT Policies

Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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	<ol style="list-style-type: none">3. Answered “No” for meeting all Cloud Services Requirements; However, all policies specifically referenced will need to be met regardless of whether Cloud Services is included as part of the RFP Scope of Services.4. The notification process is manual, and we will notify OST as soon as possible. – RFP requirement is within 24 hours
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Bidder Name	US Bank-SG1 General Banking Services
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Date of Team Evaluation	12/8/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	22.83

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$211,441.79	/	\$277,870.37	x	30	=	22.83

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

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DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Met</i>		
Overall quality of response and evidence: Quality of evidence was adequate. But, need to comply with Maine OIT policy.		
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>
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>
	Nacha Operating Rules (ACH)	<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>	

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TA REVIEWER DEPARTMENT: MaineIT

MaineIT	
H1	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:
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "NO"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
S3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation:</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:</i>
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP4	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>

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	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP6	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP8	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP9	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP10	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP11	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Must comply with State policy
CSP12	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Responded "No"
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

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	<i>Explanation: Must comply with State policy</i>
CSP13	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP14	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP15	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP16	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP17	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP18	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>
CSP19	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	<i>Explanation: Responded "No"</i>
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Must comply with State policy</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: US Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

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>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
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 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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
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:

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

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TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

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 checked="" type="checkbox"/> <i>Adequate</i> <input 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 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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Weak evidence; requirement not addressed. Evidence provided lacks in detail in how requirement is met.</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Weak evidence; requirement not addressed. Evidence provided lacks in detail in how requirement is met.</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: Weak evidence; requirement not addressed. Evidence provided lacks in detail in how requirement is met.</i>
N14	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation:</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

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TA REVIEWER DEPARTMENT: MaineIT

	<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>

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	25
File 3	Proposed Services	40	20
File 4	Cost Proposal	30	28.63
		Total: 100	Total: 73.63

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Completed and signed
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	25

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. Founded in 1852 2. 218,000 employees 3. 200 professionals in their Government Banking Team 4. Support 3,000 government clients with 20 states and Washington DC 5. VA, NJ and City of Anaheim listed (Anaheim uses CGI Advantage) 6. Wells Fargo is the #1 originator of ACH payments in the United States. 7. Wells Fargo offers increased automation through electronic services that replace manual processes. 8. Fraud prevention tools such as Positive Pay and ACH filters support secure electronic processing. 9. Provides robust information reporting capabilities that enhance visibility and control over cash flow. Their solutions are designed for compatibility with CGI Advantage and other platforms, enabling seamless data exchange and increased automation. 10. Ranked 4th in assets per FDIC
Subcontractors-Appendix E	<ol style="list-style-type: none"> 1. None listed
Organizational Chart	<ol style="list-style-type: none"> 1. Government banking team includes 200+ staff, and Relationship Managers average 15 years of experience 2. Team of 4 people with one TBD if awarded 3. Org Chart members located in CT and NY 4. Hierarchical org chart
Litigation-Appendix F	<p>Copies of the Legal Proceedings sections from Wells Fargo's recent public filings and most recent periodic reports are available at wellsfargo.com/invest_relations/filings.</p> <ul style="list-style-type: none"> • Legal Actions start on page 130 of the 2024 Financial Report (Exhibit 13 of Form 10-K)
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. Firm is Well Capitalized levels with Total Risk-based >10% (15.34%), Tier 1 risk-based ratio =>6% (13.27%) and Leverage Ratio of >5% (8.90%). 2. All ratings were included (Moody's, S&P, Fitch)
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<ol style="list-style-type: none"> 1. No COI Form included but they reference their coverages in text – To be included if awarded 2. Coverages as described are adequate 3. Cyber Security coverages included

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	20

Section	Team Notes
Proposed Services	1. RDC does not require deposit slips
Technical Questionnaire- Appendix H	<p>New Services</p> <ul style="list-style-type: none"> • Payment Manager (Consolidated Payable Service) • For payments to suppliers by ACH (uses campaign development and onboarding) • Receivables Manager • E-Box for online bill payment manager • AVS for fraud prevention <ol style="list-style-type: none"> 1. Implementation - Bank will assign a dedicated client project manager and implementation consultant. 2. Bank maintains a separate testing environment. 3. Provided a clear step by step testing process. 4. Row 8 - Bidder takes exceptions to and requests to negotiate mutually agreeable terms and conditions 5. An additional stand-alone document was provided that did not conform to the completion process of the RFP and prevented the Team from being able to fully understand the bidder responses i.e. Disclosure Document. 6. Up to 13 months of history on check history 7. Can put up to 1,000 checks in a single deposit 8. Bidder can make as many deposits in a day as required. 9. Does not support Epson Scanners; Will supply initial scanners. 10. Offer a service called Vantage Connect, which enables seamless integration. CGI Advantage Version 4 is not currently a supported platform. 11. Unclear if CGI Advantage 4 is supportable 12. Several UPICs can be assigned to one account 13. RDC duplicate detection is lower than Industry Standard at 7 days 14. Another user can add checks to a deposit 15. Bidders pricing is based on the information provided in the RFP (transaction volumes, terms, processing requirements, etc.) as of the date the RFP response was submitted. If Bank is the successful bidder and State provides revised information, Bank requires the right, to revise pricing. 16. Lockbox keying is performed outside of the US 17. Payee name is not a searchable field for Positive Pay. 18. Do not monitor dates on checks

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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	<ul style="list-style-type: none"> 19. Flexible ACH cutoff hours and can accommodate the State of Maine 20. Keep apprised by conducting weekly meetings 21. Will personally contact client when there is a known downtime issue 22. Rejected ICL items must be deposited at a local branch or local branch vault. 23. Do not require control totals 24. Value added services referenced 25. Disclosure Document – Cannabis payment accepted but only to a co-mingled account 26. Line 485 – Not responsible for printing and mailing checks for Positive Pay.
Technical Assessment-Appendix I	<ul style="list-style-type: none"> 1. Wells Fargo did not meet IT requirements 2. Additional information was either not provided or unclear 3. Wells Fargo policies and procedures are considered private and confidential

Bidder Name	Wells Fargo-SG1 General Banking Services
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Date of Team Evaluation	12/9/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	28.63

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$211,441.79	/	\$221,533.3	x	30	=	28.63

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Wells Fargo

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>			
Overall quality of response and evidence: Need to comply with State of Maine OIT policy and need to review security documents. (Wells Fargo policies & procedures are considered private and confidential and are not shared externally. Please see accompanying overview documentation for more information).			
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>	
	Maine FOAA	Explanation:	
		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>	
Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	Explanation:	
		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>	
	Nacha Operating Rules (ACH)	Explanation:	
		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>	
	Explanation:	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>	
		Bill of Materials (BoM)	
		(Product Name)	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>			

STATE OF MAINE
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BIDDER NAME: Wells Fargo

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TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

MaineIT	
	<i>Explanation:</i>
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>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>
	<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>
	<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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" 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:</i>

**STATE OF MAINE
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S2	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:
S3	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:
S4	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:
Cloud Service Provider Reqs	
CSP1	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:
CSP2	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:
CSP3	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:
CSP4	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:
CSP5	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation:

**STATE OF MAINE
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	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak

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	<i>Explanation:</i>
CSP13	<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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Wells Fargo

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

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>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Explanation:
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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" 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:
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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Explanation:

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Wells Fargo

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TA REVIEWER NAME: Scott Armington, Matthew Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Explanation:
N9	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:
N10	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:
N11	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:
N12	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:
N13	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:
N14	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:

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	28
File 3	Proposed Services	40	35
File 4	Cost Proposal	30	30
		Total: 100	Total: 93

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Provided and complete
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	28

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. They have 70 branches in Maine and NH 2. Current relationship to OST via ABLE Maine 3. Nicole Pellenz is from TD Bank which is a good thing but has only been with the new firm for 6 months, so she is still new 4. Heather has only been working with Government banking for 1 year but has been with the firm for 2.5 years. 5. The (3) projects listed were Maine based projects 6. Largest Maine based bank 7. Many awards listed 8. They assign a dedicated Relationship Manager to each banking customer.
Subcontractors-Appendix E	<p>Jack Henry & Assoc – Core banking provider Bottomline Technologies – Online banking provider Loomis – SmartSafe provider</p>
Organizational Chart	<ol style="list-style-type: none"> 1. Nicole Pellenz, Corp. Services Mgr – located in Portland ME 2. Both support folks report to the same Manager which helps with decision making processes. 3. It is helpful that the Relationship Team is local and New England based with a strong presence in Maine. 4. Alex Eremita – Primary OST POC
Litigation-Appendix F	<p>Listed litigation; Ethan A Churchill, Elissa Tracy – Class action litigation lawsuit; Improperly charged a NSF fee, overdrawn charge accounts, Settled in court, \$2,000,000. 12/5/2022</p> <p>No current litigation pending</p>
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. Not rated by the ranking agencies however their capital ratio numbers exceed standards of being defined as a “well capitalized bank”; Exceeded all 3 ratios for acceptance 2. Not a publicly traded company and therefore are not rated by S&P, Moody’s and Fitch.
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<ol style="list-style-type: none"> 1. Looks completely filled out 2. Expires 11.01.26 3. Cross Insurance is a locally based insurance company which is very helpful 4. \$25M is listed as an aggregate amount

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	35

Section	Team Notes
Proposed Services	<ol style="list-style-type: none"> 1. Bangor Savings is well-suited to handle the State’s Local Branch Deposit Services. The Corporate Services Department currently manages nearly \$600 million in municipal deposits (June 2025) and 12 of the 20 largest customers of the Bank are municipal. 2. Bidder will help meet the goals of State by offering a preferred interest rate, below market pricing for banking services and recommending a streamlined account structure. 3. Bank is committed to providing the banking needs of the State: <ol style="list-style-type: none"> a. Providing the skills, experience, and availability of specific individuals to perform the services required b. Performing a smooth transition from OST’s existing banking provider c. Presenting professional and innovative work to help OST streamline operations d. Provide services at a reasonable cost e. Participate in the community and maintain CRA rating f. Provide best-in-class personnel and equipment to service OST 4. They have an established Cannabis banking program which seems very comprehensive.
Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. No FAX or Phone for ACH 2. Does not accept Canadian coin 3. No, they cannot print QR code on deposit slips. 4. Bangor Savings has a strong Cannabis program. 5. Bangor Savings offers Remote Data Capture (RDC). 6. The Transition Process sounds especially efficient given the State’s existing relationship. 7. No, cannot provide a loadable custom file 8. Bangor Savings Bank’s current process is to deposit foreign checks at face value with the exchange posting the following business day. 9. They have a vast branch network with 43/57 having a branch within a 5-mile radius of required locations. Not all branches are located within the 5-mile radius.

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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	<ol style="list-style-type: none"> 10. \$5 adjustments are written off during scanning of the deposit. Other corrections are usually processed with a copy of the debit/credit memo being sent to the customer. 11. They require disposable deposit bags. 12. There have been no system outages in the past year. All system maintenance is completed after 10:00 pm so as not to interfere with customer access during business hours. 13. Bangor Savings will cash State payroll checks for customers of Bangor Savings Bank only. 14. Ticket orders are processed through Bangor Savings bank, which is helpful. 15. For a change in service contract, they will give 30 days' notice.
Technical Assessment- Appendix I	<ol style="list-style-type: none"> 1. If selected vendor must supply information security documentation, Third party risk management documentation. Must agree with the state's prohibitive technologies. 2. Our digital banking solution does not support these authentication mechanisms. (All products proposed must be able to authenticate natively with both Microsoft Active Directory, and the Okta Platform (OpenID 2.0, Oath 2.0, SAML 2.0). Please note that this may not be relevant for local branch services. 3. Bangor Savings has not had any data breaches or events that could compromise data within the past three years. 4. Noted: At this time, we are reviewing the full list of technologies used in the solution to ensure alignment with the State's prohibited technologies guidelines. We are working with our vendor to confirm compliance and will provide a detailed response to the State as soon as this information is available.

Bidder Name	Bangor Savings Bank-SG1 Branch Services
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Date of Team Evaluation	12/5/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	30

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$22,551.60	/	\$22,551.60	x	30	=	30

Team Notes
1.
2.

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bangor Savings Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matt Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>		
* If selected vendor must supply information security documentation, Third party risk management documentation. Must agree with the states prohibitive technologies.		
Overall quality of response and evidence: Lacking detail.		
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>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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</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>	

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

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TA REVIEWER DEPARTMENT: MaineIT

	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
MaineIT	
H1	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: Lacking in detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
A3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: No as a response
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lacking in detail
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

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	<i>Explanation: Information security plan was sited- no evidence provided</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Information security plan was sited- no evidence provided</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Lacking in detail</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Lacking in detail</i>
Cloud Service Provider Reqs	
CSP1	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: Lacking in detail</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Bidder states noncompliance</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Lacking in detail</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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	<i>Explanation: Lacking in detail</i>
CSP5	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

**STATE OF MAINE
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	<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: Lacking in detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</i>
CSP7	<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: Lacking in detail</i>
CSP8	<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: Lacking in detail</i>
CSP9	<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: Lacking in detail</i>
CSP10	<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: Lacking in detail</i>
CSP11	<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: Lacking in detail</i>
CSP12	<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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	<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: Lacking in detail</i>
CSP13	<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: Lacking in detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</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>
	<i>Explanation:</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>
	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</i>
CSP19	<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 checked="" type="checkbox"/> <i>Weak</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bangor Savings Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matt Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</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 in 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 in detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lacking in detail</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: Lacking in detail</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>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bangor Savings Bank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Matt Mulligan, Ben Haschalk

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Lacking in detail</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: Lacking in detail</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: Lacking in detail</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: Lacking in detail</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: Lacking in detail</i>
N12	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: Lacking in detail</i>
N13	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: Lacking in detail</i>
N14	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: No explanation</i>

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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State of Maine
Office of the State Treasurer
RFP # 202507100
Statewide Consolidated Banking Services

TEAM CONSENSUS EVALUATION NOTES

RFP Coordinator	Name	Amber Griffin
	Title	Treasury Services Specialist
	Email	amber.griffin@maine.gov

Evaluation Team	
Name	Alma Hazzard
Name	Jeff Chetkauskas
Name	Laura Hudson
Name	Michelle Kimball
Name	Matt Pettengill
Name	Scott Armington
Name	Toinette Miller

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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SUMMARY

		Points Available	Points Awarded
File 1	Preliminary Information	N/A	N/A
File 2	Organization Qualifications and Experience	30	23
File 3	Proposed Services	40	28
File 4	Cost Proposal	30	17.30
		Total: 100	Total: 68.30

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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File 1 Preliminary Information	
	Team Notes
Appendix A (Proposal Cover Page)	1. Complete
Appendix B (Responsible Bidder Certification)	1. Signed

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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File 2	
Organization Qualifications and Experience	
Points Available	Points Awarded
30	23

Section	Team Notes
Overview of the Organization-Appendix G	<ol style="list-style-type: none"> 1. Have a Commercial Bank division with offices located across the US 2. Key Bank has a Governmental segment service with roughly 1,000 government entities (state/county/municipalities/public sector) 3. Strong references with other State government agencies; However, none referenced as being in Maine 4. Length of relationships with current customers is very impressive 5. Have 30 branches in Maine – less than current provider footprint 6. Local presence in Maine for the last 150 years 7. KeyBank National Association is a federally chartered national banking association and a wholly owned subsidiary of KeyCorp 8. Huge annual investment in technology
Subcontractors-Appendix E	<ol style="list-style-type: none"> 1. None listed, but deposit tickets are sent out
Organizational Chart	<ol style="list-style-type: none"> 1. Flat organization which could lend itself to faster decision making 2. Jason Litwak, Director, Public Sector, Relationship Manager Albany, NY – Has been in banking for 2 years and is NY based/he services a high number of clients which could impact customer service 3. Core relationship team consists of 3 people – None based in Maine/all located in Ohio and NY 4. 10 people listed in the Key personnel Org Chart
Litigation-Appendix F	<ol style="list-style-type: none"> 1. Any current or past litigation was not included
Financial Viability-Appendix H	<ol style="list-style-type: none"> 1. Well Capitalized with a Total Risk-based capital ratio >10% (15.8%), a Tier 1 risk-based capital ratio >6% (13.5%) and a leverage ratio >5% (10.40%). 2. They are a rated company based on S&P, Moody's and Fitch 3. Unsecured rating was not strong, but it did not impact them being well capitalized 4. Fortune 500 Company with \$1.9B in revenues
Licensure/Certification	<ol style="list-style-type: none"> 1. NA
Certificate of Insurance	<p>The insurance is subject to deductibles that vary by line of coverage:</p> <ul style="list-style-type: none"> • Professional liability: \$25 million

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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	<ul style="list-style-type: none">• Directors & Officers liability: \$15 million (\$0 for non-indemnifiable claims)• Bond: \$10 million• Computer crime: \$10 million• Employment practices: \$10 million• Fiduciary liability (for KeyCorp's own benefit plans): \$10 million
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Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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File 3 Proposed Services	
Points Available	Points Awarded
40	28

Section	Team Notes
Proposed Services	<p>Services identified:</p> <ol style="list-style-type: none"> 1. Modernizing treasury operations, achieving 100% electronic deposits and payments, reducing fraud and manual processing. 2. Improving reconciliation and supporting integration with the State's CGI Advantage v4 platform. 3. Have a comprehensive, secure, and scalable banking solution to meet States goals while ensuring continuity of service for every agency and department. 4. The team includes on-the-ground professionals based in Maine and specialized public-sector experts across the regional network; however, the team assigned as Key Staff are not locally based. 5. Seamless transition and proactive through contract term.
Technical Questionnaire- Appendix H	<ol style="list-style-type: none"> 1. KeyBank does not provide deposit slips or checks; they recommend the State order deposit supplies through their preferred provider, Superior Press. Bank will provide deposit supplies at no cost to the State. 2. Bank has branches proximate to 23 of the 57 locations 3. Bidder stated that the firm is not willing to cash State payroll checks drawn on an account held at another financial institution. 4. <u>New Services and ideas:</u> <ul style="list-style-type: none"> • Key Capture Remote Deposit, which accepts same-day credit until 11 p.m. ET. • Check Block & Check Control for deposit protection and updated client authentication procedures requiring MFA for high-risk actions. • SmartSafe with LoomisDirect (Loomis has not bid on previous cash delivery RFPs) 5. <u>Implementation/Conversion:</u> <ul style="list-style-type: none"> • Noted that the complexity of the States system requirements, completion of required documentation and availability of OST staff may impact the implementation time. • Bidder noted onboarding and transmission team partnership is essential and can help expedite the ACH

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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	<p>transmission process. Recommend that the State provide a dedicated resource for file upload, testing and file maintenance.</p> <ol style="list-style-type: none"> 6. Meetings for addressing issues listed as being quarterly in lieu of monthly 7. Unable to provide a detailed architecture diagram 8. The process for depositing foreign items depends on the items being deposited and the amount. Under a certain dollar amount and if Canadian, the account will be credited. 9. The process for depositing foreign items depends on the items being deposited and the amount. Under a certain dollar amount and if Canadian, the account will be credited. 10. A fee is assessed for depositing loose coin. 11. When depositing loose coin, the coins should be placed in disposable Fed-ready bags in the Fed specified amounts. 12. 'This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility. 13. Regarding the IT-Service Contract with Confidentiality and Non-Disclosure Agreement, KeyBank requests to include their Cash Management Services Master Agreement, applicable Service Schedules and Deposit Account Agreement and Funds Availability Policy. KeyBank maintains robust data privacy, security, confidentiality and other policies and procedures compliant with laws, rules, and regulations applicable to the provisioning of services to the State, and requests to address this in the contract. 14. ULIDs are only shown on previous day reporting
<p>Technical Assessment-Appendix I</p>	<ol style="list-style-type: none"> 1. This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility. Key Bank is unable to provide a detailed architecture diagram 2. Assessment descriptions use the word "endeavor" instead of "shall" and all potential bidders will need to meet all policy requirements as listed on page 22 of the RFP. 3. If bidder is selected, they must provide information security policy and other supporting documentation.

Bidder Name	KeyBank-SG2 Branch Services
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Date of Team Evaluation	12/5/2025
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File 4 Cost Proposal	
Points Available	Points Awarded
30	17.30

Scoring Formula						
Lowest Submitted Cost Proposal	/	Cost Proposal Being Scored	x	Score Weight	=	Pro-Rated Score
\$22,551.06	/	\$39,100.31	x	30	=	17.30

Team Notes
1.
2.

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

Consensus Comments - Technical Assessment Team:

Consensus Decision: <i>Not Met</i>		
<ul style="list-style-type: none"> If bidder is selected, they must provide information security policy and other supporting documentation. 		
Overall quality of response and evidence:		
<ul style="list-style-type: none"> Information provided in the response but was not referenced in the technical response as directed. “Endeavor” is not adequate for policy compliance. 		
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
		Explanation:
	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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
		Explanation: <i>Lack of Detail</i>
Bill of Materials (BoM)		
(Product Name)	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>Lack of Detail</i>	
MaineIT		
H1	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>Lack of Detail</i>	
H2	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>	

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

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BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: Provided documents not referenced in technical assessment response.</i>
H3	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: Lack of detail</i>
A1	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>
A2	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 checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
A3	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: Must comply to States remote hosting policy</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:</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:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Must report security incident within 24 hours</i>

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

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TA REVIEWER DEPARTMENT: MaineIT

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>
	<i>Explanation: Lack of Detail</i>
Cloud Service Provider Reqs	
CSP1	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: Lack of Detail</i>
CSP2	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: Lack of Detail</i>
CSP3	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: Lack of Detail</i>
CSP4	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: Lack of Detail</i>
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</i>

STATE OF MAINE
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CSP7	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Did not provide
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: Lack of Detail

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

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 type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</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: N/A</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of Detail</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: N/A</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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</i>

STATE OF MAINE
TEAM REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

TA REVIEWER DEPARTMENT: MaineIT

N2	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: Lack of detail
N3	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: Lack of detail
N4	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: Lack of detail
N5	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: Lack of detail
N6	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: Lack of detail
N7	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: Lack of detail
N8	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: Lack of detail

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: 12/4/2025

TA REVIEWER NAME: Scott Armington, Ben Haschalk, Matthew Mulligan

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 type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</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: Lack of detail</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: Lack of detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</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: Lack of detail</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: Lack of detail</i>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/6/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/6/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	Service since 1910, 1982 Public Service Banking Group Project listed includes Univ of Maine
Subcontractors	Paymode
Organizational Chart	9p project team
Litigation	Routinely defendants/parties to pending/threatened legal actions
Financial Viability	\$578B global banking deposits \$678B in assets a Total Risk Based Capital Ratio: 15.1% b Tier 1 Risk Based Capital Ratio: 13.2% c Tier 1 Leverage Capital Ratio: 6.9%
Certificate of Insurance	PL \$20M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/6/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Comprehensive Payables/Paymode
Technical Questionnaire	<p>39-d Provides OverDraft protection via LOC</p> <p>165-b Digital check scanner provided at no charge</p> <p>169-f Check limit in 1 deposit-500</p> <p>260-15 Does not offer eLockbox</p> <p>167-d/185d Duplicate detection RDC/ICL do not publish for security reasons (current 30 days)</p> <p>258-ii Availability for on-us items – see schedule.</p> <p>278-k Checks must remain on the issue file in order for the system to identify the stale dated items. To remove the outstanding issue, it is necessary to submit a cancel transaction.</p> <p>289-c Stop Payments paid ck detection: 365 days (current 90 days)</p> <p>351-h Does not have a solution that will mask sensitive account information for wire payments</p> <p>353-j Does not offer a service to convert wire transfers to Real Time Payments.</p> <p>437-33 Does not collect bank routing and account numbers for ACH payments to consumers, offers Global Digital Disbursements</p>
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	115 years in public sector banking. Operates in all states and DC. The business foot print for public sector seems small, but missing some detailed numbers to be sure, like count of employees and clients with similar services. Are there other states with full banking using BofA? I did find they have 288,000 employees in the full organization from the Proposed Services.
Subcontractors	Subcontracts with Bottomline for the technology
Organizational Chart	Small chart of 9 provided for the project team.
Litigation	Ordinary course of business results in many legal actions. Does not want to say if there are or not other non-public cases.
Financial Viability	S&P – A-2 and A-, Moody – P-1 & A-1, Fitch – F1+ and AA-
Certificate of Insurance	Insured for \$2 million and \$20 million

References: New Hampshire State Treasury for disbursements and ZBA, UMaine for banking, Massachusetts for deposit and lockbox services.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Cannot accept the state's terms and conditions without modification. Issues in a half dozen areas have been cited, which is mostly due to the company size and diversity.
Technical Questionnaire	<ul style="list-style-type: none"> *Service Director to be assigned. *Recommends ACH Positive Pay on ask for Debit Blocks. *Only can eliminate check fraud by moving to ACH. Suggests Payee Positive Pay. Cannot indemnify state. *Stale checks- use Stale Date Control feature makes a decision by a deadline (record must stay on issue file) or Stale Dated Cancellation service, which sounds like what we have now except automatically becomes a Paid-no-issue. *Can accept Canadian checks *Cannot guarantee same day credit for deposits up to 4pm for physical deposits, but 10pm for remote deposits. *CashPro banking platform *need to select time frame for a stop when it is placed (6 to 36-month duration). Request not effective until the bank reviews the record. Check may be paid after a stop is placed. *IRS payments have a 4pm deadline. *Customer Service from 7am to 9pm *Epson scanners are not compatible, but can provide Digital Check scanner at no charge. *Does check for duplicate deposits, but does not publish the time frame for review. *up to 500 items in a batch with unlimited deposit for the day. *Does not offer ACH conversion with remote deposit. *No reminder when ICL file not received. * Lockboxes processed in multiple cities. Recommends Boston. * A new PO Box number will be needed for Lockbox. * Does not offer eLockbox. * Offers Pay Positive Pay. Can search by any field. Exceptions need to be processed by 4pm. *Does not require PPP with full-recon disbursement accounts. *Can only be 1 UPIC per bank account. * Bank of America does not have a solution that will mask sensitive account information for wire payments.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/2025
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	<p>*Cannot convert transactions originally initiated as wire transfers to settle via the Real Time Payments (RTP) System</p> <p>*Statements available next business day from the close. Recons available 2 business days after the close. Analysis available after 7 days.</p> <p>*Created and sold off Paymode, which the state uses for ACH payments.</p> <p>*Can't integrate Digital Disbursements, like Zelle or Venmo</p> <p>*Supplier-Does not validate W9, accounts with prenotes, or micro-depositing. How is LexisNexis used for payee validation?</p> <p>*Individual-only verifies they are not a sanction list, no W-9, prenote, or 3rd party service</p> <p>*Does not offer eCheck services</p>
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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File 2 – Organization Qualifications and Experience
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	Individual Notes	
Overview of the Organization	<p>Bank of America has provided services to the public sector since 1910. In 1982, we formed our Public Sector Banking group to address specific needs of federal, state and local government clients. We have relationships with the vast majority of state governments, as well as with the top 50 cities and counties by population. Through our long-term relationship with the State, we have gained a deep understanding of your processes and objectives, enabling us to recommend strategic solutions that help you accomplish your goals and your drive towards efficiency. We know your intricacies and preferences in a way that allows us to focus on service enhancements rather than just foundational implementations.</p> <p>As a leading provider of banking services to the public sector, we have a unique depth of experience supporting organizations such as yours. Our innovative treasury management and card solutions help clients like the State improve visibility, optimize working capital and manage risk.</p> <p>Examples: New Hampshire State Treasury, University of Maine System, Commonwealth of Massachusetts</p>	
Subcontractors	<p>By entering into Bank of America’s treasury management services agreement, the Bank assumes responsibility for providing to its clients the covered services, regardless of any agents, employees or subcontractors (vendors), if any, the Bank may employ in providing the services. In the performance of treasury management services, the Bank’s general practice is to retain employees, agents or subcontractors to service any or all of its clients in general rather than to service any one particular client for any or all of the services as deemed necessary by and in the best interest of the Bank and its clients. Because the Bank has many thousands of agents, employees and subcontractors, which it may retain in providing the services for any or all of its clients in general, it is not practical for the Bank to identify every such agent, employee or subcontractor, or the details of their particular relationship(s) to the Bank, nor can the Bank confirm in advance the extent of work they may provide to any one particular client, if any. Bottomline is a subcontractor</p>	
Organizational Chart	<i>Name</i>	Derek Armstrong
	<i>Proposed Role</i>	Vice President; Public Sector Banking Client Manager
	<i>Location</i>	100 Federal St, Boston MA 02110

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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	<i># of Years' Experience with other Government Entities</i>	23	
	<i># of Years in Field</i>	25	
	<i># of Years with Firm</i>	21	
	<i># of Client Relationships Responsible For</i>	50	
	<i>Name</i>	Jaime Vigneault	
	<i>Proposed Role</i>	Vice President, Treasury Solutions Analyst	
	<i>Location</i>	1 Financial Plaza, Providence, RI 02903	
	<i># of Years' Experience with other Government Entities</i>	23	
	<i># of Years in Field</i>	25	
	<i># of Years with Firm</i>	25	
	<i># of Client Relationships Responsible For</i>	50	
	<i>Name</i>	Our Dedicated Service Director will be assigned timely upon award	
	<i>Proposed Role</i>	Dedicated Service Director	
	<i>Location</i>	Farmington, CT	
	<i># of Years' Experience with other Government Entities</i>	Typically more than 15 years	
	<i># of Years in Field</i>	Typically more than 15 years	
	<i># of Years with Firm</i>	Typically more than 15 years	
<i># of Client Relationships Responsible For</i>	25		
Litigation	The bank is a large and diversified institution and is routinely involved in litigation in various state and federal courts. However, such matters should not impact services provided under this Agreement. The bank makes all disclosures of investigations and other matters as required by federal law. The bank cannot confirm or deny the existence of any other, non-public investigation conducted by any government investigator unless required to do so by law.		
Financial Viability			

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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Certificate of Insurance	<p>Bank of America reserves the right to obtain all insurance required under this contract through a program of self-insurance.</p> <p>Bank of America maintains Commercial General Liability coverage (including Bodily Injury & Property Damage, Personal & Advertising Injury, Products & Completed Operations, and Contractual Liability) with limits of \$2,000,000 per occurrence/\$2,000,000 aggregate.</p> <p>Bank of America maintains Professional Liability (Errors & Omissions) insurance on a claims-made basis providing coverage for loss or damage due to an act, error, omission or negligence of Bank of America employees with a primary limit of \$20,000,000.</p> <p>Bank of America has provided Certificates of Insurance in this response, and we would also provide at renewal.</p>
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Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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File 3 – Proposed Services

		Individual Notes
Proposed Services	Are the State’s existing RDC terminal (Epson Capture One) compatible with the firm's system? If not, what do you propose for a conversion? Include pricing if necessary.	<p>No. Epson Capture One scanners is not supported by Bank of America. We can provide the State with Digital Check TS240 model scanners, which are similar to the Epson Capture One, at no charge.</p> <p>If the Digital Check TS240 is not suitable, we offer multiple other models.</p>
	Can the State’s existing P.O. Box be used or will the State be required to use a P.O. Box provided by the firm?	<p>No. Bank of America will provide a new PO Box address to the State for each lockbox.</p>
Technical Questionnaire	Invoice for services electronically through analysis statements, settled quarterly	<p>Yes. The standard billing cycle is monthly direct debit. The designed account is direct debited for amounts due (if any) on the 15th calendar day (or the next business day if the 15th falls on a weekend or holiday). Our hybrid solution that incorporates earnings credit and interest paid on resulting excess balances must settle monthly, due to system constraints. We can certainly also offer a mix of interest-bearing accounts and non-interest bearing accounts, the groups for which would settle quarterly.</p>
	Employ debit blocks/filters on accounts as requested by OST. The Provider shall certify at least annually that the requested debit blocks/filters remain in place. Any transaction that posts to a blocked account shall be reversed within forty-eight (48) hours and become the	<p>We would recommend ACH Positive Pay, which allows OST to manage any filters/authorizations to its accounts in near real-time. This service would allow OST to view the approved partners and limits whenever needed. There should be no transactions posting to a blocked account. In the event that an improper transaction presented to an account we would partner with OST for timely actions to reverse the item.</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

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	responsibility of the Provider to collect	
	Fully indemnify the State for fraudulent checks	Fraud is an ever-present concern, as fraudsters continuously come up with ways to intercept payments. We work with our clients to reduce issuance of paper payments, which is the only way to completely end check fraud. That said, using solutions Payee Positive Pay and Teller Positive Pay in tandem can substantially reduce or eliminate check fraud. Implementing Auto Check Return for accounts that issue no checks is another tool. These solutions generally require constant vigilance from both the Bank and our clients. We cannot indemnify the State for fraudulent checks, but with these solutions in place and continued awareness, the instances of fraudulent checks should be close to zero.
	Offer ULIDs for security and reconciliation	Deposit tickets and RDSO deposits can carry client assigned unique identifiers that will display in the Bank Statement
	Accept deposits until at least 4:00 pm ET for same day ledger credit	<p>No.</p> <p>Financial Center (Immediate Credit “teller” Deposits and Quick Business Deposits, QBDs)– Same-day credit is based on the lobby hours of the financial center. Individual financial centers may have different cutoff times, which are posted at those locations.</p> <p>Cash Vault – Depending on the site and type of deposit, competitive deadlines range from 2 p.m. to 8 p.m. local time for cash and mixed deposits, and from 10 a.m. to 7 p.m. local time for check deposits.</p> <p>CashPro® Remote Deposit/Image Cash Letter – Deadlines are assigned based on user location: 10 p.m. Eastern, 10 p.m. Central, 9 p.m. Mountain and 9 p.m.</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Bank of America
Proposed Service Group	1. Banking Services

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		<p>Pacific.</p> <p>Lockbox – To capture a full day’s processed work, the State should schedule a transmission immediately following your end of day deposit cut. The cutoff time for same-day ledger credit is 3 p.m. Eastern. (Boston Site).</p>
Technical Assessment		

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/29/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/29/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • BOA has provided services to the public sector since 1910. In 1982 formed a public sector banking group. • Incorporated in 1998 in Delaware. Executive offices are located in Charlotte, NC. More than 1,500 direct and indirect subsidiaries, foreign and domestic. In 50 states, DC, and more than 35 countries. • Provides a diversified range of banking and non-banking financial services and products domestically and internationally. • NH State Treasury – ZBA and controlled disb. Services. • Univ. of Maine – full suite of products, receipts, remote deposit, ZBA, disbursements and controlled disbursement. Banking for 55 yrs. • Commonwealth of MA – receivables bank and provide, depository, lockbox, RDSO & fraud prevention. 50+ yrs.
Subcontractors	Bottomline
Organizational Chart	Provided
Litigation	Routinely involved in litigation in various state & federal courts due to being a large bank. Such matters should not impact services provided un this agreement.
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bank of America
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/29/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • The analysis invoice would be a direct debit to our account. • Was not clear on 2-N question about daily paid check images. • Will support the State’s collection of taxes & license fees from cannabis. • Does not support the Epson One scanners that we currently have. • Up to 499 checks is the limit in a single deposit for RDC. • Derek Armstrong, VP Public Sector Banking Manager, 21 yrs with the bank, responsible for 50 clients. • Jamie Vigneault, VP Treasury Solutions Analyst, 25 yrs with bank, responsible for 50 clients. • Dedicated Service Director would be our the day-to-day contact and will be assigned upon award • Can view RDC images online for 45 days. Offer an additional 7yrs access to images. • Online full recon info available 2nd business day, account analysis 7th business day. • RDC deposit images for 45 days. • Does not include AFP codes on account analysis statements. • Account validation service can validate the correct payee to the bank account. • Collateral will be held at BONY.
Technical Assessment	

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	BANK OF AMERICA
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-7-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	BANK OF AMERICA
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-7-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Bank of America, N.A. (“BANA”) is part of a large and diversified institution. Bank of America Corporation and has provided services to the public sector since 1910. In 1982, we formed our Public Sector Banking group to address specific needs of federal, state and local government clients 213,000 employees globally.</p> <p>Characteristics/Capabilities:</p> <ul style="list-style-type: none"> a. Hqtrs in Charlotte, N.C. b. Thousands of Public sector clients: <ul style="list-style-type: none"> i. Cities, counties, states, K-12 educational entities. ii. Public utilities and public higher education institutions. c. Operates in all 50 states. <p>Vision for improvement and Development:</p> <ul style="list-style-type: none"> 1. Delivery of an integrated view across all channels to improve the client experience. 2. Transformation of service and fulfillment infrastructure and processes to improve the client experience of commitment to the public sector. 3. Expansion of payments and receipts capabilities, driving migration of paper to electronic products, and improving efficiencies and automation of business processes. 4. Continuation of investment in strategic arenas to create and enhance competitive solution. <p>Current Client/Projects:</p> <ul style="list-style-type: none"> 1. State of New Hampshire <ul style="list-style-type: none"> a. ZBA and controlled disbursement services. 2. University of Maine System <ul style="list-style-type: none"> a. 55 Years banking partner. b. Full suite of products and services, including receipts, remote deposit, ZBA, disbursements, and controlled disbursement.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	BANK OF AMERICA
Proposed Service Group	1 Banking Services

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	<p>3. Commonwealth of Massachusetts</p> <ul style="list-style-type: none"> a. 50 Years banking partner. b. Receivables bank and provides depository, lockbox, RDSO & fraud prevention solutions.
Subcontractors	Identified Bottomline as Bank of America's partner and provides the backing technology (Paymode) of Comprehensive Payables.
Organizational Chart	<p>Identified 3 Teams:</p> <p>Relationship Team: William Weir: Head of PSB Client Management NE; Derek Armstrong (Boston, MA): PSB Client Manager Treasury Solutions with 21 years with BOA and 50 client relationship responsibility, Jaime Vigneault: Treasury Sales Associate with 25 years with BOA and 50 client relationship responsibility.</p> <p>Treasury Solutions Team: 4 Directors; CashPro, Payments and Receivables Specialists, and Comp Payables Specialist</p> <p>Servicing Team: 2 Staff members; Sales Support Specialist and Dedicated Service Director (TBD)</p> <p>Seems to be very large corporate structure with many higher level reporting avenues.</p> <p>Doesn't identify any local contacts.</p>
Litigation	Bank of America Corporation makes all required disclosures in its periodic filings with the Securities and Exchange Commission (SEC). These filings include disclosures of investigations and litigation as required by law and are publicly available.
Financial Viability	<ul style="list-style-type: none"> 1. S&P, Moody's, and Fitch Ratings provided. 2. The firm's current capital structure, adequacy, and coverage provided. 3. Annual Financials and FDIC call report provided. <p>\$100B in revenues for 2024.</p>

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Bidder/Applicant Name	BANK OF AMERICA
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Certificate of Insurance	Provided.
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Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	BANK OF AMERICA
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-7-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<p>Our innovative treasury management and card solutions help clients like the State improve visibility, optimize working capital and manage risk.</p> <p>NOC Manager Service</p> <ul style="list-style-type: none"> • Payment is received when expected. • Reduce the number of payments returned for incorrect information and deliver payments when your customers or payees expect to receive them. • Allocate technology resources for your priorities. • Outsource NOC processing to Bank of America and focus technology resources on priorities that help your business. • Reduce manual exception processing. • Increase straight-through-payments and free up resources for other important initiatives. • Reduce fines for violating Nacha’s NOC Rule.
Technical Questionnaire	<p>CashPro Online is client online banking software.</p> <ol style="list-style-type: none"> 1. Used for RDC. <p>Row 76: Didn’t respond to accepting ICL deposits Row 158: Two available data centers for system performance, one on standby. Row 353: Wires settle as RTP: NO Row 438: Payments to Consumers: (collecting bank information) NO</p> <p>New Services: Comprehensive Payables/Paymode</p> <ol style="list-style-type: none"> 1. Highly configurable and scalable electronic payment collection solution, 2. Allowing you to accept and manage credit/debit card and ACH payments over the web. <p>Row 503: Supplier Enrollment; repeated NO’s. Row 529: e-Check converted to ACH: NO, ref Commerce Payment Portal.</p>

Evaluator	Name	Matthew Pettengill
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	Department	Maine Revenue Services

Bidder/Applicant Name	BANK OF AMERICA
Proposed Service Group	1 Banking Services

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	<p>Implementation: BOA will assign an Implem Proj Consultant (IPC)</p> <p>Recommends:</p> <ol style="list-style-type: none"> 1. State of Maine identify a corresponding project staff member primarily responsible for management and coordination, requiring experience in managing a large project. 2. Technical staff member that will understand the State's internal system requirements and be able to deliver information technology resources as needed. <p>Post Implementation:</p> <ol style="list-style-type: none"> 1. IPC will provide support for 30 days 2. Digital Servicing Team provides ongoing support.
Technical Assessment	<p>One tech assessment for BOA SLA response doesn't provide details and states superior service and competitive fees are how clients are retained. Second tech assessment for Bottomline</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1-General Banking

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1-General Banking

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	
Subcontractors	Positive
Organizational Chart	Positive
Litigation	Interesting - Bank of America Corporation makes all required disclosures in its periodic filings with the Securities and Exchange Commission (SEC). These filings include disclosures of investigations and litigation as required by law and are publicly available.
Financial Viability	
Certificate of Insurance	Interesting - Bank of America reserves the right to obtain all insurance required under this contract through a program of self insurance

Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1-General Banking

Date of Individual Evaluation	11/26/2025
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File 3 – Proposed Services

Proposed Services	Individual Notes
Technical Questionnaire	<p>SG1 – General Banking Positive 1.s “Yes”</p> <p>Positive 1.t. “Yes”</p> <p>Positive 2.c.i “Yes”</p> <p>Positive 2.d.i. 'Bank of America complies with the ADA and continuously seeks ways to improve the accessibility of its facilities, products, and services to make life better for people with disabilities. Our treasury management and information reporting platform, CashPro, regularly introduces enhancements to ensure compliance with ADA standards.</p> <p>Positive 2.o “Yes”</p> <p>Positive 10.i 'Information reporting is available online and through mobile devices 24/7, with the exception of occasional planned outages for system maintenance and upgrades that normally occur on weekends. As soon as users connect to CashPro® Online, they are notified of scheduled system maintenance by online broadcast messages. Technical assistance is available to support your information reporting questions Monday through Friday, from 7 a.m. to 9 p.m. Eastern. System maintenance and upgrades normally occur on weekends. In the event of an emergency patch or upgrade, users will be notified via broadcast message on CashPro Online homepage and the CashPro App. Throughout the outage, our dedicated support team remains available to address client inquiries, concerns, and provide assistance. CashPro promotes client serving through Chat (Online and Mobile) and Phone. Our Chat technology is constantly evolving. Chat is powered by the bank's Erica ® technology. Clients also can opt for live chat with an agent.</p>

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	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
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	<p>Positive 10.j 'CashPro® uses commercial monitoring tools with the goal of optimizing the platform's operation. The platform is available 24/7, with the exception of change windows that are scheduled to upgrade the system. You will be notified four to five days in advance when a routine maintenance window is required that will affect access to information and/or the network.</p> <p>To the best of our knowledge, our processing platform has not experienced a system-wide outage over the past year. Two data centers are located within the U.S. CashPro Online is configured to run with one data center servicing all production requests; the second data center is on "hot standby."</p> <p>Positive 10.k. To date, Bank of America has not experienced any material losses or other material consequences relating to technology failure, cyber-attacks or other information or security breaches. For additional information regarding cyber risks, see disclosure in Bank of America Corporation's most recent Annual Report on Form 10-K filed with the Securities and Exchange Commission. These Reports are publicly available at the following website: http://investor.bankofamerica.com/phoenix.zhtml?c=71595&p=irol-sec.</p> <p>Positive 18.a 'Bank of America supports a number of ACH input options suited to your needs and preferences. The State can initiate ACH transactions using CashPro Connect Payments or via direct file transmission. Business requirements, system capabilities and payment volume will help determine which payment initiation method best supports your objectives.</p> <ul style="list-style-type: none"> • For direct transmission, files can be delivered to the bank using standard transmission protocols: HTTPS, sFTP, FTPs, AS2, Connect:Direct® with Secure+, Web Services, Virtual Private Networks (VPNs), Multiprotocol Label Switching (MPLS) dedicated connections, or fully managed Ethernet. Our Business-to-Business Interface (B2Bi) Technical Guide is available upon request.
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Evaluator	Name	Scott Armington
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Bidder/Applicant Name	Bank of America
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	<p>Note: When sending a file containing only ACH transactions, we recommend that you use the Nacha format.</p> <ul style="list-style-type: none"> • For CashPro Connect Payments, the State can submit payment instructions in ISO 20022 XML or CSV format. We will provide the CashPro Connect Payments File Specifications document during implementation. <p>Positive 23.d Our expertise in internet security has resulted in a reliable system with robust security. To protect sensitive information residing at the bank, multiple firewalls guard against unauthorized access. Access is only granted to users who successfully complete a host of security tests. In addition, a user is prompted to enter a company-level security code, operator-level ID, and password. All three security codes must be entered correctly to continue a session.</p> <p>We also employ the following security methods for wires that you initiate and release online.</p> <p>One Time Password Token (CashPro® Payments)</p> <ul style="list-style-type: none"> • System requires mandatory use of a token device for the signing of payment transactions online. • Advanced algorithms generate unique six-digit, one-time passwords to help authenticate each online transaction. • A unique one-time password synchronizes with the bank's backend system to prove that the person signing the transaction physically possesses the token. • Enjoy robust protection against fraud and identity theft, as the code expires as soon as it is used. • Once access is obtained, information passed to the user is encrypted. (Once the message leaves the bank, it is unreadable outside of the CashPro Online application.) • When using CashPro Online, you must assign primary administrators (dual administration is required), to create users, change passwords and entitle users to application-specific administration for any application to which you subscribe. (Please note: Primary administrator entitlement is only required for those administrators who are responsible for setting up administrators of new CashPro Online services).
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	<p>Application-specific Administration</p> <ul style="list-style-type: none"> • Assign dual application-specific administrators for the CashPro Payments application. <p>Transaction Level Controls</p> <ul style="list-style-type: none"> • Create approval limits, controlled at the user and account level, to restrict the users who can approve extraordinary transactions: <ul style="list-style-type: none"> – Entitle each user to a specific transaction limit, approval limit and daily cumulative limit. – Establish dynamic approval ranges that require additional approvals for transactions above specific amount thresholds. Leverage up to nine additional approvers per transaction. – Employ the panel approval function that defines groups of users to approve transactions with explicit amount ranges. • Use easy-to-use input and template screens for non-repetitive and repetitive wire transactions. For the latter, you can create a repetitive template, which helps streamline the process. <p>Positive 24.a. CashPro Online is our worldwide global access channel for all of your commercial banking activities and reporting. The State can manage payments, receivables, trade services, credit (loans), foreign exchange, investments and now merchant services from one convenient platform.</p> <p>Positive 24.d. Bank of America's software and tools are confidential and cannot be shared. However, the bank uses industry-approved products to ensure alignment with NIST and ISO frameworks. There are no additional fees for this service.</p> <p>Positive 24.e 'CashPro offers company-level entitlements, user-level entitlements and application entitlements managed by the company administrators.</p> <p>Company-level entitlements</p> <ul style="list-style-type: none"> • Dual Administration – More than one administrator is required to approve high-risk applications assigned to the company. <ul style="list-style-type: none"> – CashPro recommends the use of Dual Administration as it provides an additional layer of security by requiring an approval from a second administrator for critical tasks. – Additional administration approval models are available to clients where appropriate. Additional administration approval
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	<p>models includes Dual Administration with token and Single Administration with token.</p> <ul style="list-style-type: none"> • Application Settings – Provisioning of administrative settings for specific applications, when warranted. Today, this feature is available for payments applications, which includes approval profiles and company level settings such as foreign exchange trade preferences, wire repair default, template retention and straight-through processing preferences. • Preferences – This feature gives you the ability to assign accounts into groups, assign accounts with specific names, and set the time and date formats for your users, as well as currency and language preferences. <p>User-level entitlements</p> <ul style="list-style-type: none"> • User Profiles – Companies can create as many user profiles as needed to support their needs on CashPro. Each user profile should accurately reflect the individual it represents. • User Types – There are three types of users an administrator can select from when setting up an individual to use CashPro: primary administrator, application administrator and general user. <ul style="list-style-type: none"> – Primary administrator - can set permissions for all applications and users. – Application administrator - can set permissions only for specific applications and users. – General user – No administration rights; users are assigned to the applications, accounts, activities and limits they need. • Roles – Creating roles can streamline the ongoing maintenance of users and their entitlements. Roles allow administrators to establish a single template for key applications, which can reduce the time it takes to set up a user. Administrators can create, manage, and assign roles for multiple users who need similar entitlements, better supporting user management by function or location. • Account Groups – Creating groups of accounts and adding them to users can reduce the setup and maintenance of entitlements. All accounts in the group would be assigned to all of the user's entitled applications. Administrators creating account groups can clone an existing account group to expedite the process. <p>Application entitlements</p> <p>High-level and detailed entitlements give the user permission to use an application and determine the type of activities they can</p>
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	<p>perform within an application as well as access to accounts and limits as required by the application.</p> <p>Setting up new user The State's selected Primary Administrators are responsible for setting up and managing user profiles on CashPro Online. Bank of America cannot manage user set-ups on behalf of the State. Setting up a new user or administrator is simple, and the required information would be needed:</p> <ul style="list-style-type: none"> • Name and contact information <ul style="list-style-type: none"> o Each user profile should reflect an individual. o Contact information, including email address, phone number & address, for the individual should be accurate. • Applications they need access to • Activities they can perform and limits they have in each application • Accounts they need access to <p>Positive 25.a. 'A substantial number of clients interface with our systems from their ERP (SAP, Sage Oracle, PeopleSoft, Microsoft Dynamics 365, JE Edwards, SunGard, Kyriba, Wall Street Systems) to originate payments files and retrieve information reporting. We're continuing to expand our CashPro Network of Connected Banking Partners - we're now over 60 connections. Our implementation and Data Transmission Services teams can assist you with the requested file formats or transmission channel during setup and throughout production.</p> <p>Positive 27.h 'CashPro® Online uses standard internet protocols; it does not require the installation of bank-supplied software to conduct banking activity.</p> <p>Positive 29. 'Security tokens, physical or mobile, are required for event based use in high-risk applications. This enhanced security uses a physical multi-key or app-based mobile token to provide a one-time password that expires as soon as it is used. The State has the option of requiring the use of these tokens at login in addition to user and password information.</p>
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Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1-General Banking

Date of Individual Evaluation	11/26/2025
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	<p>Positive 34.a. 'We provide an array of secured channels for the exchange of files over the internet or through a dedicated network connection. The protocols offered are as follows:</p> <ul style="list-style-type: none"> • HTTPS – Browser-secured file transfer useful for manually uploading and downloading files from the Bank of America Data Transmission website. • Secured Shell FTP (SFTP) – FTP with SSH2 encryption. Uses port 22 to open a secure encrypted channel; the SSH protocol encrypts the data. Authentication is performed using SSH key or password, as desired. Recommended for files up to 200 MB; can support up to 5 GB depending on bandwidth. • FTP over Transport Layer Security (FTPS) – Uses standard Transport Layer Security (TLS) to encrypt the channel/tunnel. FTPS uses two ports called Command and Data. You will connect using clear text and negotiate a secure TLS connection. Once the connection is secured, the data is transmitted over the secure connection. Recommended for files up to 10 GB. • Applicability Statement 2 (AS2) with S/MIME encryption – Over HTTP or HTTPS internet connection. Recommended for files up to 200 MB. • Connect: Direct® with Secure+ encryption – Proprietary software. Recommended for files up to 10 GB. <p>Positive 34.e 'We provide an array of secured channels for the exchange of files over the internet or through a dedicated network connection. Including:</p> <p>Secured Shell FTP (SFTP) – FTP with SSH2 encryption. Uses port 22 to open a secure encrypted channel; the SSH protocol encrypts the data. Authentication is performed using SSH key or password, as desired. Recommended for files up to 200 MB; can support up to 5 GB depending on bandwidth.</p> <p>FTP over Transport Layer Security (FTPS) – Uses standard Transport Layer Security (TLS) to encrypt the channel/tunnel. FTPS uses two ports called Command and Data. You will connect using clear text and negotiate a secure TLS connection. Once the connection is secured, the data is transmitted over the secure connection. Recommended for files up to 10 GB.</p> <p>Service Group 2: Local Branch Deposit Services Blank – Not filled out.</p>
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Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1-General Banking

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Technical Assessment	
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Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/25
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> Publicly traded corp that has been serving the public sector since 1910. Has a specific public sector group with “thousands of public sector clients” <p>Good references: State of NH, University of Maine System and MA. Demonstrates ability to manage large, complex accounts.</p>
Subcontractors	Bottomline is the only subcontractor listed.
Organizational Chart	2-3person Client management team. Reps experienced with 20+ years in banking and at the firm and reasonable workload (25-50 accounts). Senior management not represented on org chart but mentioned.
Litigation	None mentioned
Financial Viability	Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (15.1%), Tier 1 risk-based ratio =>6% (13.2%) and Leverage Ratio of >5% (6.9%).
Certificate of Insurance	\$2MM Comm'l General Liability

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ul style="list-style-type: none"> • Cannot agree to all State's term and conditions.
Technical Questionnaire	<ul style="list-style-type: none"> • Row 23 (+) – Has a hybrid account offering; but not compatible with controlled disbursement accounts. • Row 42 (-)-Provider not committing to refunding the State within 48 hrs for debits posted to debit blocked accounts. • Row 44 (-)-Provider will not commit to indemnifying the State for fraud. • Row 57 (-) Bidder did not state when analysis accounts would be available. State requires 5 days. • Row 63 (+/-) – Commits to providing the State with “comprehensive and timely reconciliation reporting” but unclear if these meets the check clearance patters and analysis as required by the State. • Row 85 – (-) Responded that they cannot accept deposits for same day until 4 pm because cut off for Lbox is 3pm. • Row 86- (+/-) No response to requirement to automatically redeposit items returned unpaid for NSF. • Row 99 – Required Stop Payment reports cannot be provided via email as required but can be accessed in the portal. Is this acceptable to the State? • Row 101 (-) Did not affirm that they would credit the State's account within 2 days, as required, for stop paid checks. • Row 102 (-) Cannot initiate ACH via phone or fax as required. • Row 150 –(-) Bidder agreed to assign a specific customer service rep but did not provide a bio as requested because the individual is not yet assigned. Should require the person be named and a complete bio if this bank is a finalist or before making an award. • Row 156 (-)-Escalation path is very hierarchical, which could slow resolution of issues. DSD must escalate to a service manager and only the management within DSD can escalate to various units.

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/25
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	<ul style="list-style-type: none"> • Row 162 (-) – Did not address hours of the dedicated IT liaison; only provided the hours of general technical support. • Row 165 (+) RDC scanner not compatible but bidder offered to provide State with compatible scanners, at no charge. • Row 171 (+) Flexibility in how batches are deposited. • Row 189 (+) For ICL file verification of rect, State can choose between transmission or email. • Row 261 (-)Bidder does not offer eLockbox. • Row 270 (+) Payee name is a searchable field in the firm’s online reporting system • Row 274 (+/-) Not clear how and when the State is notified if a transmission fails, although they do send notifications of a failed transmission. • Row 290 (-) Stop pay report does not include expiration date. • Row 297 (-) Next day ACH has an early deadline (2:30pm) when compared to industry standards. • Row 313. Can provide automated file rect acknowledgement by email and transmission but not by phone, fax. • Row 335 – Cannot process transactions sent to multiple UPICs • Row 351(-) Bidder does not have a solution to mask sensitive data for ACHs • Row 353 (-) Cannot convert wires to RTPs • Row 363 (+)Administrators can perform 5 of the 6 functions posed (except automatically reactivating a user profile) • Row 368 (-) No mention of having worked with CGI, the State’s ERP • Row 375 (+) End of cycle reports generated 1st day after cycle cut, which is fast given industry standards. • Row 385 -Previous Day reporting avail for 24 months in platforms • Row 387 – RDC image available 45 days in system. Relatively short timeframe in the industry.
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Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Bank of America
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/25
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	<ul style="list-style-type: none"> • Row 401 (-) Cannot transfer copy of custom report built by a terminated employee • Row 407 – strong mobile capabilities; able to perform 8 or 8 features requested. • Row 418 (-) Does not offer RSA Secure or Phone Call Back token; offers Mobile token and Safepass multi-key token. • Row 444 (-) Mentioned APIs but doesn't indicated that they've had success specifically with CGI. Question: Do you have an example of the API being integrated with CGI? • New Value Adds: Paymode • Row 455 – Integrated Payables supports 6 of 8 payment types. Does not support zelle/paypal and checkprint. • Row 492 – Paymode solution runs a campaign for 90 days with a combination of 3 email and phone touches to encourage use. • Row 501-Bofa usually charges a fee to pass premium ACH info to Paymode vendors. That cost is what finances the rebate paid. Their response to whether or not an additional fee is charged for passing premium ACH data is unclear. • Row 504 – Supplier enrollment is validated 4 of the 7 ways posted. No validation by W9, prenotes or microdeposits. • Row 512 – Individual transaction initiation only validated using 1 of the 7 methods, OFAC. • Row 520-Change instructions validated using 4 of 7 methods. • Row 529-No eCheck offering • Row 540 – Confirm that the IPC (Implementation Project Manager) is not the same as the salesperson?
Technical Assessment	N/A

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

DATE: Nov 24, 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"/> 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: Bank of America follows algorithms and implementation strategies that are recommended by the National Institute of Standards and Technology (NIST), American National Standards Institute (ANSI), ISO, or other recognized industry accrediting and measurement authorities. CashPro complies with the required Laws, Rules and Regulations within the countries which we provide our services.	
	Maine FOAA	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:	
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	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:	
	NIST 800-53: Rev5	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:	
	Privacy Act of 1974		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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bank of America

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

		<i>Explanation:</i>	
	U.S. DHHS-OCSE	Quality of Response: <input 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	
		<i>Explanation:</i>	
Personal Health Information	HIPAA	Quality of Response: <input 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	
			<i>Explanation:</i>
	HIPAA BAA	Quality of Response: <input 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	
			<i>Explanation:</i>
	HITECH	Quality of Response: <input 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			
		<i>Explanation:</i>	
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	
		<i>Explanation:</i>	
		Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	<i>Explanation: For Lockbox Services, Please refer to our PCI certificate in the attachments.</i>		
	<i>Bank of America is a direct member of Nacha and serves on the Board of Directors for Nacha and ePay Resources. The bank is a member of ePay Resources and WesPay (Regional Payment Associations).</i>		
	Nacha Operating Rules (ACH)	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response	
		<i>Explanation:</i>	

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

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	§ 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	
Bill of Materials (BoM)		
(Product Name)	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response	
	Explanation: We do maintain a SBOM however, we cannot share the copy as it is considered as confidential to the Bank and cannot be shared externally.	

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	<p><i>Bank of America's Architecture Diagram for its banking solutions including for CashPro is not something we can share externally. The security and ongoing stability of the system require that we do not disseminate this information. We have responded where possible to each question in the following tabs.</i></p>
	<p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p>Explanation:</p>
MaineIT	
H1	<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:</p>
H2	<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:</p>
H3	<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:</p>
A1	<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:</p>
A2	<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:</p>
A3	<p>Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response</p>
	<p>Explanation: <i>Bank of America does not provide service level agreements. Instead, we rely on our superior service and competitive fees to retain clients.</i></p>
	<p><i>Service level agreements allow only a certain number of errors in a given time period. Enforcing that standard requires resources on the client's side and our</i></p>

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	<p><i>side to monitor the error rate. We do not believe this is the best way for either of us to allocate resources.</i></p> <p><i>The bank offers a commitment to providing exceptional, high-quality service. Our philosophy is built on trust, and our clients trust us to deliver the level of service they want. We are driven to foster that service, not because of a service level agreement, but because we know that clients can take their business elsewhere if displeased with our service.</i></p>
	<p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation:</p>
A4	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response</p> <p>Explanation:</p> <p>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation: <i>CashPro provides Administrative reporting and audit logging of events tied to services and capabilities of our system via CashPro Administrative reporting service. Clients can run reports of audit events across a period of time, per service, per user as selected. All of these reports are available to online viewing or download.</i></p>
Information Security Standards	
S1	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation: <i>Bank of America's Information Security Program is consistent with National Institute of Standards and Technology 800-171. Please refer to the attached Information security Policy Overview</i></p>
S2	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation: <i>See Above</i></p>
S3	<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 checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation: <i>Bank of America maintains a formal incident response plan that addresses the handling of information security events. In accordance with this plan, the bank agrees to provide the client prompt notice of any information security event documented and verified by the bank that involves the</i></p>

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	<i>unauthorized access, use, or disclosure of the client’s confidential information. To the extent in which the bank is legally allowed, this notice will include a reasonably detailed summary of the information security event and the corrective action taken or to be taken by the bank (if known at the time). Please review your Bank of America contract for additional details.</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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: While the bank’s policies and procedures are confidential, we have included our Bank of America Information Security Program Overview for additional information about our mature and robust Global Information Security program.</i>
Cloud Service Provider Reqs	
CSP1	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: This policy is considered confidential to the Bank and cannot be shared externally.</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: Internal controls for access are managed via Bank of America’s Identity Access Management (IAM) policy, the details of which are confidential to the Bank and cannot be shared externally. CashPro does not support clients use of SAML or any other federated service. Access to CashPro is via the client’s company/user credentials established during enrollment. Please refer to our Bank’s Information Security Program Overview document for further information</i>

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CSP3	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: Please see our Global Information Security overview document in the attachments.
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: See Above
CSP5	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:
CSP6	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:
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:

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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
	Explanation:
CSP16	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:

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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>
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 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 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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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 checked="" 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 type="checkbox"/> <i>Strong</i> <input checked="" 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 type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input 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 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>

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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>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/06/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/06/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Projects: NY, DE, Comm of KY
Subcontractors	None listed
Organizational Chart	
Litigation	None listed
Financial Viability	Rated A level \$4T Total Assets-Management a Total Risk Based Capital Ratio Total Capital Ratio: 16.8% (as of June 30, 2025) b Tier 1 Risk Based Capital Ratio Tier 1 Capital Ratio: 15.6% (as of June 30, 2025) c Tier 1 Leverage Capital Ratio Tier 1 Leverage Ratio: 7.7% (as of June 30, 2025)
Certificate of Insurance	Aggregate: \$25M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/06/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Paymode
Technical Questionnaire	<p>39-x State will not be responsible for overdraft fees. The next-day controlled disbursement funding requirement will be increased by the overdraft amount</p> <p>65-k Daily standardized BAI file import feed from the Provider-should be direct feed not SOM retrieving BAI files</p> <p>165-b RDC terminal (Epson Capture One) compatible with the firm's system</p> <p>167-d Duplicate detection-past 14 days (RDC)</p> <p>185-d Duplicate detection-past 90 days (ICL)</p> <p>289-c Stop Payments paid ck detection-90 days</p> <p>169-f Limit of checks in 1 simngle deposit -999</p> <p>258-ii Availability for on-us items and on-us controlled disbursement items vary by availability schedule.</p> <p>278-k Stale-dated checks are not removed as issues. To remove the item as an issue, the State sends a positive pay file and identifies applicable stale-dated checks as cancels.</p> <p>284-q Offers an encashment limit control</p> <p>353-j Does not offer a service to convert wire transfers to Real Time Payments.</p> <p>368-a Have extensive experience integrating the services covered in this RFP with CGI Advantage for government entities across the country.</p>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/06/2025
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	<p>Offers a variety of file-based reporting options through standard communication connections to facilitate reconciliation within CGI Advantage.</p> <p>BAI available 7AM</p> <p>438-a Offer service that collects bank routing and account number information for payment to consumers by utilizing Payee Choice</p>
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	*Branches in 48 states, a leading global financial service firm and one of the largest in the US *318,153 employees *Origins date back 225 years. *2100 clients in state and local governments *Can tailor to the states needs
Subcontractors	No subcontractors
Organizational Chart	Jamie Oppendisano would be the lead. Half dozen contacts available
Litigation	Numerous legal proceedings like civil litigation and government investigations. No proceedings would have a material effect on the Firm's performance
Financial Viability	S&P – A-1+ & AA-, Moody's – P-1 and AA2, Fitch – F1+ and AA
Certificate of Insurance	Insured for \$10 million and \$25 million

References: State of New York, Delaware, and Kentucky performing similar services to Maine's request.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Reasonable steps need to be taken to protect from fraud. JPM will work with the state to limit fraud occurrences but not automatically accept financial burden.</p> <ul style="list-style-type: none"> *90-day review of check before confirming a stop. *Heather Medaris is primary contact. *Office hours of 8am to 8pm. *Supports the Epson Capture One check scanner *All checks should be physically endorsed before scanning. Report Capture has an electronic and generic endorsement that cannot be customized. *Deposits can capture 999 checks, strongly recommend 30-50 checks for a deposit. *Multiple batches can be processed in a day. Checks batched by scanning within a 5-minute period. *No warning if a file is not received for ICL. * Lockboxes in Binghamton NY *Can search payee name and others with Pay Positive Pay. *Stop payment for 12 months and then an automatic renewal for another 12 months (renewals incur extra fees) *Not required to submit control totals. Prefer unbalanced ACH files for offsetting ACH transaction?? *Forgery timeline would be determined specific to the case. *Do not convert wires to real time payments *New Services idea- offering Paymode, which the state already uses. * No clients with CGI Advantage-new configuration *No digital disbursement options *3-month implementation plan with dates provided *Can convert checks to ACH Debit with Image Cash Letter
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	JP Morgan
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12/7/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	JP Morgan
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12/7/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Examples: NY, KY, DW As of September 30, 2025, JPMorganChase has: <ul style="list-style-type: none"> • Headcount of 318,153 employees worldwide. • Market capitalization of \$859 billion. • Deposits of \$2.6 trillion. • Loans of \$1.4 trillion. • Total stockholder equity of \$360 billion. • Tier 1 and total risk-based capital ratios 15.8% and 17.7%, respectively. The ratios presented are calculated under the Basel III Fully Phased-In Approach.
Subcontractors	No subs
Organizational Chart	x
Litigation	None seen
Financial Viability	
Certificate of Insurance	\$10,000,000 aggregate

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	JP Morgan
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12/7/2025
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File 3 – Proposed Services

Individual Notes	
Proposed Services	<p>Yes. The State’s investigation requests are acknowledged within two hours of receipt. In addition to your relationship manager and treasury management officer, the State receives a primary, dedicated client service associate, Heather Medaris, and a designated back up. With this relationship, both develop a deep understanding of your business, the products you use and your overall business needs.</p> <p>Heather Medaris will answer your day-to-day questions about our banking services and interact with our operations areas on your behalf to solve your inquiries or requests. When Heather is not available, your designated back up client service associate assists you. Additionally, our Commercial Banking Service Center is staffed with client service associates who help with routine requests from 8:00 a.m. to 8:00 p.m. ET, Monday through Friday.</p> <p>Client service associates have the authority to engage all levels of management and escalate within the Client Service organization, across bank departments, and even up to the chief executive officer. For each service provided to you, Client Service has a detailed matrix of contacts and escalation procedures to expedite resolution. These procedures include internal service standards to make sure that other J.P. Morgan groups are providing timely responses. Also, Client Service regularly communicates with your treasury management officer to make sure all parties</p> <p>Receive and acknowledge requests from OST and other State departments in a timely manner while escalating inquiries/issues as appropriate</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	JP Morgan
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12/7/2025
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		supporting you are informed of your relationship activity.
	<p>Provide overdraft protection on all OST accounts. Incidents are infrequent and generally not exceeding \$500,000 for more than one day. Typical events causing overdraft situations are State holidays that do not align with bank holidays (for example, Patriot's Day) where checks presented for payments are not adequately funded. The State's financial statements are available at Annual Comprehensive Financial Report</p>	<p>Yes. Overdrafts on a controlled disbursement account should not occur. Our "late funding" feature prevents certain transactions from causing an overdraft. Late funding allows the State to have other electronic disbursement transactions paid from your CDA, such as same-day ACH and same-day wire payments. The late funding feature looks at the controlled disbursement accounts for specific additional debits that have occurred after final presentment and before end-of-day. Funds are then swept from the controlled disbursement funding account to the individual CDA accounts to cover these late day transactions. The State should have prior knowledge of these same-day electronic transactions, and therefore have funds available in the CDA funding account to cover these entries, which are posted as end-of-day.</p> <p>Should an overdraft occur as a result of a presentment report funding discrepancy, the State will not be responsible for overdraft fees. The next-day controlled disbursement</p>

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	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	JP Morgan
Proposed Service Group	1. Banking Services

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		<p>funding requirement will be increased by the overdraft amount.</p> <p>Should the State implement check writing on a non-CDA account and an overnight overdraft occurs, then overnight overdraft fees may apply. Overdrafts on commercial accounts are reviewed daily. Pay/no pay decisions are made on a case-by-case basis and are dependent on the circumstances in effect at the time of the overdraft.</p>
Technical Questionnaire	Offer ULIDs for security and reconciliation	Yes. We recommend you use deposit slips preprinted with a Unique Location Identifier (ULID) for each of your locations. With these deposit slips, your deposit history information is sorted by account and ULID.
	<i>Temporarily disable a user's account defined period of time and have the account automatically reinstated on a future date</i>	No
	<i>Images of Items Deposited Through RDC</i>	10 years with approval
	<i>Images of Items Deposited Through Lockbox</i>	10 years with approval
	<i>Images of Returned Deposited Items</i>	10 years with approval
	<i>Availability of soft token for multi-factor authentication</i>	Yes
Technical Assessment	The State's employees are invited in the opportunity to participate in the Chase Home Lending Employee Benefit Program. This program is a powerful program that provides your employees cost saving benefits on the financing cost of a new home purchase or refinance. This program also provides education and tools that can assist your employees in deciding whether buying or renting a home is the best solution.	

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	Title	Director of Internal Operations
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	The Chase Home Lending Benefit program is only available to employees and retirees of participating companies, universities or governmental agencies that host our offer on their HR/Benefits site. The Chase Home Lending Employee Benefit is supported by a high level dedicated team of Home Lending Advisors that will make certain employees have a team to personally guide them through the entire home lending process.
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Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • National banking association with branches in 48 states. • The firm serves millions of consumers in the U.S. and many of the world's most prominent corporate, institutional, and government clients under the J.P. Morgan and Chase brands. • 318,153 employees worldwide, market capitalization of \$859B, deposits of \$2.6T, loans of \$1.4T, total stockholder equity of \$360B. • State of NY- Provide banking services to several State of New York state agencies administered by the Division of Treasury. Did not indicate the length of time. • State of Delaware - Full operating bank – collections and disbursements. Disbursement services include controlled disbursement, ACH, check print, fraud protection, account reconciliation, and funds transfer. Did not indicate the length of time. • Commonwealth of Kentucky - Serve as the Commonwealth's primary bank and provide comprehensive banking services. Did not indicate the length of time.
Subcontractors	None
Organizational Chart	Provided
Litigation	JPM does not believe that any pending legal proceedings would have a material effect on the Firm's performance of the services contemplated by the Request for Proposal.
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	JP Morgan Chase Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Analysis invoice would be a debit to the account. • Not completely clear if JPM will take the cannabis funds collected from taxes and fees. • Peter Johnsen, Treasury Management Officer, 20+ yrs with bank, responsible for 30+ clients. • Miriam Withhuln, Sales Associate, responsible for 25+ clients. Has been with the bank for 37 yrs? • Heather Medaris would be the day-to-day contact. • Check images, RDC deposit tickets & items, ARP reports are stored for 7 yrs with an option to extend up to 10 yrs. • RDC deposits can detect duplicate items in the past 14 days. Will allow up to 999 checks to be deposited in one deposit, but recommend only 30-50 for manageable processing. • Lockbox - processed in Binghamton, NY, and has ?? employees. • Lockbox exception items can be viewed online. • Online statements are available 2 business days after the month end. Full recon 5th business day, account analysis 6th business day. • Tokens for all online users. • Collateral held at Federal Reserve. • One account can have several UPICs for incoming ACH payments.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	JP MORGAN CHASE BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	JP MORGAN CHASE BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>JPMorgan Chase & Co. (JPMorganChase) is a financial holding company. Its principal banking subsidiary is JPMorgan Chase Bank, N.A. (J.P. Morgan), a national banking association with branches in 48 states. Over 225 years old.</p> <p>We're the largest commercial card bank issuer in the U.S.</p> <p>Characteristics/Capabilities:</p> <p>Commercial Banking provides comprehensive financial solutions, including:</p> <ol style="list-style-type: none"> 1. Lending 2. Treasury services 3. Investment banking 4. Asset management <p>Government Specialized Industry segment provides financial solutions such as tax processing and general banking services to more than 2,100 clients at the state and local government levels.</p> <p>Paymentech, LLC, is our payment and merchant services subsidiary.</p> <p>Current Client/Projects:</p> <ol style="list-style-type: none"> 1. State of New York <ol style="list-style-type: none"> a. Provide banking services to several State of New York state agencies administered by the b. Division of Treasury. 2. State of Delaware <ol style="list-style-type: none"> a. Full operating bank – collections and disbursements. b. Disbursement services include controlled disbursement, ACH, check print, fraud protection, account reconciliation and funds transfer. 3. Commonwealth of Kentucky

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	JP MORGAN CHASE BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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	a. Serve as the Commonwealth's primary bank and provide comprehensive banking services.
Subcontractors	None Identified.
Organizational Chart	Relationship Executive: Jamie Oppedisano, Treasury Management Officer, supported by Sales Associate Miriam Witthuhn, Peter Johnsen (20 years with BOA) will lead the treasury services team, and Client Service Associate is Heather Medaris.
Litigation	Referred to JPMorgan Chase & Co.'s publicly-filed disclosures, including its most recent Annual Report on Form 10-K and Quarterly Reports on Form 10-Q filed with the U.S. Securities and Exchange Commission.
Financial Viability	<p>Global assets: \$4.6 trillion Market capitalization of \$859 billion. Deposits of \$2.6 trillion. Loans of \$1.4 trillion. Total stockholder equity of \$360 billion.</p> <ol style="list-style-type: none"> 1. S&P, Moody's, and Fitch Ratings provided. 2. The firm's current capital structure, adequacy, and coverage were provided on Technical Questionnaire. 3. Annual Financials and FDIC call report provided.
Certificate of Insurance	Provided.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	JP MORGAN CHASE BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>New Services: Paymode is an end-to-end, automated business-to-business (B2B) ACH payout solution.</p> <p>Strategic Payables offering to include J.P. Morgan’s Virtual Card and Check CKO services, beginning November 2025.</p> <p>Has implemented a significant number of government institutions as customers who leverage CGI advantage.</p> <p>J.P. Morgan provides conversion of consumer checks to ACH debits via our Image Cash Letter, Remote Deposit Capture and Digital Bill Payment solutions. As the rules change to allow the conversion of business checks, we will evaluate offering this option.</p> <p>Account Validation Service (AVS)</p> <p>Implementation: Dedicated onboarding specialist remains your single point of contact throughout implementation. Technical support your from one or more technical implementation specialist(s).</p> <p>As a key differentiator, we offer our J.P. Morgan File Transmission and Swift clients a global end-to-end Client Test Service.</p>
Technical Assessment	<p>The firm follows a comprehensive set of Technology Controls and Cybersecurity policies and standards and meets requirements from over 150 regulators worldwide, which are updated to ensure that controls are consistent with industry best practices as well as global regulatory requirements. Therefore, JPMC does not as a practice agree to the IT Policies and Standards of its clients.</p> <p>Security Incidents; identified their approach, “as soon as reasonably possible”</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/24/2025
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State of Maine

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/24/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Positive
Subcontractors	Positive
Organizational Chart	Positive
Litigation	Interesting – “meritorious defenses”
Financial Viability	Positive
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/24/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Positive
Technical Questionnaire	<p>SG1 – General Banking</p> <p>1. General Requirements</p> <p>Positive 1.s. Yes. For additional information, please refer to the Overview of the J.P. Morgan Information Security Letter in Exhibit 2.</p> <p>Positive 1.t. Yes. The Firm has a dedicated Technology Resiliency Program that establishes critical services, capabilities, controls, and procedures designed to promote continuity and recovery of operations in the event of a disruption.</p> <p>2. Systems and Reporting Requirements</p> <p>Positive 2.c.i. Yes. During implementation of J.P. Morgan Access, the State first provides initial security administrator user information. After signed acknowledgements are processed, security administrators begin establishing entitlements for authorized client users.</p> <p>Users log on to the online portal to start the new user identification process with the secured information provided in a welcome email that is generated after the user was created and approved by your security administrators. The user validates their contact information, leverages a one-time pin and creates their own password. The system automatically creates a one-time pin after the user validates their contact information. When a new user first logs in, they are required to use the one-time pin and then enter a password of their choice that meets required parameters.</p> <p>Users are to confirm their identity by acknowledging their first name each time they log on, which will help further protect them against cyber fraud. The first name value is set by the security administrator upon creating that user profile.</p> <p>Positive 2.d.i. JPMorgan Chase Bank, N.A. is committed to meeting the banking and financial service needs of the State. It is our goal to provide clients equal access to and the opportunity</p>

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	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

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	<p>for equal enjoyment of our products and services. We strive to meet online usability and design requirements recommended by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines 2.0 Level A and AA. Our efforts include enhancing applications with dedicated resources who design, develop, test, and provide continuous support. We will address concerns from a client with disabilities who reports difficulties accessing information or documents related to the products and services provided by JPMorgan Chase Bank, N.A.</p> <p>Positive 2.o J.P. Morgan agrees to provide all daily electronic files as prescribed in the</p> <p>10. Customer Service Positive 10.i. The bank notifies the State of planned maintenance periods, which are scheduled during non-business hours</p> <p>Positive 10.j. In January of 2025, the J.P. Morgan Access average uptime was 100%. In 2024, the J.P. Morgan Access average uptime was 100%.</p> <p>Positive 10.k. J.P. Morgan has not experienced a data breach in the past three years. The Firm has a formal incident management process in place for responding to any suspected or actual incident involving unauthorized access to or disclosure of client information.</p> <p>Positive 18.a Depending upon your operational requirements, originate ACH payments for: Lower-volume origination by using our banking portal, J.P. Morgan Access. The banking portal provides a fully integrated, browser-based service with easy-to-use applications for all your information, compliance and portfolio management needs. Larger-volume origination by using secure file transfer protocol (SFTP) transmission for batch files. For Nacha-formatted file origination via transmission, we offer ACH Direct Send. For other file types we offer J.P. Morgan File Transmission Payments.</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

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	<p>Many large originators find it convenient to originate large volume via batch and create occasional manual entries online when necessary.</p> <p>Application programming interfaces (APIs) provide opportunities to explore new ways to for us to deliver capabilities, services and information to our clients on demand. Easily connect with us by taking advantage of the J.P. Morgan Developer Portal complete with self-service tools, lighter integration options (OAuth) and new APIs.</p> <p>Positive 23.d Security administration Within J.P. Morgan Access, security administrators are assigned by the State to create users and maintain their entitlements. For swift turnaround and management of user entitlements, the system administration and security environment is maintained by your assigned</p> <p>24. System Administrators</p> <p>Positive 24.a With J.P. Morgan Access, the State receives a highly intuitive and easy to use, cash management solution that seamlessly integrates all treasury activities through a secure portal using a single authentication process. Whether you keep cash in one or multiple accounts, our online portal puts critical cash management information and tools at your fingertips, and the unparalleled experience of J.P. Morgan at your service.</p> <p>Positive 24.d. Yes. The firm leverages an encrypted email suite. The firm provides clients with a comprehensive data communication service which leverages industry standard message formats, network protocols and security techniques in order to execute a reliable, two-way exchange of data between your system and the bank's transaction processing platforms. The firm's data management policies are designed to:</p> <ul style="list-style-type: none"> • Protect the integrity of the firm's data • Support reporting requirements
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/24/2025
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	<ul style="list-style-type: none"> • Safeguard data assets through classification, usage, and disposal <p>J.P. Morgan has multiple layers of security controls in place to detect malicious email before it is delivered to the end user. These include the following checks:</p> <ul style="list-style-type: none"> • Connection filtering based on reputation prior to email entering JPMC network • Anti-spoofing & anti-tampering (for domains that publish SPF/DKIM/DMARC) • Virus & Malware Filtering to include file reputation, anti-virus, static & dynamic file analysis <p>Positive 24.e One Security Administrator establishes users for accounts, services such as ACH or wire initiation, information reporting and payments and functions such as transaction initiation, approval, release or reporting. A second Security Administrator approves the users for the accounts, services and functions established by the first Security Administrator.</p> <p>Positive 25.a We have extensive experience integrating the services covered in this RFP with CGI Advantage for government entities across the country. We offer a variety of file-based reporting options through standard communication connections to facilitate reconciliation within CGI Advantage. Alternatively, leverage our suite of API offerings to receive information reporting directly back into your ERP/TWS that you can integrate it into your system in a manner that you see fit.</p> <p>Positive 27.h J.P. Morgan Access requires no software other than a supported web browser. Depending on the State users' profile, some industry-standard plug-ins may be required. The website's Download Plug-ins page provides everything you need, including Adobe Document Cloud (DC), or Adobe Acrobat Reader for Cash Reporting.</p> <p>Positive 29.a Two-factor authentication is built into our platform and a requirement for all payments.</p> <p>34. File Transmission Methods</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Morgan Chase
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	<p>Positive 34.a File Transmission Payments offers a full range of file formats and transmission protocols and supports most payment types in J.P. Morgan's global footprint. Our transfer protocols include:</p> <ul style="list-style-type: none"> • FileAct • AS2 • Secure FTP • HTTPS <p>Positive 34.e. We support a range of host-to-host connectivity and security solutions, including SwiftNet and our proprietary communications and connectivity services.</p>
Technical Assessment	

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	JPMC
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	JPMC
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	\$4.6 Trillion in assets; 318K employees Comml Bank within Commercial & Investment Bank References : State of NY, DE, KY
Subcontractors	No subcontractors listed
Organizational Chart	4-person client service team with seasoned professionals with long tenure in their roles. No local representation (MA, NY, IN). Case load is reasonable and will allow the reps to adequately service the State's accounts.
Litigation	Cited numerous legal proceeding and provided a link
Financial Viability	Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (16.8%), Tier 1 risk-based ratio =>6% (15.6%) and Leverage Ratio of >5% (7.7%)
Certificate of Insurance	\$5MM General Liability expires 6/2026

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	JPMC
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/2025
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File 3 – Proposed Services

Proposed Services	Individual Notes
Technical Questionnaire	<ul style="list-style-type: none"> • Row 18 -Analysis statements produced monthly, even if settlement is quarterly • Row 34-did not confirm they could provide status updates within 2 days; stating that they may not provide resolution in 2 days. But a status should be provided regardless of resolution. • Row 36-State requires notification of complaints from State departments but bidder states they will pull and share with OST upon request (and presumably not proactively). • Row 42 – no commitment to make the state whole within 48 hrs for failed debit block transactions. • Row 44-will not indemnify State for fraudulent checks • Row 46-bidder would need to get special approvals and State would be subject to additional documentation to accept cannabis payments • Row 63 – unable to provide check clearance patters and analysis to State as required. • Row 99 – Stop pay report not sent via email but in the portal • Row 101 (+) Commits to crediting account for a paid stop pay; just did not state it would be done in 2 days. • Row 102- cannot initiate ACH via fax • Row 103 (+) Has long ACH processing windows that can accommodate the State’s processing, even when the State has an emergency situation that warrants a later file submission. • Row 156-(+) Escalation protocol allows RM to engage and escalate up and across the organization, and up to the CEO. This will allow the firm to resolve issues for the State faster. • Row 164 – Offers RDC and supports the State’s current equipment • Row 167-Window of time the RDC system checks for duplicates is short (14-days) • Row 171-RDC deposits have the option/flexibility to deposit by bath or consolidated deposit

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	JPMC
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/2025
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	<ul style="list-style-type: none"> • Row 178 (+) – Offers service to convert check to ACH • Row 176- (+) RDC images accessible for 10 years • Row 184 (-) ICL - Cannot offer multiple check image files in a day. • Row 189 – ICL will send a file acknowledgment by verification email. • Row 261 (+) Offers eLockbox • Row 269 (+) Payee name is a searchable field for Payee Positive Pay accounts • Row 296: ACH transmission deadline for next day is late, 11:15 pm which provides a significant amount of time and flexibility to process ACHs. • Row 305 (+) Future dated ACHs can be scheduled 90 days out. • Row 314 – automatic file acknowledgement by email and transmission but not by phone or fax. • Row 353 (-) Does not offer service to convert Wires to RTPs • Row 368 (+) Extensive experience integrating to CGI Advantage; file-based or APIs • Row 375-Full recon files take 5 days; long by industry standards. • Row 385(-) Prior day reports available for 45 days as a standard. Short by industry standards. Optional terms to 2 years. • Row 387-Images of RDC available for 7 yrs. Long by industry standards. Optional up to 10 yrs • Row 401 – Reports can be closed and used by other users in the event of a terminated employee • Row 407 – Can perform 5 of 8 functions requested via mobile app. Cannot initiate a repetitive wire, decision ACH pp items or reset a password • Row 437 (+) Offers Concourse as a way to collect banking info for B2C payments. Concourse supports eCheck, same day and standard ACH. Several, flexible ways info can be provided and stored. • Row 444 – not clear on this answer if APIs have been integrated for CGI clients. • Row 457-New Ideas/Value Adds: Paymode; Has an Integrated Payables solution
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Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	JPMC
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/8/2025
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	<ul style="list-style-type: none"> • Row 462: Have no Integrated Payable clients that also use CGI. Also no government entities using IP but states that Paymode has several CGI Advantage customers (and the State is one of them). • Row 490 – How long as the bank partnered with Bottomline? Offers online self-enrollment • Row 504 – Uses 8 of 8 methods to verify during Suppler enrollment and uses 6 of 7 methods to verify individual transactions. Uses 8of 8 methods to validate changes to instructions • Row 530 -Question-what information would be required for approve the State to accept cannabis payments? • Row 533-account validation does not validate ownership of funds. But will always return a response. •
Technical Assessment	N/A

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: J P Morgan Chase Bank

DATE: Nov 24, 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"/> 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: As a highly regulated global firm, which also services the United States Government and the United States Department of Defense Industrial Base, JPMC's technology controls, cybersecurity policies, standards, and procedures are defined using authoritative sources (e.g., National Institute of Standards and Technology (NIST) Cybersecurity Framework and International Organization for Standardization (ISO) 27001 and 27002) to meet the requirements from over 160 regulators worldwide. With the global regulatory environment to which we are subject, formal certification to a specific industry standard such as NIST 800-171, is not always feasible for a firm of our complexity. However, our policies, standards, and procedures around cyber incident reporting, malicious software detection and mitigation, and media preservation and protection, among other capabilities do align with these guidelines. If appropriate, the firm can complete BAE's security due diligence processes upon request .
	Maine FOAA	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:
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	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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	NIST 800-53: Rev5	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:
	Privacy Act of 1974	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.S. DHHS-OCSE	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:
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
	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
	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
Payment Card Information	Payment Card Industry Data Security Standard	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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	<p>(PCI DSS) v 3.2</p>	<p><i>Explanation: The firm has developed a full suite of Information Risk and Security Policies, Standards and Procedures which are consistent with industry standard frameworks. In particular, the firm's data security standards are consistent with the Payment Card Industry Data Security Standard v4.0, as the firm's data security control framework incorporates PCI-DSS standards. Specifically, client information is protected by the firm in a variety of ways, including and not limited to:</i></p> <p><i>Using industry standard firewall technologies to protect data; removing vendor supplier defaults for system passwords and other security parameters;</i></p> <p><i>Utilizing industrial-strength encryption methods when the data is in transit outside of the firm network;</i></p> <p><i>Deploying intrusion prevention/intrusion detection systems;</i></p> <p><i>Deploying anti-malware to the computers with regular signature updates;</i></p> <p><i>Regularly patching systems; Regularly testing security systems and processes;</i></p> <p><i>Tracking and monitoring access to network resources;</i></p> <p><i>Maintaining an information security policy designed to ensure that all employees receive regular training on data privacy and security and that employees are required to certify their completion of such training; and instituting a corporate-wide policy requiring that all laptops and mobile computing devices have encryption software installed that requires a separate log-in at boot up.</i></p> <p><i>Lastly, the firm requires that external service providers that come in contact with cardholder data be PCI-DSS compliant and can confirm that this is the case each year.</i></p>
		<p><i>Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i></p>

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	Nacha Operating Rules (ACH)	<i>Explanation:</i>
		<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		<i>Explanation:</i>
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	<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
		<i>Explanation:</i>
	IRS Pub 1075 Contractor Language Addendum required	<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
		<i>Explanation:</i>
Student Education Data	Family Educational Rights and Privacy Act: FERPA	<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
		<i>Explanation:</i>
	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local	<i>Quality of Response:</i> <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	
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	
	Explanation: https://www.jpmorgan.com/payments/payments-global	

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TA REVIEWER DEPARTMENT: MaineIT

MaineIT	
H1	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: All servers are located in secure data center facilities.
H2	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: All electronic files are backed up via a number of processes. The Global Technology (GT) Backup environment provides an encrypted local disk backup facility, which can be automatically replicated with encryption to our centralized bunker. The bunker location provides a target for Disaster Recovery or encrypted tape for longer term storage. This architecture provides a centralized managed solution to ensure the firm's data is protected, with no tapes leaving our facilities, to ensure maximum coverage. Backup image snapshots containing Scoped Data are stored in an environment where the security controls protecting them are commensurate with the production environment. JPMC utilizes a comprehensive backup process to minimize occurrence of loss of processing services through: <ul style="list-style-type: none"> •Backup data centers, geographically remote from primary data centers •Uninterruptible power supplies, diesel generators, fire detection and suppression systems and water detection systems •Redundant communication links between business sites and data centers •Disaster recovery hot data center sites configured to replicate both the processing environment and production data in a window of time determined critical (and documented) by each business
H3	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: The firm has adopted industry IT security practices, including, but not limited to COBIT (Control Objectives for Information and related Technology) for IT governance, International Organization for Standardization (ISO 27K family of standards), Federal Financial Institution Examination Council (FFIEC) Guidance, and BSIMM (Building Security In Maturity Model). The firm follows a comprehensive set of Technology Controls and Cybersecurity policies and standards and meets requirements from over 150 regulators worldwide, which are updated to ensure that controls are consistent with industry best practices as well as global regulatory requirements.

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A1	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: All electronic files are backed up via a number of processes. The Global Technology (GT) Backup environment provides an encrypted local disk backup facility, which can be automatically replicated with encryption to our centralized bunker. The bunker location provides a target for Disaster Recovery or encrypted tape for longer term storage. This architecture provides a centralized managed solution to ensure the firm's data is protected, with no tapes leaving our facilities, to ensure maximum coverage. Backup image snapshots containing Scoped Data are stored in an environment where the security controls protecting them are commensurate with the production environment. JPMC utilizes a comprehensive backup process to minimize occurrence of loss of processing services through: •Backup data centers, geographically remote from primary data centers •Uninterruptible power supplies, diesel generators, fire detection and suppression systems and water detection systems •Redundant communication links between business sites and data centers •Disaster recovery hot data center sites configured to replicate both the processing environment and production data in a window of time determined critical (and documented) by each business
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: The firm designs and builds technology systems in adherence with approved reference architectures and technology standards.
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: The firm has adopted industry IT security practices, including, but not limited to COBIT (Control Objectives for Information and related Technology) for IT governance, International Organization for Standardization (ISO 27K family of standards), Federal Financial Institution Examination Council (FFIEC) Guidance, and BSIMM (Building Security In Maturity Model). The firm follows a comprehensive set of Technology Controls and Cybersecurity policies and standards and meets requirements from over 150 regulators worldwide, which are updated to ensure that controls are consistent with industry best practices as well as global regulatory requirements. Therefore, JPMC does not as a practice agree to the IT Policies and Standards of its clients.

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A4	<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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: The firm as a regulated financial institution is subject to requirements and obligations that mandate retention of certain records, including but not limited to international, country-specific, federal or state regulations or requirements. These record retention requirements require the Bank to maintain and dispose of certain records for or at prescribed period of time, in accordance with law and regulation where applicable. Pursuant to the applicable record retention requirements, JPMC has adopted a firmwide Data Risk Management Policy and Standard, as well as Record Retention Policy, which describe the requirements to be applied in the creation, maintenance, retention, management, storage and, where appropriate, destruction of applicable records. Retention policies are based on legal and regulatory citations and/or corporate considerations related to firm records. The firm's Master Record Retention Schedules document the bank's record keeping obligations world-wide. Individuals and contracted service providers who create or manage information on behalf of the firm are obligated to adhere to the Master Record Retention Schedules and associated procedures. Retention policies will often require retention of documentation and information after the firm's relationship with the relevant customer has terminated. Therefore, the firm is prohibited from removing or destroying certain information at the request of the client, and moreover it is not feasible for certain information to be erased or deleted from electronic systems. The period of retention beyond termination will be dependent on the type of information and is governed by the policies. The firm will maintain the confidentiality of all information it retains after termination of any agreement with the client until such time as the information is destroyed eventually in accordance with the policies of the bank and in conformity with industry standards applicable to the destruction of sensitive financial information.</i></p> <p><i>The firm's media sanitization standard requires the destruction of all client data, including that on storage media, to a level compliant with NIST 800-88 requirements, prior to disposal. Media-specific destruction procedures, that ensure data cannot be recovered from destroyed media, are provided in the National Institute of Standards and Technology (NIST) Standard.</i></p>
Information Security Standards	
S1	<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>

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	<i>Explanation:</i>
	<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: The firm has adopted industry IT security practices, including, but not limited to COBIT (Control Objectives for Information and related Technology) for IT governance, International Organization for Standardization (ISO 27K family of standards), Federal Financial Institution Examination Council (FFIEC) Guidance, and BSIMM (Building Security In Maturity Model). The firm follows a comprehensive set of Technology Controls and Cybersecurity policies and standards and meets requirements from over 150 regulators worldwide, which are updated to ensure that controls are consistent with industry best practices as well as global regulatory requirements.</i>
S2	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: The Firm has established a firm-wide framework designed to identify, assess, and address risks involving the Firm's relationships with third party suppliers and the information security and availability controls that the suppliers have in place to protect the Firm as well as its customers. The Firm typically assigns a risk rating (e.g., low, medium, high) to each engagement with a supplier. Depending on the overall nature of the relationship with the supplier and risk ratings of each engagement with a supplier, JPMC may review a supplier's control environments and compliance with JPMC's Minimum Control Requirements. These reviews may be performed at the onset of an engagement and then again periodically thereafter. These reviews are designed to validate a supplier compliance with 27 control categories. If discrepancies are noted and, where agreed by stakeholders to be a risk, remediation plans with target dates are generally created and tracked to completion. Depending on the services provided, examples of key control categories include: • Risk Management • Security Policy • Physical and Environmental Controls • Logical Access Control • Incident Response • Vulnerability Monitoring • Encryption • Business Continuity and Disaster Recovery • Third Party (Subcontractor) Controls • Cloud Technology</i>
	<i>The Firm has a Third Party Oversight policy and standards, which are reviewed and approved by management annually. In accordance with the policy, the Firm selects vendors based on their qualifications and capacity to deliver services in an effective, controlled and efficient manner. Relevant security and privacy requirements as outlined in the firm's Minimum Control Requirements (MCRs)</i>

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	<p><i>are typically put in place for third parties that process, store or transmit confidential data or provide critical services. Where applicable, these requirements are formalized through our standard Master Service Agreement (MSA) or other contracting instrument negotiated with the vendor. Third parties are monitored for compliance in accordance with JPMC's Third Party Oversight Program, which may include, for example, onsite control assessments. Where a vendor deviates from its contractual obligations, the firm seeks to remedy the deviation and if appropriate, hold the vendor accountable for the violation.</i></p> <p><i>The Firm conducts regular third-party reviews for critical vendors to validate that appropriate security controls have been implemented. The Firm has a process in place to confirm that the organization's third-party service providers conduct due diligence of their own third-parties (e.g., subcontractors). The Firm has a Third Party Oversight policy and standards, which are reviewed and approved by management annually. The policy would govern this subcontractor engagement and if applicable, require consideration of local regulations as well as require an agreement be finalized with the subcontractor. In most cases our supplier agreements, including our template master agreement, require a supplier to notify and receive approval to subcontract the provision of any deliverable if the subcontractor will have access to sensitive data or material non-public information or provide a material component of the service.</i></p>
S3	<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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i></p>
	<p><i>Explanation:</i></p> <p><i>The Firm has global incident response policies and processes in place for responding to any suspected unauthorized access to or use of personal information, including engagement with established incident response teams, severity assessment, root cause analysis and implementation of corrective actions as needed. The Firm's personnel are responsible for notifying the relevant incident response teams of any unauthorized access to or use of personal information, regardless of the format in which it is held, so that prompt action can be taken to remediate the situation.</i></p> <p><i>Impacted individuals, customers (including legal entity customers) and regulatory agencies are notified as required by applicable laws and regulations. In accordance with such legal requirements and our firm standards, we will provide notice as soon as reasonably possible to those individuals following discovery of</i></p>

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	<p><i>an incident that impacts their personal information, consistent with the needs of law enforcement and any efforts to restore the integrity of any compromised system. Where appropriate, the firm works closely with those impacted to help them better understand the nature of an incident and to help them minimize any adverse impact.</i></p>
S4	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p>Explanation: <i>The Technology Controls and Cybersecurity functions protect the confidentiality, integrity and availability of the firm's and Affiliates' information and resources through the establishment, implementation and management of a Technology Controls and Cybersecurity Governance Strategy and Framework. The Technology Controls and Cybersecurity functions ensure the security of the firm's computing environment, protects customer and employee confidential information, and complies with regulatory requirements globally. The programs are underpinned with an acceptable risk appetite driven through Key Performance Indicators (KPIs) and Key Risk Indicators (KRIs), helping to ensure that the design, implementation, and testing of controls is validated against an actively maintained threat model.</i></p> <p><i>The Technology Controls and Cybersecurity Governance Strategy and Framework implements a standard approach and uniform principles for defining clear ownership and accountability, uniform control and oversight, and consistent content and management. This is accomplished through strong information risk and security leadership and active collaboration with line of business Technology Control Officers, providing high quality security solutions and services that are focused on improving the firm's risk posture.</i></p> <p><i>Management regularly reviews the firm's cybersecurity strategy as part of the annual planning process. Key governance forums are used to disseminate information and monitor cybersecurity efforts.</i></p> <p><i>The firm employs a comprehensive software security assurance program that includes architectural risk reviews, secure code reviews, controls over open source software, threat based penetration testing, and both static and dynamic scanning. In addition, all external systems are monitored for the introduction of malware. The firm also actively scans all infrastructure components for security vulnerabilities. We frequently receive and act upon confidential vulnerability advisories, including alerts for security patches, from a number of public and private sources.</i></p>

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	<p><i>The firm has deployed a Content Filtering program to prevent data leakage and support the enforcement of Data Loss Prevention (DLP) standards, laws, and regulations regarding the appropriate usage of the Internet and the protection of personal information. The firm has also implemented an automated intrusion detection system that actively monitors the network perimeter and critical locations within the network to identify suspicious events. Events detected by both content monitoring and intrusion detection are monitored and actioned appropriately by the firm's global Cybersecurity Team. The firm has controls in place to detect email spoofing from external/non-firm mail servers. The firm uses industry standards/best practice, domain checks on Mail Transfer Agents, proactive domain monitoring, and email tagging processes to detect and block email spoofing.</i></p> <p><i>There have been no reported substantial attacks for the period which impacted the company's data or the systems that process company's data. JPMAS has a formal Incident Management process in place for responding to any unauthorized access to or disclosure of client information. For incidents that impact JPMAS customers, our practice is to notify the impacted customer in accordance with applicable local/regional laws and industry standards</i></p>
Cloud Service Provider Reqs	
CSP1	<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 checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p>Explanation:</p>
CSP2	<p>Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response</p>
	<p>Explanation: All the services listed in the RFP are web-based applications.</p>
	<p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p>Explanation:</p>
CSP3	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p>Explanation:</p>

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	<p><i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i> JPMC has taken the stance not to provide policies and standards to external parties, there are a number of concerns with the direct sharing of policies externally to JPMC systems. We may provide high-level wording regarding different controls and policies in writing in the form of due diligence questionnaires.</p> <p>The Firm employs a management framework that is reviewed and approved by management annually, and updated as appropriate. The Framework established the approach for the management of all physical IT assets throughout their lifecycle of receipt, maintenance and into release. The process is broken down into four key areas - asset delivery, inventory, transportation and decommissioning management. Stakeholders and business management receives communication and status of physical and logical assets.</p>
CSP4	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i></p> <p><i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i> All production changes follow a standard change management and approval process which covers, planning and testing, impact assessment and approvals.</p> <p>Development, test and production environments are logically separated from each other and are typically also physically separated.</p> <p>The environments have controls that are commensurate with their criticality and sensitivity.</p> <p>Significant modifications, major enhancements and new systems are integration tested prior to installation of the software in production.</p> <p>User Acceptance testing is conducted in a separate, independently controlled environment.</p> <p>Program source code is managed using version control and source code under development is segregated from programs that are in production.</p>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

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DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

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	<i>Access to source code libraries is controlled based on business and functional need.</i>
CSP5	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation: JPMorgan Chase Bank, N.A. is committed to meeting the banking and financial service needs of the State. It is our goal to provide clients equal access to and the opportunity for equal enjoyment of our products and services. We strive to meet online usability and design requirements recommended by the World Wide Web Consortium (W3C) in its Web Content Accessibility Guidelines 2.0 Level A and AA. Our efforts include enhancing applications with dedicated resources who design, develop, test, and provide continuous support. We will address concerns from a client with disabilities who reports difficulties accessing information or documents related to the products and services provided by JPMorgan Chase Bank, N.A.</i>
CSP6	<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 firm's enterprise cloud technology function includes cross-discipline partners such as Cyber Security, Risk and Controls, Legal, Compliance, the Technology Controls Office, Global Supplier Services and Third Party Risk Management, to ensure firm applications utilizing the cloud meet all of our security and regulatory standards. An application hosted in the cloud -- whether public or private -- needs to meet all the security and regulatory standards required of an application hosted on premises plus any additional controls required for the cloud. The primary security monitoring functions is managed by the Cyber Security team.</i>
CSP7	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation: The firm's Host-to-Host encryption and authentication standards are defined by the firm's IT Risk Management. All files must be delivered via secure transmission protocols regardless of direction (inbound</i>

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	<p><i>or outbound). All Secure Sockets Layer (SSL) connections to the firm's AHost-to-HostSM platform must use TLSv1.2 or higher ciphers for communication session encryption. Certificates must meet firm-specified expiry periods of two years or less, Message digest: SHA-256, AES256 and have a key length of 2048 bits or more.</i></p> <p><i>Requirements are reviewed continuously and may be updated at any time.</i></p> <p><i>Details are confidential and proprietary to the firm and not for public disclosure.</i></p>
CSP8	<p><i>Quality of Response:</i> <input 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 type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: See attached Cybersecurity client letter in Exhibit 7</i></p>
CSP9	<p><i>Quality of Response:</i> <input 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 type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: See attached Cybersecurity client letter in Exhibit 7</i></p>
CSP10	<p><i>Quality of Response:</i> <input 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 type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: See attached Cybersecurity client letter in Exhibit 7</i></p>
CSP11	<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: The firm's Technology Controls and Cybersecurity functions are embedded in the project lifecycle to conduct information security assessments where applicable.</i></p>
CSP12	<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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i></p>

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	<p><i>Explanation: The Vulnerability Management and Assessments team (VM&A) handles the firm's exposure to cyber threats by identifying and overseeing remediation of vulnerabilities found throughout JPMC's Technology Estate. The VM&A Team's goal is to use a risk based approach to ensure that vulnerabilities are addressed quickly and efficiently to maintain secure networks, applications, and data for ourselves and our clients. The VM & A team applies a multilayered approach to vulnerability management. It is independent of our application development teams, and utilizes risk-based scope scenarios and attempts to duplicate the actions of adversaries, thus providing JPMC with a deeper analysis of security related deficiencies. The methodology incorporates established industry best practice and uses standardized testing frameworks(i.e. OWASP and PCI DSS) in its assessment.</i></p>
CSP13	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</p>
	<p><i>Explanation: The firm's Technology Controls and Cybersecurity functions are embedded in the project lifecycle to conduct information security assessments where applicable.</i></p>
CSP14	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p>Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p><i>Explanation: H2H leverages standard message formats, common network protocols and advanced security features to provide authentication, confidentiality, non-repudiation and data integrity when transmitting files to, or receiving files from JPMC.</i></p>
CSP15	<p>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p>Quality of Evidence: <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p><i>Explanation: The firm has a Security Configuration Standard which mandates that technology platforms have defined, hardened build standards and security configuration management processes that ensure changes to security configuration baselines are strictly controlled and deviations are detected through compliance monitoring. Security and hardening standards</i></p>

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	<p><i>are based on industry best practices, including but not limited to Control Objectives for Information and Related Technologies (COBIT).</i></p> <p><i>The firm employs layered controls from the perimeter to the endpoint to identify, protect, detect, and respond to cyber events. Cybersecurity Operations leverages Security Incident and Event Management (SIEM) capabilities for the logging, monitoring, and detection of malicious activity. The SIEM system intakes security events, correlates them, and alerts Cybersecurity Operations analysts of the event.</i></p>
CSP16	<p>Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i></p>
	<p>Explanation:</p>
	<p>Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i></p> <p><i>Explanation: The Firm actively monitors the emerging technology trends that surround our business and wider industry. These are considered as part of our strategy setting process, and we are diligently working to have the right investment and focus in place so that we are best positioned for success. This particularly applies to emerging technologies, such as artificial intelligence (AI), cloud computing, and digitization of finance, including blockchain, for which the Firm performs multi-faceted risk assessments in order to maximize benefit and reduce risk. AI is an extraordinary and groundbreaking technology, and along with the raw material that feeds it, data, will be critical to the Firm's future success. AI is closely linked with cloud-based systems, whether public or private, and digital capabilities. The Firm is leveraging cloud computing for its on-demand compute capacity, flexibility, extensibility and speed. The Firm is accelerating its modernization agenda through investment in public cloud data platforms, advanced data ecosystems, and best-in-class AI/ML technologies. Any emerging technology will be properly assessed for risks by the Firm's controls functions, as well as opportunities by the Firm's business leaders. In a highly regulated, systemically important sector like finance, the Firm is ensuring compliance with existing and emerging regulations, as well as keeping stakeholder trust by mitigating risks, protecting data, and properly leveraging emerging technology.</i></p>
CSP17	<p>Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i></p>
	<p>Explanation:</p>

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	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p><i>Explanation: The firm's Host-to-Host encryption and authentication standards are defined by the firm's IT Risk Management. All files must be delivered via secure transmission protocols regardless of direction (inbound or outbound). All Secure Sockets Layer (SSL) connections to the firm's AHost-to-HostSM platform must use TLSv1.2 or higher ciphers for communication session encryption. Certificates must meet firm-specified expiry periods of two years or less, Message digest: SHA-256, AES256 and have a key length of 2048 bits or more.</i></p> <p><i>Requirements are reviewed continuously and may be updated at any time.</i></p> <p><i>Details are confidential and proprietary to the firm and not for public disclosure.</i></p>
	<p><i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p> <p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation: See attached Cybersecurity client letter in Exhibit 7</i></p>
CSP18	<p><i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p><i>Explanation: See attached Cybersecurity client letter in Exhibit 7</i></p>
CSP19	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>
	<p><i>Explanation: The Firm employs a management framework that is reviewed and approved by management annually, and updated as appropriate. The Framework established the approach for the management of all physical IT assets throughout their lifecycle of receipt, maintenance and into release. The process is broken down into four key areas - asset delivery, inventory, transportation and decommissioning management. Stakeholders and business management receives communication and status of physical and logical assets.</i></p>
NIST Requirements	
N1	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p>
	<p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p>

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	<i>Explanation:</i>
N2	<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>
N3	<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>
N4	<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>
N5	<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>
N6	<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>
N7	<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>
N8	<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>

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TA REVIEWER DEPARTMENT: MaineIT

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

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	200yrs old – 1000 branches (30 in ME)
Subcontractors	None
Organizational Chart	10 person Key team
Litigation	None that would reasonably affect financial condition
Financial Viability	\$187B assets
Certificate of Insurance	PL-\$25M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Consolidated Payable Solution
Technical Questionnaire	<p>Relationship Manager/Specialist – in New York</p> <p>KeyBank will indemnify fraudulent checks caused by negligence of its staff</p> <p>46-d Accepts Cannabis revenues</p> <p>60-f No additional info provided on ability to provide Controlled Disbursement Services</p> <p>165-b State’s existing RDC terminal not compatible</p> <p>167-d Duplicate detection-past 90 days (RDC)</p> <p>185-d Duplicate detection-past 45 days (RDC/ICL)</p> <p>278-k Not answered: Are checks automatically removed from the issue file after a set number of days or does the State need to send a file removing the checks from the issue file?</p> <p>170-g Does not allow for multiple batches to be scanned throughout the day and processed as a single deposit at the end of the day</p> <p>180-m Can use Positive Pay as a stand-alone service, does not require ARP</p> <p>294-q Non-established clients who cash a check drawn on KeyBank, checks can be cashed up to \$1,500 with acceptable identification.</p> <p>368-a Able to exchange files who use a wide variety of ERP systems including CGI Advantage</p> <p>382-BAI available 8AM</p>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	1: General Banking Services

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	<p>401-f KeyNavigator customized reports are specific per each user, can't be transferred.</p> <p>438-a Key does not offer service that collects bank routing and account number information for payment to consumers</p>
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/25/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	One of the largest domestic banks with \$187 billion in assets Around for 200 years 30 branches in Maine 17,000 employees Only US bank with “Outstanding” rating for lending. Government banking to 1,000 entities Local presence for 150 years.
Subcontractors	No Subcontractors
Organizational Chart	Direct contact is Jason and there are a few degrees above him for needed responses. There is no one listed below him for individual project contact.
Litigation	Litigations are from time to time but should not cause an adverse effect on financial condition.
Financial Viability	S&P – A-2 & BBB+, Moody – P-2 & Baa1, Fitch – F1 & A-
Certificate of Insurance	\$25 million and \$10 million

References : State of New York (deposit and lockbox), Ohio (deposit and lockbox), Oregon (ACH and Wire services)

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/25/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Transition to include 8-year lock on pricing, up to 80 free scanners, earnings credit rate of 2%
Technical Questionnaire	<p>*Will fully indemnify state of fraudulent checks if caused by negligence, willful misconduct, or law violation. Will assist state on recovery on fraudulent checks.</p> <p>*Stale date is 180 days and tracked with Mismatch Report as exceptions.</p> <p>*Accepts cannabis deposits</p> <p>*Contact is only 2 years in banking, but 20 years in public service.</p> <p>*Offer annual and quarterly reviews. May be willing to do monthly?</p> <p>*Contact, Mandy, is available 8am-5pm, plus service team is 8am to 9pm</p> <p>*Supports Digital Check and Panini. 90-day duplicate detection. 300 checks per deposit batch.</p> <p>*Do not convert RDC to ACH</p> <p>*No indicator that a file was not received for ICL</p> <p>*3,100 lockboxes. 244 are government. Processed in Albany NY. All data performed in the states.</p> <p>*Can have a daily email file of returned checks.</p> <p>*Payee Positive Pay – notified by noon and decisioned by 6pm for same day. Notified 10:30am and decisioned by 2pm for next day.</p> <p>*Positive Pay not required for full recon disbursement accounts.</p> <p>*Checks can be cashed up to \$1,500 for non-clients.</p> <p>*Stop payments do not expire for positive pay accounts. 6-months otherwise.</p> <p>*Forgery- Key follows up with bank of first deposit 30 and 60 days from notice. 90 days issues a demand letter and usually resolved by that time.</p> <p>*Able to work with other systems, including CGI Advantage</p> <p>*Bank statements first business day after cutoff date. Full recon is 7 days after cutoff date; Analysis is 5 days after cutoff date.</p> <p>*Deposit items are available 90 days short term and 7 years long term access for a monthly fee.</p> <p>*Can't initiate a repetitive wire</p>

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/25/2025
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	<p>*Does not offer services to collect bank account and routing numbers for payments.</p> <p>*Third party can be used for customers to provide banking information to receive payments with vCard.</p> <p>* Does not use W-9, prenotes or microdeposits to verify enrollment for fraud.</p> <p>*Does not provide e-Check services, but E-Bill and Collect offers ACH payments with similar account validation</p> <p>*Transition Plan – not created yet but estimated to be about 3 months.</p>
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	1: Banking Services

Date of Individual Evaluation	12-2-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	1: Banking Services

Date of Individual Evaluation	12-2-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Our footprint includes more than 1,000 branches (30 in the State of Maine). We continue to grow through numerous acquisitions, adding clients, locations and expertise. Additional examples of our financial strength include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fortune 500® company <input type="checkbox"/> Revenue: \$1.9 billion (as of 9/30/2025) <input type="checkbox"/> Approximately 17,000 employees <input type="checkbox"/> Consumer Banking in 15 states; Commercial Banking offices across the U.S. <input type="checkbox"/> The only US national bank to receive 11 consecutive "Outstanding" ratings for lending under the Community Reinvestment Act 1 <input type="checkbox"/> Common Equity Tier 1 Ratio: 11.8% (as of 9/30/2025) <p>In Maine, our history spans more than 150 years. With branches in key population and government centers, as well as experienced personnel based in the State, we offer access and continuity where the State needs it most. That local presence—supported by a coordinated regional and national team—provides both in-state responsiveness and the strength of a major financial institution. Please see our three projects (references) below. State of NY: 50 year relationship similar to Maine’s banking and branch services. State of Ohio: 30 years similar to branch services. State of Oregon: 5 years ACH services.</p>
Subcontractors	none
Organizational Chart	
Litigation	<p>* From time to time, in the ordinary course of business, the bank is subject to various litigation proceedings. Based on information presently known to us, we do not believe that there are any matters to which we are a party that would reasonably be expected to have a material adverse effect on our financial condition. Material litigation is disclosed in our parent company’s 10-K</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
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	and 10-Q filings with the SEC which are publicly available on the SEC website.
Financial Viability	
Certificate of Insurance	<p>Usually actually SHOW the cert but this time provided narrative instead: The insurance is subject to deductibles that vary by line of coverage:</p> <ul style="list-style-type: none"> • Professional liability: \$25 million • Directors & Officers liability: \$15 million (\$0 for non-indemnifiable claims) • Bond: \$10 million • Computer crime: \$10 million • Employment practices: \$10 million • Fiduciary liability (for KeyCorp's own benefit plans): \$10 million <p>A certificate outlining these standard liability coverages, including copies of blanket additional insured endorsements, is kept current in Key's web site at this address: https://www.key.com/about/company-information/keycorp-evidence-of-insurance.js</p>

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	Title	Director of Internal Operations
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Bidder/Applicant Name	Keybank
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File 3 – Proposed Services

Individual Notes					
Proposed Services					
Technical Question naire	<table border="1" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;">Fully indemnify the State for fraudulent checks</td> <td style="width: 50%; vertical-align: top;">Bank will fully indemnify the State for fraudulent checks (including, counterfeit, altered, or fraudulently endorsed checks) to the extent directly caused by the negligence, willful misconduct, or violation of applicable law by Bank, its staff, subcontractors, or Providers in connection with the acceptance or processing of any fraudulent check, except that Bank shall have no obligation or duty to indemnify the State for any damages, losses, liabilities, costs or expenses caused by the negligence, willful misconduct, or violation of applicable law by, the State or any officer, employee, representative or agent thereof. KeyBank will in any event assist the State in efforts to recover on fraudulent checks and will pursue recovery from the bank of first deposit, utilizing Affidavits to be provided to KeyBank by the State, such Affidavits to be completed by the State or the payee, as applicable.</td> </tr> <tr> <td style="vertical-align: top;">All reporting must be ADA accessible</td> <td style="vertical-align: top;">This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State’s commitment to accessibility.</td> </tr> </table>	Fully indemnify the State for fraudulent checks	Bank will fully indemnify the State for fraudulent checks (including, counterfeit, altered, or fraudulently endorsed checks) to the extent directly caused by the negligence, willful misconduct, or violation of applicable law by Bank, its staff, subcontractors, or Providers in connection with the acceptance or processing of any fraudulent check, except that Bank shall have no obligation or duty to indemnify the State for any damages, losses, liabilities, costs or expenses caused by the negligence, willful misconduct, or violation of applicable law by, the State or any officer, employee, representative or agent thereof. KeyBank will in any event assist the State in efforts to recover on fraudulent checks and will pursue recovery from the bank of first deposit, utilizing Affidavits to be provided to KeyBank by the State, such Affidavits to be completed by the State or the payee, as applicable.	All reporting must be ADA accessible	This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State’s commitment to accessibility.
Fully indemnify the State for fraudulent checks	Bank will fully indemnify the State for fraudulent checks (including, counterfeit, altered, or fraudulently endorsed checks) to the extent directly caused by the negligence, willful misconduct, or violation of applicable law by Bank, its staff, subcontractors, or Providers in connection with the acceptance or processing of any fraudulent check, except that Bank shall have no obligation or duty to indemnify the State for any damages, losses, liabilities, costs or expenses caused by the negligence, willful misconduct, or violation of applicable law by, the State or any officer, employee, representative or agent thereof. KeyBank will in any event assist the State in efforts to recover on fraudulent checks and will pursue recovery from the bank of first deposit, utilizing Affidavits to be provided to KeyBank by the State, such Affidavits to be completed by the State or the payee, as applicable.				
All reporting must be ADA accessible	This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State’s commitment to accessibility.				

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

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	Through the RDC process, provide and accept deposit tickets (virtual or otherwise) with a deposit identifier: a ten (10) digit number included on the MICR line of each ticket that is assigned by OST. The identifier must be included on the transaction in electronic formats (online transaction listing, BAI files, etc.) and on paper statements	Yes. We can provide a unique identification number on the deposit slip. The auxiliary on-us field can contain between 5 and 10 digits.
Don't like that our relationship manager has only been in position for a year:		
<i>Name</i>	Jason Litwak	
<i>Proposed Role</i>	Relationship Manager	
<i>Location</i>	Albany, NY	
<i># of Years' Experience with other Government Entities</i>	20 years in public sector facing and in-house government roles.	
<i># of Years in Field</i>	2 years in banking	
<i># of Years with Firm</i>	1 year	
<i># of Client Relationships Responsible For</i>	Jason manages a portfolio of about 70 public-sector clients across New England and New York, including state, county, municipal, and higher-education relationships. Each account is supported by a coordinated team of product and service specialists, which ensures every client receives consistent, responsive attention and allows him to stay closely involved in the overall relationship.	
Asked the question, how many times was your system down. Answered "ask us, and we'll tell you.		
Provide a list of all system outages that have occurred within the past year. In the list include the date, duration, and reason for outage. If any outage was	We require a high standard of over 99% KeyNavigator system availability. We continuously monitor system availability and report on it internally; this monitoring	

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	Department	Office of the Treasurer

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	for more than one hour, describe the actions taken to improve performance	leverages a variety of methods and occurs behind the scenes. We have multiple servers for failover to ensure system availability. System availability information is available upon request.
	Provide detail of all data breaches or other events that did or had the potential to compromise data within the past three (3) years. Describe actions taken to prevent future occurrences.	KeyBank maintains a robust security program comprised of administrative, technical, and physical safeguards that are designed to protect the confidential information of KeyBank's clients. KeyBank continuously works to enhance its security program to limit the risk of future occurrences. KeyBank has not had an issue of malware or intrusion by a malicious actor that directly compromised KeyBank's systems. KeyBank occasionally has nonmaterial breaches impacting a limited number of individuals. Of note, during the past three (3) years, KeyBank reported three (3) incidents through the Office of the Maine Attorney General. Those incidents involved a third party issue, employee misconduct, and a misdirected communication, respectively. KeyBank employees are required to escalate, via KeyBank's incident response process, events involving client and other sensitive information so that these events can be assessed and addressed in accordance with KeyBank's statutory, regulatory, contractual, and internal requirements. In response to each of the foregoing incidents, KeyBank took all such actions as required by applicable law, rules and regulations and internal requirements.
	Are the State's existing RDC terminal (Epson Capture One) compatible with the firm's system? If not, what do you propose for a conversion? Include pricing if necessary.	

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Technical Assessment	Is there a limit on the number of checks that can be contained in a single deposit? How many checks would you recommend be processed in a single deposit?	300 checks.
	Are deposit reconciliation numbers shown on RDC deposits?	Yes. Location numbers can be passed through to your bank statements and BAI file.
	If an ICL file is not received by a designated time, will the system generate an automated reminder alerting the State the file was not successfully received?	No.
	Can the State's existing P.O. Box be used or will the State be required to use a P.O. Box provided by the firm?	We will require the State to utilize a P.O. Box that we will provide at the time of implementation.
	How will the firm differentiate these payment details to the State (i.e. multiple transmission files, etc.)?	The State would receive one payment file for the payments captured as part of the eLockbox service.
	Does the firm provide automatic file receipt acknowledgements? If so, how is the acknowledgement transmitted? (Yes / No)	Yes.
	<i>Phone</i>	n/a
	<i>E-mail</i>	We provide email notifications for ACH payments pending approval as well as items that were rejected or not approved in time via the ACH module on KeyNavigator. Direct Transmission clients can receive emails confirming file receipt and that files have been processed successfully.
	<i>Fax</i>	n/a
	<i>File transmission confirmation</i>	n/a
Does the firm offer Universal Payment Identification Codes (ability to mask	Yes.	

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	account numbers to reduce the risk of unauthorized direct debits)?	
	What is your firm's process for indemnifying the State for fraudulent check activity. Include a description of the documentation that will be required of the State.	See Response to Section 1(bb) above. KeyBank will fully indemnify the State for fraudulent checks (including, counterfeit, altered, or fraudulently endorsed checks) to the extent directly caused by the negligence, willful misconduct, or violation of applicable law by KeyBank, its staff, subcontractors, or Providers in connection with the acceptance or processing of any fraudulent check, except that KeyBank shall have no obligation or duty to indemnify the State for any damages, losses, liabilities, costs or expenses caused by the negligence, willful misconduct, or violation of applicable law by, the State or any officer, employee, representative or agent thereof. KeyBank will in any event assist the State in efforts to recover on fraudulent checks and will pursue recovery from the bank of first deposit, utilizing Affidavits to be provided to KeyBank by the State, such Affidavits to be completed by the State (for counterfeit or altered checks) or the payee (fraudulently endorsed checks), as applicable. Should the State issue checks, the KeyBank "Payee Name Validation Positive Pay" Service is recommended to enhance protection against fraudulent checks. Even if the State is not issuing checks, use of the KeyBank "Check Block" Service is also recommended to limit risk of fraudulent checks.
	Describe the firm's experience working with other government entities who use CGI Advantage as their ERP system.	Our services are designed to be system agnostic. As a result, we do not directly interface with any particular system or software application. We are able to exchange files with clients who use a wide variety of TWS, ERP systems including CGI

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
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		Advantage, and other applications specific to certain industries. We currently have clients using popular TWS applications on the market such as Kyriba, GTreasury and others. For example, we exchange files for various cash management services (i.e. ACH, ARP, BAI2, etc.)
	If a State employee is terminated or resigns, can their customized reports be transferred to or accessed by another employee?	No. KeyNavigator customized reports are specific per each user.
	Describe in detail the package of employee banking services and educational programs that you propose to provide to State employees.	<p>Key@Work is a comprehensive, no-cost benefit program that supports participants in achieving their financial goals, leading to increased productivity and retention for your business. We provide trusted expertise and support that meets your employees where they are.</p> <p>Providing a comprehensive benefit program to your employees can improve employee engagement and performance through helping to reduce financial stress leading to better production and results for your business. Strengthen your overall compensation package to help attract and retain top talent – all at no cost to you.</p> <p>Comprehensive Financial Wellness Through Key@Work, your employees will have access the resources and support they need. They can explore industry-leading, financial education 24/7 through the Key@Work portal or attend an onsite or virtual workshop with one of our experts – regardless of where they do their banking.</p> <p>Products & Services Through Key@Work, we can offer your employees customized resources and product</p>

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		<p>solutions based on their unique needs at all stages of their career including:</p> <ul style="list-style-type: none"> - Comprehensive HSA program - Premium reward when opening a qualifying KeyBank checking account - Unlock Key Relationship benefits like higher interest rates, more cashback with your credit card, and loan discounts - Retirement plan assessments and turnkey solutions <p>Dedicated service & support – anytime, anywhere</p> <p>Employees will have access to a dedicated relationship team with financial wellness and banking expertise and 24/7 access to Key@Work Portal where employees can open accounts, explore financial wellness education, and schedule virtual or in-person appointments with their relationship team.</p>
	Is the firm willing to collect bank routing and account number information for payments to personal/consumer bank accounts?	Key does not offer service that collects bank routing and account number information for payment sto consumers.
	Is the online portal owned and operated by your firm or a third-party?	Third party.

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/19/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • One of the nation's largest domestic bank holding companies with assets of approximately \$187B 9/25. • Dating back 200 yrs. • More than 1,000 branches (30 in Maine). • Approximately 17,000 employees. • Consumer banking in 15 states, commercial banking offices across the US. • Key Government Banking team brings decades of experience serving more than 1,000 government entities nationwide (state gov, counties, municipalities, and public authorities). • In Maine, history spans more than 150 yrs. • State of New York, more than 50 yrs • State of Ohio, more than 30 yrs • State of Oregon, more than 5 yrs
Subcontractors	N/A
Organizational Chart	Provided
Litigation	None
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/19/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Will accept revenues collected from cannabis funds. • Jason Litwak, Relationship Manager, 1 yr with bank, 2 yrs banking, 20 yrs public sector facing and in-house gov roles. Manages 70 public-sector clients across NE and NY. • Amanda Earnshaw, Lead Payments Advisor, 24 yrs with bank, 140 clients. • Mandy Sorriento, Lead Client Manager, 15 yrs with bank, approximately 105 clients. Would be our day-to-day contact. • On a returned deposited item, Key cannot provide the total of the initial deposit. • Key is not compatible with the current Epson Capture One scanners. • RDC deposits can detect duplicate items in the past 90 days. 300 checks is the limit in a single deposit. • RDC same-day credit until 11pm. • When asked about image alerts in RDC Key Bank said an adjustment will be processed. This sounds like the RDC application does not give any warnings? • RDC images are available for 90 days on Key Capture application and up to 7 years on KeyNavigator with long-term image access. • Online full recon statement info available on the 7th business day of the month. Account analysis 15th business day. • Tokens for all online users. • One account can have several UPICs for incoming ACH payments. • Collateral held at Federal Reserve. • Account validation service that will match the vendor name along with the bank account details.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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State of Maine

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

Date of Individual Evaluation	11-26-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Over (150 or 200?) years in existence. Parent Company is KeyCorp, KeyBank National Association is bidder organization name, referred to as “Key” throughout documents.</p> <p>Characteristics/Capabilities:</p> <ol style="list-style-type: none"> a. Investment products under KeyBanc Capital Markets. b. Only US bank to receive 11 “outstanding” for lending under Community Reinvestment Act 1. c. 1,000 branches nationwide. d. 30 State of Maine branch locations. e. Government Banking <ol style="list-style-type: none"> i. Over 10+ years serving approx 1,000 gov’t entities across US. ii. Experience at state, county, municipalities, and public sector. f. Invests \$900m each year in technology. <p>Current Client/Projects :</p> <ol style="list-style-type: none"> 1. State of New York <ol style="list-style-type: none"> a. 50 Years banking partner. b. Depository and Lockbox services for the State General Fund and many State Agencies. c. Merchant Services to the State of New York. 2. State of Ohio <ol style="list-style-type: none"> a. 30 Years banking partner. b. Depository and Lockbox services for the State General Fund and many State Agencies. 3. State of Oregon <ol style="list-style-type: none"> a. 5 Years banking partner. b. Key provides ACH and Wire Services as well as Online Banking to the State.
Subcontractors	N/A, no subcontractors are to be used.
Organizational Chart	<p>17,000 total employees.</p> <p>Key is governed by a board of directors under the leadership of CEO and Board Chairman Chris Gorman.</p> <p>Senior Management located in OH and NY.</p>

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

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	<p>Our management structure is divided into two business segments, Commercial Bank and Consumer Bank.</p> <p>The Government Banking team partners directly with product and operations specialists to resolve issues quickly.</p>
Litigation	No cases identified that have material adverse effect on finances. Referred to SEC website for any litigation disclosed as part of parent company's 10-K and 10-Q filings.
Financial Viability	<p>(In Technical Questionnaire)</p> <ol style="list-style-type: none"> 1. S&P, Moody's, and Fitch Ratings provided 2. The firm's current capital structure, adequacy, and coverage provided. 3. Annual Financials and FDIC call report provided. <p>Fortune 500 company with approx. \$1.9B in Revenues as of 9/30/25.</p> <ol style="list-style-type: none"> 1. \$187B total assets 2. \$106.2B loans 3. \$150.4B deposits
Certificate of Insurance	Provided.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	<p>General Banking and Local Branch Services</p> <p>Services identified:</p> <ol style="list-style-type: none"> 1. Modernizing treasury operations, achieving 100% electronic deposits and payments, reducing fraud and manual processing. 2. Improving reconciliation and supporting integration with the State's CGI Advantage v4 platform. 3. We have designed a comprehensive, secure, and scalable banking solution to meet those goals while ensuring continuity of service for every agency and department. 4. The team includes on-the-ground professionals based in Maine and specialized public-sector experts across our regional network. 5. Seamless transition and proactive through contract term.
Technical Questionnaire	<p>(Appendix I) SG1: General Banking: 12b RDC: 'Are the State's existing RDC terminal (Epson Capture One) compatible with the firm's system? If not, what do you propose for a conversion? Include pricing if necessary. NO; Digital Check and Panini Scanners are supported.</p> <p>13b: Will KeyBank be compatible with SOM MOVEIT process?</p> <p><u>New Services and ideas:</u> Key's Consolidated Payable solution will enable you to: (5 gov't institutions using currently)</p> <ul style="list-style-type: none"> - Easily enable electronic payments - Reduce the time and cost related to check payments - Leverage advanced vendor enrollment - Using 3rd party for ACH payments to consumers. - Digital Using Venmo and Zelle <p>DON'T SEE EXHIBIT 3 on Exhibits/Agreements Tab</p> <p>1f Payments to Suppliers:</p> <ul style="list-style-type: none"> - Supplier Enrollment: Limitations identified for validation <p>2a: No E-check but has E-Bill and Collect Solution 2b: Collecting Cannabis Fees: didn't confirm ability</p> <p><u>Implementation/Conversion:</u></p>

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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	<ul style="list-style-type: none"> - Noted that the complexity of your (SOM) system's requirements, completion of required documentation and availability of your staff may also impact the implementation time. - Partnership between your team and Key's onboarding and transmission teams is essential and can help expedite the ACH transmission process. We recommend that the State provide a dedicated resource for file upload, testing and file maintenance. <p>SG2: Local Branch Services: 36 Branches identified within 5 miles (?? Other documentation says 30 branch locations??)</p> <p>9: Stated that the firm is not willing to cash State payroll checks drawn on an account held at another financial institution.</p> <ul style="list-style-type: none"> - Key will cash payroll checks drawn on a KeyBank account up to \$1,500 at no cost. - 9b: No <p>16: KeyBank does not provide deposit slips or checks; however, you can order deposit supplies through our preferred provider, Superior Press. We recommend ordering checks and deposit tickets through Superior Press to ensure quality and security standards. We will provide deposit supplies at no cost to the State.</p> <p><u>New Services and ideas:</u></p> <ul style="list-style-type: none"> - Key Capture Remote Deposit, which accepts same-day credit until 11 p.m. ET. - Check Block & Check Control for deposit protection and updated client authentication procedures requiring MFA for high-risk actions. - SmartSafe with LoomisDirect (Loomis has not bid on previous cash delivery RFP's) Leased through Loomis directly? <p><u>Implementation/Conversion:</u></p> <ul style="list-style-type: none"> - Noted that the complexity of your (SOM) system's requirements, completion of required documentation and availability of your staff may also impact the implementation time. - Partnership between your team and Key's onboarding and transmission teams is essential and can help expedite the ACH transmission process. We recommend that the State provide a dedicated resource for file upload, testing and file maintenance.
Technical Assessment	KeyBank was unable to provide a detailed architecture diagram due to the confidential and proprietary nature of our systems but

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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	<p>provided overview of the security procedures and controls embedded for KeyNavigator (online banking platform)</p> <p>Cloud Services Provider: Notation made that RFP is not for cloud services</p> <p>No other items of concern during review.</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	
Subcontractors	Interesting - "There are no subcontractors for this contract"
Organizational Chart	Positive
Litigation	Interesting - "* From time to time, in the ordinary course of business, the bank is subject to various litigation proceedings. Based on information presently known to us, we do not believe that there are any matters to which we are a party that would reasonably be expected to have a material adverse effect on our financial condition. Material litigation is disclosed in our parent company's 10-K and 10-Q filings with the SEC which are publicly available on the SEC website"
Financial Viability	
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Service Group 1: General Banking Services</p> <p>Positive 1.s. Yes</p> <p>Positive 1.t. Yes</p> <p>Positive 2.c.i. Yes</p> <p>Positive 2.d.i 'This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility.</p> <p>Positive 2.o 'YES'</p> <p>Positive 10.i 'KeyNavigator is available 24 hours a day, 7 days a week, barring any unexpected interruptions. We periodically schedule downtime for upgrades which are completed during non-business hours after 10 p.m. ET on Friday through Sunday evenings to minimize business interruptions. We will provide you notice of any planned outages via messaging on the KeyNavigator dashboard.</p> <p>We utilize various methods throughout the product lifecycle to gather voice of client feedback such as surveys and customer advisory sessions to gain client insight on service level satisfaction and our products and services. This feedback is directly leveraged to help develop new solutions and enhanced services.</p> <p>Positive 10.j. 'We require a high standard of over 99% KeyNavigator system availability. We continuously monitor system availability and report on it internally; this monitoring</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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	<p>leverages a variety of methods and occurs behind the scenes. We have multiple servers for failover to ensure system availability. System availability information is available upon request.</p> <p>Positive 10.k. 'KeyBank maintains a robust security program comprised of administrative, technical, and physical safeguards that are designed to protect the confidential information of KeyBank's clients. KeyBank continuously works to enhance its security program to limit the risk of future occurrences. KeyBank has not had an issue of malware or intrusion by a malicious actor that directly compromised KeyBank's systems. KeyBank occasionally has nonmaterial breaches impacting a limited number of individuals. Of note, during the past three (3) years, KeyBank reported three (3) incidents through the Office of the Maine Attorney General. Those incidents involved a third party issue, employee misconduct, and a misdirected communication, respectively. KeyBank employees are required to escalate, via KeyBank's incident response process, events involving client and other sensitive information so that these events can be assessed and addressed in accordance with KeyBank's statutory, regulatory, contractual, and internal requirements. In response to each of the foregoing incidents, KeyBank took all such actions as required by applicable law, rules and regulations and internal requirements.</p> <p>Positive 18.a 'KeyNavigator File Transfer, KeyNavigator ACH and Direct Transmission.</p> <p>Positive 23.d. All of our security procedures are designed to help prevent fraud; whether by our clients' employees, our employees or by any third-party. Depending upon the method you select to initiate wires as well as your choice of security procedures on the wire transfer agreement, the following are among the controls we have in place to help prevent fraud:</p> <ul style="list-style-type: none"> - User identification numbers - Passwords and Strong / Multi-factor authentication at logon (FIDO Security Keys or Biometric Authentication)
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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	<ul style="list-style-type: none"> - Secondary Authorization - Callbacks - PINs - Repetitive templates - Data transmission security - Recorded telephone lines <p>In addition, we use advanced fraud detection behavioral analysis software, as part of a layered approach, to help prevent and detect fraudulent transactions. Based on our experience, and current industry-wide trends, wire fraud is often tied to client's employees falling for phishing scams which trick them into sending wires to fraudulent organizations. We offer all our clients a range of whitepapers and cybersecurity webinars each year as resources to help you educate your employees regarding these trends and how to better protect your organization.</p> <p>Positive 24.a. YES</p> <p>Positive 24.d. 'Yes. To protect your personal and financial information, we use encrypted email to ensure your data remains private and secure. You will view your message by clicking a link, then you will log in or register using your email address and password. You will then follow the online instructions. Once you are logged in you can read, reply to or forward the message. There are no fees associated with this service.</p> <p>Positive 24.e. 'KeyNavigator Self Service allows you to grant users access and permission to use specific electronic banking services; you can also control which individual accounts users can view.</p> <p>Your administrator will be able to:</p> <ul style="list-style-type: none"> - Create new users - Grant user entitlements - Reset user passwords - Change the services users can access
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	<p>Positive 25.a. 'Our services are designed to be system agnostic. As a result, we do not directly interface with any particular system or software application. We are able to exchange files with clients who use a wide variety of TWS, ERP systems including CGI Advantage, and other applications specific to certain industries. We currently have clients using popular TWS applications on the market such as Kyriba, GTreasury and others. For example, we exchange files for various cash management services (i.e. ACH, ARP, BAI2, etc.)</p> <p>Positive 27.h. 'KeyNavigator is a web-based system that does not require the use of special software and hardware.</p> <p>Positive 29.a. 'As a response to the increase in the amount and sophistication of phishing and social engineering attacks that target customers, Key has introduced FIDO-based authentication as a mandatory second factor authentication for accessing KeyNavigator. FIDO based authentication utilizes free and open standards from the FIDO Alliance. FIDO authentication enables secure and fast login experiences across websites and apps. This is accomplished by using standard public-key cryptography to provide strong authentication and leave zero data at rest. Key offers two options for strong authentication: a FIDO Security Key and Biometric Authentication, which utilizes a mobile device with biometrics enabled. These technology options are just another approach to multi-factor authentication which includes strong, second authentication at the time of logon.</p> <p>Positive 34.a. 'We can receive data transmissions via the following methods: KeyNavigator File Transfer (web based file transfer) relies on your Internet Service Provider (ISP) to establish connectivity Secure direct transmission offers a variety of secure transmission protocols, including:</p> <ul style="list-style-type: none"> - FTP with TLS (FTPs-SSL): Supports PGP encryption and signing. - FTP with PGP - sFTP (SSH)
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	<ul style="list-style-type: none"> - AS2 / AS3 - VPN (Secure Remote or Private Gateway) - SWIFT FileAct. <p>Positive 34.e. 'KeyBank offers a robust suite of secure file transfer options, tailored for unattended and attended solutions:</p> <p>Unattended Secure File Transfers These are ideal for automated, recurring transmissions:</p> <ul style="list-style-type: none"> - FTP with TLS (FTPs-SSL): Supports PGP encryption and signing. - FTP with PGP - sFTP (SSH) - AS2 / AS3 - VPN (Secure Remote or Private Gateway) - SWIFT FileAct <p>Attended Transfers via KeyNavigator</p> <ul style="list-style-type: none"> - KeyNavigator serves as a centralized online platform for manual file uploads/downloads. - Offers point-and-click simplicity without requiring technical resources <p>Service Group 2: Local Branch Deposit Services</p> <p>Positive 2.c.viii. This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility.</p> <p>Positive 21.a 'Yes. KeyNavigator.</p> <p>Positive 21.d. 'Yes. To protect your personal and financial information, we use encrypted email to ensure your data remains private and secure. You will view your message by clicking a link, then you will log in or register using your email</p>
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	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

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Technical Assessment	<p>address and password. You will then follow the online instructions. Once you are logged in you can read, reply to or forward the message. There are no fees associated with this service.</p> <p>Positive 22.c. 'We require a high standard of over 99% KeyNavigator system availability. We continuously monitor system availability and report on it internally; this monitoring leverages a variety of methods and occurs behind the scenes. We have multiple servers for failover to ensure system availability. System availability information is available upon request.</p> <p>Positive 22.d. 'There has been no data breaches or other events that have compromised data within the past three years.</p>
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking

Date of Individual Evaluation	12/7/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking

Date of Individual Evaluation	12/7/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • Strong domestic bank with a commercial banking division with CB offices across the US • Has a government segment/banking team; serves 1000 govt entities. • Very strong references that mirror the State of Maine in size and complexity. All references are other states (New York, Ohio, Oregon) with servicing ranging from 5-50 years of being serviced by Key Bank.
Subcontractors	<ul style="list-style-type: none"> • N/A – there were no subcontractors disclosed on the subcontracting form
Organizational Chart	<ul style="list-style-type: none"> • Flat organization which lends itself to faster decision making. • However, structure is split between Public Sector being in one division and Commercial Payments in another. Should ask how the 2 teams in separate lines of business will bring a wholistic approach to servicing the State. • Jason Litwak is proposed as the RM but only has 2 years in banking and 1 year with Key Bank. Jason also services a high number of clients, which may impact his ability to provide a high level of service to the State. • Amanda (Lead Payments Advisor) and Mandy (Lead Client Manager) have long tenure with the bank and deep experience in banking and public sector.
Litigation	<ul style="list-style-type: none"> • No current, material litigation proceedings disclosed on the litigation form. Suggest asking for a specific list so that the State can determine its own risk in this area.
Financial Viability	<ul style="list-style-type: none"> • Agency ratings: Long term unsecured senior debt rating does not have a strong rating, however the bank is considered Well Capitalized with a Total Risk-based capital ratio >10% (15.8%), a Tier 1 risk-based capital ratio >6% (13.5%) and a leverage ratio >5% (10.40%).
Certificate of Insurance	<ul style="list-style-type: none"> • Broad insurance coverage that included professional liability, computer crime. Cybersecurity and P&C to name a few.

Evaluator	Name	Toinette Miller
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	Department	Treasury Consulting

Bidder/Applicant Name	Key Bank
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ul style="list-style-type: none"> Row 8 – (-) Noted that they will request contract revisions and requests the opportunity to discuss mutually acceptable exceptions to terms and conditions.
Technical Questionnaire	<ul style="list-style-type: none"> Row 44 – (+) Will fully indemnify for fraudulent checks if directly caused by the negligence of Bank (which is a bigger commitment than typically seen in the industry) but not if fraud is caused by the State. <ul style="list-style-type: none"> Question for Bank: What are some examples of when fraud is caused by the negligence of the bank? Row 45 – (-) State requires collection of erroneously paid stale items be the responsibility of the Bank. Provider’s response does not meet the requirement; indicates the State will have the responsibility of decisioning stale items in PP. Offers a “Return All” option if no PP decision is made. Question: Can the “Return All” apply to only stale items or does it apply to all items? Row 46 – (+) Accepts deposits for cannabis revenues. Row 56 – (+/-) Response not clear if all reporting is ADA accessible as required by the State. Question: Is the treasury reporting platform proposed ADA accessible or not? Row 128 – (-) RM, Jason Litwak does not have a depth of experience in banking (2 yrs banking experience) or with the firm (1 year with firm). Row 137 – (-) Lead Payment Advisor, Amanda Earnshaw and Lead Client Manager, Many Sorriento are responsible for a high number of clients (140 and 105 respectively) which may impact ability to adequately support the State. Row 134 – (+) Lead Payment Advisor, Amanda Earnshaw and Lead Client Manager, Many Sorriento have good experience with government, in banking and with the firm. Row 158 – (-) Bidder did not provide a list of system outages as requested but instead answered stating the System Availability information is available upon request.

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	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Key Bank
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	<p>The RFP question itself WAS the request for this information.</p> <ul style="list-style-type: none"> • Row 159 – (-) Had 3 data breaches • Row 162 – (+/-) The technical support team hours noted seems to be hours for the pool support team and not the dedicated IT support referenced. The question asked for the hours of the dedicated IT support. • Row 165 – (-) State’s existing RDC machines not supported. Will need new machines. • Row 167 – (+) Duplicate check detection window is long (90-days) which reduces risk of depositing a duplicate check. • Row 170/171 – (-) Multiple RDC batches cannot be scanned and processed as a single deposit at the end of the day. If more than 300 checks (batch limit), may have multiple deposits in a day. No flexibility to consolidate batches processed by different users. • Row 188 – (+) 12 midnight cut-off for same day ledger credit for ICL. The late cut-off will result in faster deposit credit. • Row 261 – (+) Firm offers eLockbox services. • Row 269 – (+) PP Payee info is a searchable field. This improves efficiency by reducing time it take State personnel to research items. • Row 271 – (+) – 6 pm ET PP decision window, which is late for the industry. Allows more decisions to be made within a day. • Row 297 – (+) 9 pm ET deadline for Next Day Transmission files. Late window allows for extra time if the State has challenges with a file. • Row 307 – Control Totals used to verify accurate receipt of transmissions. • Rows 313-315 – (-) Same Day ACH – does not provide file receipt confirmation via phone, fax or file transmission. Only via email. Options limited. • Row 325 – Bidder’s answer not clear on whether addenda information can be viewed online or if a download of EDI reports are required to view addenda info. Question to clarify with bidder.
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Key Bank
Proposed Service Group	1: General Banking

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	<ul style="list-style-type: none"> • Row 327/533 Account Validation – (-) Answered “Yes” to the validation service verifying the correct payee (owner) but on Row 533 the bidder states that service confirms validity of account but not ownership of the account. • Row 363 – (+) Administrators can disable and automatically reinstate an account on a future date. Question: What type of accounts can be automatically reinstated-is this for users on your treasury platform? • Row 368- (-) Response does not clearly state the bidders experience working specifically with CGI Advantage. Response is general and speaks to working with ERPs in general. • Row 371-(-) Could not open Attachment F. • Row 375 – (-) Takes 7 days to produce recon files. This is longer than what is typical in the industry. • Row 397 – (-) Recommending CD or PDF for long term storage/archive. Not clear why long-term archive was not proposed seeing that responses indicate the bidder has these services. • Row 401 – (-) Customized reports for terminated users cannot be duplicated; reports are only specific to each user. • Row 407 – (+) Most functions (7 of the 8 asked about) can be performed with mobile app. Initiating a wire is the function that cannot be performed on the mobile app. • Row 418 – (+) Multiple multi-factor authentication options are available. • Row 492 – (+) Firm has an online self-enrollment portal for suppliers to provide banking information. • Rows 503-510 (-)Uses only 3 of 6 methods inquired to verify suppliers (no W9, no prenote, no microdeposit verification). • Row 512 – 518 (-) Does not verify Individual Transaction Initiation using any of the 6 methods asked about. • Row 518-527 (-) Verifies using 3 of the 6 methods to change banking instructions.)Does not validate using W9, prenotes or microdeposits) • Row 536 – (+/-) Need more info on eBill & Collect product. References offsetting “card” costs. Question:
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	<p>Which card costs would be reduced by implementing this product?</p> <ul style="list-style-type: none"> • Row 540 – (-) Implementation plan suggests some services can be set up within one week after the contract is signed. Suggested implementation plan is not allowing adequate time planning or discovery.
Technical Assessment	N/A

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 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"/> 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	Explanation: KeyNavigator (All banking services)
		Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		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	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	NIST 800-53: Rev5	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Privacy Act of 1974	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	U.S. DHHS-OCSE	Explanation:
		Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
		Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
Personal Health Information	HIPAA	Explanation:
		Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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		<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
		<i>Explanation:</i>
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	
	<i>Explanation:</i>	
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 type="checkbox"/> Adequate <input type="checkbox"/> Weak
		<i>Explanation:</i>
	Nacha Operating Rules (ACH)	<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
		<i>Explanation:</i>
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	<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
		<i>Explanation:</i>

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

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	IRS Pub 1075 Contractor Language Addendum required	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:
Student Education Data	Family Educational Rights and Privacy Act: FERPA	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:
Affordable Care Act	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies IRS Pub 1075	Quality of Response: <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 Architecture MITA3.0	

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Medicaid Information	§ 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	

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: KeyNavigator (All banking services)
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: https://keynavigator.key.com/cxs/gateway/knt/#/login demobetty

MaineIT

H1	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
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
A1	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>
	<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Recovery procedures are tested on a scheduled basis to validate data integrity and system availability in the event of a disruption. Data retention follows KeyBank's corporate information governance standards and applicable regulatory requirements.</i>
A2	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	KeyBank applies standardized system development lifecycle and change management processes across all technology platforms supporting client solutions. Application management follows established design, testing, and release controls to help ensure operational stability, data security, and consistent client experience. All changes are reviewed, approved, and documented under KeyBank's enterprise technology governance framework.
A3	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Key prioritizes strong performance, stability, and service. KeyNavigator, our online banking platform, was available over 99.9% of the time from January to December 2024. Our teams actively monitor system performance to enhance the banking experience and support business management.</i>
	<i>* KeyBank will endeavor to comply with the State's service level expectations and remote hosting policy, and we welcome the opportunity to discuss these requirements further to help ensure mutual understanding and alignment.</i>
A4	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: KeyBank acknowledges that all data entered, migrated, or transmitted by the State through our platform remains property of the State. Upon request, KeyBank will make such data available for export in retrieval in a mutually agreed-upon format. Data handling complies with KeyBank's data privacy, security, and confidentiality standards as well as applicable laws and regulations.</i>
Information Security Standards	
S1	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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	<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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: KeyBank will endeavor to report security incidents determined by KeyBank to involve the systems or confidential information of an Agency or the State that occur within 24 hours of such discovery and determination and in any case within the time period required by applicable law.</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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Key's residual information security risk appetite is moderate which applies to the Information Security Policy, the Information Security Program and the standards.</i>
Cloud Service Provider Reqs	
CSP1	<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: Key's residual information security risk appetite is moderate which applies to the Information Security Policy, the Information Security Program and the standards.</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>
CSP2	<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>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: This RFP is not for cloud services; however, this statement is consistent with KeyBank's practices.</i>
CSP3	Quality of Response: <input 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 type="checkbox"/> Provided a Response <input checked="" 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
	<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>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP9	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 #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<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>
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 type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

CSP17	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:
CSP18	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP19	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:
NIST Requirements	
N1	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:
N2	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:
N3	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 checked="" type="checkbox"/> Weak
	Explanation:
N4	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:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> <i>Adequate</i> <input checked="" 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>
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>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/5/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/5/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	170 yrs, 900 branches Northeast Projects Comm of MA, VT, MD Has B ratings for Unsecured LT Debt
Subcontractors	none
Organizational Chart	
Litigation	none
Financial Viability	\$211B assets Has B ratings for Unsecured LT Debt
Certificate of Insurance	UL \$25M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/5/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Integrated Payables
Technical Questionnaire	<p>Relationship Manager/Specialist – in ME</p> <p>45-bb Fully indemnify the State for fraudulent checks</p> <p>Answered NO to the ff:</p> <p>63-h Provide electronic list of checks that were issued within a certain time frame that remain outstanding upon request</p> <p>63-i Provide check clearance patterns and analyses to OST on certain disbursement accounts pursuant to federal Cash Management Improvement Act (CMIA) regulations</p> <p>69-n Provide daily paid check images electronically via secure FTP via multi-page TIFF, accompanied by a single CSV file containing amount, account number, routing number, check number, check date, a trace or bank identification number, followed by the file path to the images</p> <p>91-IV Total initial deposit info on NSF</p> <p>94-vii Returned item and memo must be received by OST within three business days of debit</p> <p>95-i Through the RDC process, provide and accept deposit tickets (virtual or otherwise) with a deposit identifier, a ten (10) digit number included on the MICR line of each ticket that is assigned by OST</p> <p>103-f Initiate/approve ACH via fax/phone (do we use this currently?)</p> <p>263-b Is payee information a searchable field within the firm's online reporting system</p>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/5/2025
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Technical Assessment	<p>325-c With ACH blocking, provide reports of attempts to debit funds that have been auto rejected</p> <p>347-j Ability to convert transactions originally initiated as wire transfers to settle via the Real Time Payments (RTP) System if same day settlement cannot be achieved through the wire transfer network</p> <p>161-d Duplicate detention – 60 days</p> <p>163-f no limit for checks in a single deposit</p> <p>278-k SD items are not automatically removed from issue file. We identify them as stale, but the client would need to send a void/cancel file removing them from the issue file.</p> <p>392-c Charges per image accessed (current per storage & accessed)</p>
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Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	*About 170 years of service from Buffalo NY *1 of 15 largest commercial bank companies *22,000 employees *900 branches in the Northeast *
Subcontractors	No Subcontractor
Organizational Chart	Provided list of contacts that would answer to Maine, not the company chart.
Litigation	None
Financial Viability	S&P- A-2 & BBB+, Moody's – P-1 & Baa1, Fitch – F1 & A (ratings seem on the lower end for banks)
Certificate of Insurance	\$25 million retention, but also notes \$500 million limit

References: Massachusetts, Vermont, and Maryland have portions of the banking with M&T Bank

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/21/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> *Started out with just Yes/No answers. *Can't provide list of checks issued in a certain time on request, or purge items for UP law. Can't provide check clearance patterns and analysis. Can't provide check images through FTP. *Can't provide return item memo in 3 business days. *Can't use 10-digit identifier for deposit tickets. *Hours are 8am to 6pm * They don't sound very accommodating to the State's needs * Does not support Epson (called it Edison). Would work to find best model for state. Cost not mentioned. *No check limit for deposits * can't search for payee information with Payee Positive Pay *Stop payments are for 6 months and then can be extended 2 years if PPP or full recon processing *Can't tell the state of attempts to debit with the debit block. *No eCheck services *Yes for cannabis activity <p>This really seems like a bare bones product which would mean many new work arounds needed for the state to conduct its usual business and manually operate to gain records, if available, to serve the needs.</p>
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Founded in 1856 in Buffalo, NY, where our headquarters remain today, M&T Bank offers nearly 170 years of experience to our clients, along with the comfort of a strong, stable bank. Today, we are one of the 15 largest U.S. owned commercial bank holding companies.</p> <p>We understand your need for a strong and reliable bank – especially given the banking-industry disruption over the past decade. A relationship with M&T delivers that strength and reliability. Consider the evidence:</p> <ul style="list-style-type: none"> • M&T employs more than 22,000 employees. • The Bank operates more than 900 branches throughout the Northeast, New England and the Mid-Atlantic. • M&T remains a strong and stable institution well positioned for future success. M&T has been profitable for more than 45 straight years and is one of only two commercial banks in the S&P 500 to achieve this. • M&T has continued to lend even when our nation faced credit problems in recent years. Our capital levels – the amount by which assets exceed liabilities and the most important measure of a bank’s safety and soundness – exceed regulatory requirements. Our approach to the markets that we serve enable us to achieve consistent and improving year over year metrics, including our status as a top 10 SBA lender nationally since 2009. • M&T has more than \$211 billion in assets under management as of September 2025 <p>Projects: Commonwealth of MASS almost 10 years, State of VT 8 years, State of MD over 40 years</p>
Subcontractors	none
Organizational Chart	<p>xDemonstrating our focus on government banking, we have upgraded our team and capabilities at a consistent pace over the past few years. Our business decisions confirm that we will remain an established presence going forward.</p> <p>State of Maine’s Relationship Team Kim Gainsboro EVP, Head of Government Banking</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	<p>Boston, MA Email: kgainsboro@mtb.com Phone: 617-449-0385 Kim Gainsboro is the Executive Vice President and Head of Government Banking for M&T Bank, supporting the needs of Governmental entities. Kim has over 20 years of government experience. Prior to joining M&T Bank, Kim served as Deputy Treasurer of the Commonwealth of Massachusetts and Chairman of the Alcoholic Beverages Control Commission (ABCC). As Deputy Treasurer Kim oversaw and managed the Veteran's Bonus Division, the Unclaimed Property Division and the ABCC. As Chairman of the Alcoholic Beverages Control Commission, Kim oversaw all aspects of the alcoholic beverages industry in the Commonwealth and managed the daily operations of the agency. Prior to becoming Chairman of the ABCC, Kim served as Deputy General Counsel for the Treasury where she assisted in drafting the Commonwealth Core Depository Banking RFR, the Commonwealth Lockbox RFR and the Commonwealth Dynacash Checking Account RFR. Subsequent to the RFRs completion, Kim advised the procurement team on all phases of the procurements and drafted all of the contracts following the selection of the successful bidders. Kim was also selected to serve on the procurement management team for the Massachusetts Municipal Depository Trust Fund. She has been a member of the Massachusetts Bar since 1994.</p> <p>Jonathan Cohen SVP, Senior Relationship Manager Portland, ME Email: jcohen4@mtb.com Phone: 207-828-3120 Jonathan Cohen is the Maine Senior Relationship Manager for M&T Bank in the Government Banking division. Jonathan has over 17 years of banking experience working with Government, Commercial and Retail clients in Maine New Hampshire and Massachusetts. Jonathan Cohen joined M&T Bank (formerly People's United Bank) in 2008 as a Branch Service Representative. In April of 2024,</p>
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Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	<p>Jonathan was promoted to Senior Vice President, Senior Relationship Manager, Government Banking and Finance for Maine and New Hampshire.</p> <p>Jonathan is an active member of the Maine Municipal Association, Maine Association for School Business Officials, New Hampshire Municipal Association, New Hampshire Association for School Business Officials, and active Youth Soccer Coach.</p> <p>Jonathan previously served as Senior Vice President, Treasury Management Sales Officer focusing on Governmental relationships.</p> <p>Jonathan led the successful Treasury Management implementation for the State of Massachusetts's core depository and disbursement services relationship in 2017 that included fifteen individual State agencies.</p> <p>Jonathan also led the successful Treasury Management implementation of the City of Worcester's core banking services from their predecessor bank to People's United Bank in 2015.</p> <p>Jonathan was responsible for the entire Treasury Management Government Banking and Non-Profit portfolios for Massachusetts.</p> <p>Jonathan is a 2007 graduate of Assumption College, Worcester, MA with a Bachelor of Arts, Marketing, and a minor in Finance.</p> <p>Martin Bellovoda SVP, Group Manager Boston, MA Email: mbellovoda@mtb.com Phone: 617-449-0363</p> <p>Martin Bellovoda is the New England Group Manager for M&T Bank in the Government Banking division.</p> <p>He has over 20 years of banking experience working with Government, Commercial and Retail clients in Massachusetts and New Hampshire. He joined M&T Bank's (formerly People's United Bank) Government Banking Team in 2016 as a Government Banking Associate where he served as a liaison for Government & Municipal customers. He was promoted to a Relationship Manager in 2018 and works with Government and Municipal clients in Massachusetts.</p>
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Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	<p>Martin also supports loan and lending activities for municipal clients. He joined the team after working in the retail department of M&T Bank for three years as a Financial Services Manager in Downtown Boston. He was responsible for branch operations, compliance, customer service and staff training.</p> <p>Martin attended Worcester State College, where he earned his Bachelor of Science degree in Business Management and he attended Assumption College, where he earned his MBA. Martin and his wife reside in Stoneham, MA with their two sons Michael and Ryan.</p> <p>Christina Dow Lead Government Banking and Finance Associate Portland, ME Email: cdow@mtb.com Phone: (603) 222-5931</p> <p>Christina Dow serves as a liaison for M&T Bank's Government & Municipal customers. She specializes in account set-up, maintenance, collateral, reporting and troubleshooting. She also supports loan and lending activities for municipal customers.</p> <p>Christina joined the Manchester, NH retail department of People's United Bank in 2007. In July of 2014, she was promoted to Lead Government Banking & Finance Associate. Christina has over 18 years of banking experience. In her current role,</p> <p>Christina is responsible for assisting the Massachusetts, New Hampshire and Maine Government Banking & Finance Team and their clients with their daily operational needs. Christina is a graduate of Essex Community College.</p> <p>Christina will be involved in the implementation process from inception to completion and will continue to support on a day-to-day basis.</p> <p>Todd Ferrucci SVP, Senior Commercial Payments Sales Consultant Portland, ME Email: tferrucci@mtb.com Phone: (603) 222-5915</p> <p>Todd Ferrucci is the Treasury Management Consultant, SVP for Government Banking at M&T Bank.</p> <p>Todd has over 30 years of extensive experience in financial advisory, commercial banking, and treasury</p>
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Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	<p>management. Known for his dedication and exceptional acumen, Todd has consistently delivered innovative financial solutions that drive efficiency and growth for clients across various sectors. Throughout his career, Todd has honed his expertise in treasury management, working closely with organizations to optimize cash flow, enhance liquidity, and implement effective risk management strategies.</p> <p>Todd holds a degree in Political Science from Northeastern University.</p> <p>Beyond his professional achievements, Todd is actively engaged in community service. Since 2018, he has been a board member of the Bedford Little League and has coached multiple youth sports teams. He also was a past board member of the Treasury Management Association of New England (TMANE) now known as New England AFP.</p>
Litigation	none
Financial Viability	
Certificate of Insurance	\$25,000,000 aggregate

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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File 3 – Proposed Services

Individual Notes					
Proposed Services					
Technical Questionnaire	<p>Provide check clearance patterns and analyses to OST on certain disbursement accounts pursuant to federal Cash Management Improvement Act (CMIA) regulations (31 CFR 205). Clearance pattern statistics shall reflect aggregate totals of number and amounts of checks/EFTs issued and the number of days each item remained outstanding, grouped by days outstanding</p>	No			
	<p>Provide daily paid check images electronically via secure FTP via multi-page TIFF, accompanied by a single CSV file containing amount, account number, routing number, check number, check date, a trace or bank identification number, followed by the file path to the images (e.g., images/filename.TIFF). Both files are to be bound in a single ZIP file and transmitted daily. The ZIP file must contain the CSV file in the root and all images shall be under the root in an Images directory</p>	No			
	<p>Returned item and memo must be received by OST within three business days of debit</p>	No			
	<p>Through the RDC process, provide and accept deposit tickets (virtual or otherwise) with a deposit identifier: a ten (10) digit number included on the MICR line of each ticket that is assigned by OST. The identifier must be included on the transaction in electronic formats (online transaction listing, BAI files, etc.) and on paper statements</p>	No			
	<p>Provide OST with the capability to initiate and approve ACH and wire transfers by internet, fax, and phone. The Provider shall reimburse the State for any charges or lost interest resulting from failed transactions for which the Provider is responsible</p>	Yes. Please note, ACH is not available via fax or phone.			
	<table border="1"> <tr> <td><i>Name</i></td> <td>Jonathan Cohen</td> </tr> <tr> <td><i>Title</i></td> <td>Senior Relationship Manager</td> </tr> </table>	<i>Name</i>	Jonathan Cohen	<i>Title</i>	Senior Relationship Manager
<i>Name</i>	Jonathan Cohen				
<i>Title</i>	Senior Relationship Manager				

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	<i>Address</i>	350 Fore Street Portland, ME 04101
	<i>Phone Number</i>	(207) 828-3120
	<i>Email Address</i>	jcohen4@mtb.com
	Are the State's existing RDC terminal (Epson Capture One) compatible with the firm's system? If not, what do you propose for a conversion? Include pricing if necessary.	M&T does not support the Edison Capture One scanner; however, we do support several models of Digital Check and Panini scanners for Remote Check Deposit. We would work together with the State during implementation to determine which scanners would best meet the State's needs.
	Is there a limit on the number of checks that can be contained in a single deposit? How many checks would you recommend be processed in a single deposit?	There is no limit for checks in a single deposit.
Provide details on any ideas and/or incentives offered to OST to expand the use of RDC acceptance.	RCD enables deposits to be made later in the day (until 10pm ET), even after branch cut-off times, for same-day credit. This increases the timeliness of funds and allows for more opportune decisions regarding investments or borrowing. Additionally, by reducing the need for employees to transport deposits, RCD lowers the risk of theft, compromise, or accidents. The system performs multiple quality and recognition checks to ensure deposit accuracy and security. In addition, you can use the RCD mobile app to deposit checks from anywhere, increasing convenience and flexibility.	
Is payee information a searchable field within the firm's online reporting system (i.e., can you enter "ABC Company" and any disbursement checks to "ABC Company" will be retrieved)?	No	

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	M & T Bank
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	11/24/2025
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	Can stop payments be automatically renewed? If so, for how long?	No. Treasury Center's Check Management workspace gives you access to the Check Inquiry Widget and Stop Payments Widget where you can place, track, renew, and cancel Stop Payments.
	Does your firm provide enhanced connectivity options beyond FTP (e.g., ERP Connectors)?	In addition to secure file transmission methods like SFTP, FTPS, and HTTPS via Managed File Transfer (MFT), the bank offers ERP connectors and direct integrations for some accounting systems, including NetSuite and QuickBooks.
	Does your firm provide e-Check services (the ability of a user to pay by check which is converted to ACH). If so, please describe your service.	No
Technical Assessment		

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/25
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • Founded in 1856 in Buffalo, NY. 170 yrs of experience. • One of the 15 largest US-owned commercial bank holding companies. • Employees 22,000, more than 900 branches throughout the Northeast, New England, and Mid-Atlantic. • Has been profitable for more than 45 straight yrs. One of only two banks in the S&P 500 to achieve this. • Top 10SBA lender nationally since 2009. • More than \$211B in assets under management as of 9/25. • Commonwealth of Massachusetts since 2016 • State of Vermont since 2017 (People’s United Bank) • State of Maryland since 1978
Subcontractors	N/A
Organizational Chart	Provided
Litigation	None
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • No to providing an electronic list of OS checks for UP write-off process. • No to providing a check clearance pattern for CMIA. • No to daily paid check image file. • Cannot provide the total of the initial deposit on a returned item. • Cannot accept deposit identifier (10 digit#) through RDC. • John Cohen, Sr Relationship Manager, 17 yrs with the bank, responsible for 96 clients. • Todd Ferricci, Treasury Management Consultant, 8 yrs with bank, responsible for 60 clients. • Christina Dow would be our day-to-day contact. • Does not support the current Epson One scanners that we currently have. • RDC deposits can detect duplicate items in the past 60 days. • RDC deposit images are available for 90 days, extended retention up to 7 yrs. • Lockbox - processed in Brattleboro, VT, and has 10 employees. • Lockbox exception items can be viewed online. • Payee name is not searchable on paid check images. • For check disbursement/payee positive pay, the payee name is not a searchable field in the online reporting system. • Does not indicate how many days after the month end bank or account analysis statements are available online. Just says "8:00 AM ET the morning after statement generation". • Tokens for all online users. • Several collateral options – FHLB NY LOC, IntraFi, or third-party custodian. • One account can have several UPICs for incoming ACH payments.

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	M&T Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/20/25
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	<ul style="list-style-type: none"> • Stale checks are not removed from the outstanding list. OST would need to send a void/cancel file, removing them from the list. • Can accept revenue generated funds from cannabis. • Account validation service that will match the vendor name along with the bank account details.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	M&T BANK
Proposed Service Group	General Banking

Date of Individual Evaluation	12-1-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	M&T BANK
Proposed Service Group	General Banking

Date of Individual Evaluation	12-1-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Founded in 1856. Parent Company is M&T Bank Corporation, M&T Bank is bidder organization name, formerly known as People's United Bank.</p> <p>Characteristics/Capabilities:</p> <ul style="list-style-type: none"> a. 15 largest US owned commercial bank holding company. b. 900 branches nationwide. c. Division devoted exclusively to Government Banking. <ul style="list-style-type: none"> i. High-Touch Customer Service d. Value Foundations <ul style="list-style-type: none"> i. Price ii. Service iii. Flexibility <p>Current Client/Projects:</p> <ul style="list-style-type: none"> 1. Commonwealth of Massachusetts <ul style="list-style-type: none"> a. 9 Years banking partner. b. Comprehensive Banking Services contracts <ul style="list-style-type: none"> i. Core depository accounts. ii. Agency advance checking accounts. ("Dynacash Accounts") iii. Trial court accounts. 2. State of Vermont <ul style="list-style-type: none"> a. 8 Years banking partner. b. Banking Services Contract to provide core banking services. 3. State of Maryland <ul style="list-style-type: none"> a. 47 Years banking partner. b. State's core disbursement and custody business
Subcontractors	None.
Organizational Chart	<p>22,000 employees in company.</p> <p>Org Chart provided showing team that will support the State of Maine.</p>

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	M&T BANK
Proposed Service Group	General Banking

Date of Individual Evaluation	12-1-25
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	<p>OST Relationship Manager is single point of contact in charge of Relationship Banking Team.</p> <p>Treasury Management Service Team for customer service.</p> <p>Access to senior and executive management if needed to discuss strategic direction and priorities.</p>
Litigation	None listed
Financial Viability	<ol style="list-style-type: none"> 1. S&P (not provided for M&T Bank, but provided for M&T Bank Corporation), Moody's, and Fitch Ratings provided 2. The firm's current capital structure, adequacy, and coverage provided. 3. Annual Financials and FDIC call report provided.
Certificate of Insurance	Provided.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	M&T BANK
Proposed Service Group	General Banking

Date of Individual Evaluation	12-1-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ol style="list-style-type: none"> 1. Advanced fraud prevention technologies 2. Customized deposit and investment solutions
Technical Questionnaire	<p>Appendix I</p> <ul style="list-style-type: none"> - Treasury Center is online banking system for users - Bidder uses a unique secure email service. - RDC is referred to RCD multiple times, please confirm what is correct? - Is there another support team available outside of 8-6pm? - No integration with CGI Advantage - e-check is not offered - Unsure if bidder can allow OST to comply with Maine Unclaimed Property Laws - Unsure if bidder can provide stats for check clearance patterns - Unsure if bidder can provide images of daily paid check images - Bidder can't provide total of initial deposit related to check deposits - Unsure if bidder can provide returned item memo within 3 bus days. - Unsure if bidder can accept RDC deposit tickets with an identified on MICR line - ICL rejects, "MUST BE DEPOSITED AT A BRANCH". How is that expected to work? Can we reprocess through RDC instead?
Technical Assessment	<p>Appendix H</p> <ul style="list-style-type: none"> - Architecture Diagram not provided. - BoM: none listed - Cyber risk appetite statement identified as confidential and not provided. - Cloud Service Provider Reqs: Not applicable

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	M & T Bank
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	M & T Bank
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	Positive
Subcontractors	N/A
Organizational Chart	Positive
Litigation	Question – “NONE”
Financial Viability	
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

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File 3 – Proposed Services

Proposed Services	Individual Notes
Technical Questionnaire	<p>Positive 1.s “YES”, no details</p> <p>Positive 1.t “YES”, no details</p> <p>Positive 2.c.i “YES”, no details</p> <p>Positive 2.d.i “YES”, no details</p> <p>Positive 2.o “YES”, no details</p> <p>Positive 10.i. You will be notified via email of any known downtime. In addition, M&T utilizes banner messages on Treasury Center to provide notification of planned maintenance and downtime.</p> <p>Positive 10.j. There were no major outages for Treasury Center between October 2024 and October 2025. In the past several years, investments have been made in system monitoring, alert capabilities, and infrastructure upgrades to reduce outage risk and optimize performance. Regular upgrades and patches are applied, and ad hoc improvements are made to usability and data richness.</p> <p>Positive 10.k. While information about any actual breaches is confidential, M&T has established information security policies and procedures to respond to reported potential or actual privacy breaches. The response program includes:</p> <ul style="list-style-type: none"> •A standardized, repeatable and documented process for responding to unauthorized access, use or disclosure of nonpublic personal information •Coordinated communications among groups addressing an incident •A pre-approved escalation process •Standardized customer communications

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	Department	Office of the Information Technology

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	<ul style="list-style-type: none"> •Notification of regulators and law enforcement (whenever warranted) •Customer notifications (whenever warranted) •Post-incident analysis •Periodic historical incident reporting to identify potential trends and/or themes <p>Positive 18.a 'M&T offers two ways to originate ACH transactions via direct transmission:</p> <p>1. File Transfer Manager (FTM) - File Transfer Manager (FTM) is a method of transmitting ACH files to M&T Bank via a website:</p> <ul style="list-style-type: none"> •M&T encrypts all your incoming files with PGP encryption •M&T's web server automatically decrypts all outgoing files once the user retrieves the file from the site •M&T's File Transfer Manager website uses 128-bit encryption to help keep transfers secure <p>Positive 23.d. 'M&T will provide each of your users with a unique user ID and token security device. M&T Bank offers both physical and mobile token which need to be used for authentication at Treasury Center login. Your Treasury Center Global Administrator may assign or restrict users' access to create, modify, delete, and/or approve wire payment templates and payments. All Treasury Center wire profile and payment creation and maintenance requires dual approval, which means one user must create/modify a wire template or payment and another user must approve it.</p> <p>Positive 24.a. Our general banking services reside in a single platform: Treasury Center. Treasury Center is M&T Bank's commercial online banking experience that allows you to manage your day-to-day banking by providing 20+ services in one place, giving you a connected treasury management experience. With Treasury Center, you can manage your receivables and payables more efficiently, improving your cash flow and liquidity. You can access Treasury Center anywhere, anytime from your desktop, tablet or mobile device. With Treasury Center, you can:</p> <ul style="list-style-type: none"> •View summary and detail account information. •Initiate transfers between M&T deposit accounts
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	M & T Bank
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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	<ul style="list-style-type: none"> •Initiate domestic and international wire payments •View images of checks paid and deposited •Pay or return Positive Pay suspect items •Originate ACH and Real-Time payments •Place stop payments <p>Positive 24.d. M&T uses a secure email encryption platform to send and receive encrypted messages. External recipients (such as State employees) must complete a one-time registration process the first time they receive a secure message. Once registered, recipients can read and reply to encrypted messages within the platform.</p> <p>Positive 24.e Before implementing Treasury Center, you will need to designate one or two of your employees as a Global Administrator(s). The Global Administrator creates users and defines permissions by user. With Treasury Center, your Global Administrator is able to:</p> <ul style="list-style-type: none"> •Create, modify, or delete user profiles •Assign users access to specific service functionality •Restrict user access to specific accounts by service •Establish dual control of payments by segregating user permissions related to initiating transactions and approving transactions •Establish approval dollar limits by user <p>The system administrator or Global Administrators have the ability to entitle users with administrative permissions in Treasury Center to assist with managing which employees have access to Treasury Center and what they have permissions to.</p> <p>Note: When new services or accounts are added to your Treasury Center profile, they are only granted to the Global Administrator(s).</p> <p>Positive 25.a 'M&T has experience supporting our clients in their use of a variety of ERP and financial systems. Our experience has improved the ease of integration for our clients. Our customers are able to work with M&T transmission protocols and file layouts. They also use our online reporting portals to pull information.</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	M & T Bank
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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Technical Assessment	<p>Positive 27.h 'Treasury Center is an online application, so no additional hardware is required to access the application. The following are the requirements for operating Treasury Center on your computer:</p> <ul style="list-style-type: none"> •Google Chrome, Firefox, Safari or Edge browsers. •Adobe® Acrobat® software current version is required to view and save reports •128 bit encryption <p>Interesting 29.a. "This information is confidential and is not shared externally."</p> <p>Positive 34.a 'Options include Direct Transmission via Managed File Transfer (MFT), which uses secure protocols such as SSL/Explicit, SSL/Auth-TLS, SSL/Implicit (FTPs), SSH2 (sFTP), and HTTPS. These methods ensure encryption of both the path and the file during transit, and client IT support is typically required for setup and ongoing maintenance. Portal upload is available through Treasury Center, allowing manual submission of payment files in formats such as ACH, wire, check, or virtual card. The platform is ERP-agnostic and can conform to client-specific file specifications, offering flexibility for businesses with diverse systems.</p> <p>Positive 34.e 'M&T Bank supports several FTP-based options for secure file transmission, primarily through Managed File Transfer (MFT) solutions. These include protocols such as SFTP (SSH2), FTPS (SSL/Explicit, SSL/Auth-TLS, SSL/Implicit), and HTTPS. Each method ensures encryption during transit and is designed to meet NACHA and PCI compliance standards for sensitive payment data.</p>
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	M&T Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	M&T Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	HQ: Buffalo, NY. \$211 billion in assets; 22000 employees. Government Division.
Subcontractors	N/A – no subcontractors listed
Organizational Chart	4-person client-service team (Christina, Martin, Jonathan, Todd). Local presence with 3 reps that sit in Maine. Good references that demonstrate the firm’s ability to handle the size and complexity of state entity (MA, VT, MD) with all re-awarding or renewing their contracts with the firm.
Litigation	N/A – no suits listed
Financial Viability	Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (10.99%), Tier 1 risk-based ratio =>6% (12.49%) and Leverage Ratio of >5% (9.84%).
Certificate of Insurance	Provided. \$2MM Commercial General Liability coverage. **Policy expired 10/1/25** Producer: Arthur J. Gallagher Risk Management Services, LLC – Buffalo, NY

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	M&T Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/25
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File 3 – Proposed Services

Proposed Services	Individual Notes
Technical Questionnaire	<ul style="list-style-type: none"> • Row 44-(+) Will fully indemnify the State for fraudulent checks • Row 63 – (-)Cannot provide check clearance patterns and analysis to OST. • Row 68-(-) Cannot meet State’s specifications for providing paid check images via FTP, TIFF with a single zipped CSV file. • Row 90-(-)Cannot create a debit memo to include amount of initial deposit. • Row 93-(-)Cannot return item and memo to the State within 3 business days of the debit. • Row 94-(-) Cannot accept deposit tickets with a deposit identifier via RDC. • Row 102-(-)Cannot approve ACH via fax or phone. • Row 117-(+) Client RM team located in Maine. Jonathan has 17 yrs in field/17 years in banking. Todd has 30 yrs in banking and 8 yrs with firm. The long tenure will aid is better support to the State. • Row 155-(+)The Deposit Support Specialist reached on the service line owns and tracks requests until completed. • Row 157-(+)Known upgrades or maintenance will be communicated both by email and banner messages. • Row 158-(+/-) Requested a list of all system outages and the bidder provided none, stating there were no “major” outages. • Row 159-(+/-) Requested a list of all data breaches and bidder provided none; stating it is confidential information. • Row 165-(-) Bidder’s scanners are not compatible with State’s current scanners. All would need to be replaced. • Row 169-(+) The number of checks that can be contained in a single deposit is unlimited. • Row 171-(-)RDC Deposits are separated by user.

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	M&T Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/25
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	<ul style="list-style-type: none"> • Row 185-(+/-) Response does not indicate the number of prior days the duplicate detection checks for ICL. Question. • Row 186-(-)Rejected ICL items can only be redeposited at a branch. • Row 261-(+) Bidder offers eLockbox services • Row 269-(-)Payee name not searchable in platform • Row 276-(-)Manual PP entries are not updated in systems until the following day. This presents an increased risk of fraud in that checks could be presented without PP instructions having reached the branch. • Row 290-(-) No report to list when stop pays expire. • Row 296-(+) Late cut-off time for same and next day transmission. • Row 307-Control Totals Required • Row 313-(-)Automatic file receipt acknowledgements are transmitted 2 of the 4 mediums asked: no to phone and fax. Yes to email and transmission. • Row 331-(-) Bidder cannot provide report of blocked ACHs • Row 353-(-)Does not offer automatic conversion of wires to RTPs. • Row 359-(+)Admins have 5 of the 5 capabilities requested. • Row 368-(-) Bidder does not mention any experience working with clients that use CGI Advantage. • Row 385-(+) Long length of time reports are available. • Row 407-(+)8 of 8 banking functions can be performed using the mobile platform. • Row 420-(-) Does not have a Phone Call-Back Token option for multi-factor authentication. • Row 430-(+/-)Bidder proposing IntraFi for collateralization. Is this acceptable to the State? • Row 436-(+) Marketing literature can be made available in 22 languages. • Row 437-(+) Bidder can collect bank routing and account number online, for payments to consumers by ACH. Info is stored. • Row 456-(+) Integrated payables posed as a new service.
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	M&T Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/25
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	<ul style="list-style-type: none"> • Row 504-(+) uses 7 of the 7 methods posed to validate supplier enrollment, individual transactions and changes in instruction. • Row 533 – (-)No account validation services • Row 536-(-) Does not offer eCheck
Technical Assessment	N/A

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 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>
	Maine FOAA	Explanation:
		Quality of Response: <input 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 type="checkbox"/> <i>Weak</i>
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	Explanation:
		Quality of Response: <input 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 type="checkbox"/> <i>Weak</i>
	NIST 800-53: Rev5	Explanation:
		Quality of Response: <input 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 type="checkbox"/> <i>Weak</i>
	Privacy Act of 1974	Explanation:
		Quality of Response: <input 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 type="checkbox"/> <i>Weak</i>
	U.S. DHHS-OCSE	Explanation:
		Quality of Response: <input 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 type="checkbox"/> <i>Weak</i>
	HIPAA	Explanation:
		Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

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

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

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 type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Nacha Operating Rules (ACH)	<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	
	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**

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	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:
Affordable Care Act	§ 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
	§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2	
	Medicaid Information Technology Architecture MITA3.0	

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

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TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Medicaid Information	§ 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	

Bill of Materials (BoM)

(Product Name)	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" 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:

MaineIT

H1	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:
H2	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:
H3	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 type="checkbox"/> <i>Weak</i>
	Explanation:
A1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation:</i> Attachment K - Information Security Program Overview
	<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>
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 checked="" type="checkbox"/> <i>Strong</i> <input 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 checked="" type="checkbox"/> <i>Strong</i> <input 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 checked="" type="checkbox"/> <i>Strong</i> <input 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 type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</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 checked="" type="checkbox"/> <i>Strong</i> <input 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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
S4	<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> This information is confidential and is not shared externally.
	<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>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

Cloud Service Provider Reqs	
CSP1	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation: N/A
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP2	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP3	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP4	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP5	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation: Need to check RFP for Policy statement
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP6	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

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BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	See attached: Information Security Program Overview Data Center Overview Physical Security Overview Privacy Overview
N2	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:
N3	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:
N4	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:
N5	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:
N6	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:
N7	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:
N8	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: M&T Bank

DATE: Nov 24, 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:
N9	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:
N10	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:
N11	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:
N12	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:
N13	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:
N14	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:

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	Since 1853, Projects: Comm PA, MN, KS
Subcontractors	None listed
Organizational Chart	
Litigation	None listed
Financial Viability	\$697B in assets Rated A level <i>A Total Risk Based Capital Ratio 12.3%</i> <i>b Tier 1 Risk Based Capital Ratio 10.7%</i> <i>c Tier 1 Leverage Capital Ratio 8.50%</i>
Certificate of Insurance	Aggregate Limit: \$10M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	AP Optimizer
Technical Questionnaire	<p>39-d Provides \$16.5M daylight overdraft line</p> <p>46-dd Only accepts taxes/fees related to Cannabis industry</p> <p>57-d You can access your account analysis statements in SinglePoint by 4 a.m. ET the 7th day of the month</p> <p>167-d Duplicate detection-past 30 days (RDC/ICL)</p> <p>289-c Stop Payments paid ck detection-90 days</p> <p>278-k StaleDated cks- We monitor your outstanding issue file and automatically cancel any items exceeding your parameters.</p> <p>170-g Multiple batches processed throughout the day can be processed as single deposit</p> <p>179-p Provides up to 5 scanner replacement per yr with no charge</p> <p>ON-US checks available same day</p> <p>284-q Do not offer encashment limits, no banking branches in ME</p> <p>Have several govt entities using CGI Advantage to connect to US Banks products and solution</p> <p>BAI2 file available – 8AM</p> <p>SinglePoint System Administrator has the ability to create reports, save the report and grant access to certain users but not others</p>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/26/2025
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	437-33 Offer service that collects bank routing and account number information for payment to consumers by utilizing Payee Choice
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/18/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/18/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	*170 years in banking and currently employs over 60,000. \$695 Billion in assets and millions of customers. “named one of the 2025 World’s Most Ethical Companies and one of Fortune’s most admired superregional banks” *Division works exclusively with public and nonprofit sector. Provides services to 27 other states. Also a major provider for the IRS and USPS.
Subcontractors	Not Applicable
Organizational Chart	Widespread team with alternatives to contact if concerns need to be met.
Litigation	Various litigations which is normal as a result of normal business but stated in the Annual report to not be of significant concern to the overall business.
Financial Viability	Standard & Poor A-1 and A+ ratings. Moody’s P-1 and A2 ratings. Fitch F1 & A+ ratings
Certificate of Insurance	Insured up to \$10 Million and another for \$4.75 Million

Relationship Examples – PA, KS and MN have similar services to Maine from US Bank currently.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	11/18/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	As the incumbent, they provide all the services currently requested by the State. An offer is made to work with Maine to determine other services where US Bank can be of help.
Technical Questionnaire	<ul style="list-style-type: none"> *1. bb - The state would be responsible for fraudulent checks and not the bank. *reports are available by 4pm on the 7th business day, instead of the 5th day as asked. *they have a 2:30pm instead of 3pm cut off for federal tax payments. *Contacts are Andrew Heesen, Ron Trimmer and Scott Mazar *3 levels of contact for escalation. Office open 8am to 8pm ET in Cincinnati office. *No limit on scanning checks for deposit, but only 300 checks can be in a batch. *Checks cannot be converted to ACH with the remote deposit. *5 scanners provided to OST per year at no cost. *They don't use a 3rd party lockbox processor-all processed by US Bank is in Cincinnati. *Same day credit up to 11pm. *Multiple states connect with CGI Advantage. *Can't provide secondary approval on a wire through the website. *Use Bottomline's AP Optimizer for payables. (used by 160 clients with 10-15 being government). *Does not perform E-Check services since 2018.
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad. US Bank appears agreeable to meet the needs of Treasury.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	US BAnk
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	US BAnk
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>OST needs a provider of comprehensive banking solutions with bench strength in both treasury services and with large municipalities and governments. You can continue to leverage our experience, our presence in Maine and our understanding of your operational complexities and challenges. OST is familiar with an engaged relationship team, implementation resources and customer service group, each dedicated to supporting you. Your U.S. Bank team can deliver innovation in processes, consistency in service and financial stability. Your relationship team, led by Andrew Heesen, demonstrates the breadth and depth of experience that OST already benefits from. Andrew and Ron Trimmer, your treasury management consultant, exemplify the foundation of our relationship-based service model. In addition to our existing relationship with OST, U.S. Bank provides banking services to more than 27 other states. Significant state relationships include Alaska, Arkansas, California, Colorado, Idaho, Iowa, Kansas, Kentucky, Michigan, Minnesota, Montana, Nebraska, Ohio, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, Washington West Virginia and Wisconsin.</p> <p>Projects provided: Minnesota, Kansas and Pennsylvania.</p>
Subcontractors	
Organizational Chart	
Litigation	<p>at any given time, including the present, U.S. Bank National Association (U.S. Bank) is involved in disputes and litigation which normally occur in banking operations and which often involve claims for money damages or injunctive relief. These pending cases are generally not considered unusual in number or amount, and, based on past experiences in similar litigation, should not have a material adverse effect</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	US BAnk
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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	on the financial position of U.S. Bank nor impact the delivery of banking services to the State. As a practice, U.S. Bank does not comment on litigation except as set forth in the public filings of U.S. Bancorp, U.S. Bank's parent corporation. For information about the material litigation of U.S. Bancorp and its subsidiaries, please refer to Attachment A, Annual Report
Financial Viability	
Certificate of Insurance	

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	US BANk
Proposed Service Group	1. Banking Services

Date of Individual Evaluation	12-2-25
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File 3 – Proposed Services

Individual Notes		
Proposed Services		
Technical Question naire	<p>Provide Hybrid DDAs that allow the State to earn both an earnings credit and hard-dollar interest on the same account</p>	<p>Yes. The Municipal Investor Checking (MIC) account is a demand deposit account designed for government entities. It offers unlimited checking and other activities while providing the earning power of an investment account. They are analyzed accounts that are allowed by law to earn interest and receive earnings credit. The earnings credit is reduced by the amount of interest paid and the remainder will be used to offset service charges.</p>
	<p>Provide overdraft protection on all OST accounts. Incidents are infrequent and generally not exceeding \$500,000 for more than one day. Typical events causing overdraft situations are State holidays that do not align with bank holidays (for example, Patriot's Day) where checks presented for payments are not adequately funded. The State's financial statements are available at Annual Comprehensive Financial Report</p>	<p>Yes. Today, U.S. Bank provides a \$16.5 million daylight overdraft line to OST. We will continue to provide the same line during the next contract term. We periodically review the line to make sure we have the correct protection in place and will make adjustments up or down as necessary.</p>
	<p>Accept deposits for revenues generated through the State's cannabis industry</p>	<p>Yes, U.S. Bank is permitted to collect funds related to the taxes and fees from OST's cannabis industry. However, U.S. Bank is not permitted to accept funds related to the direct sale of cannabis if that ever becomes applicable with the State of Maine.</p>
	<p>Provide all account and analysis reports and statements, hard copy and electronic, within five (5) banking days of the last banking day of the reporting period</p>	<p>No. You can access your account analysis statements in SinglePoint by 4 a.m. ET the seventh business day of the month.</p>
	<p>Offer ULIDs for security and reconciliation</p>	<p>Yes. OST can assign deposit identification numbers (up to 10 digits) for deposit slips.</p>
Technical Assessment		

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/1/25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/1/25
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File 2 – Organization Qualifications and Experience
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Overview of the Organization	Individual Notes
	<ul style="list-style-type: none"> • Employees approximately 70,000 and \$695B in assets as of 9/30/25. Headquarters in Minneapolis. • Serving millions of customers locally, nationally, and globally through a mix of consumer, business, commercial, institutional banking, payments, and wealth management. • The bank has been recognized for its approach to digital innovation, community partnerships, and customer service. • Named one of the 2025 World’s Most Ethical Companies and one of Fortune’s most admired superregional banks. • Provides banking services to more than 27 other states. Significant state relationships include Alaska, Arkansas, California, Colorado, Idaho, Iowa, Kansas, Kentucky, Michigan, Minnesota, Montana, Nebraska, Ohio, Oregon, Pennsylvania, South Dakota, Tennessee, Texas, Washington, West Virginia, and Wisconsin. • It is one of the major banking providers for the IRS and provides services to many other federal agencies & USPS. • 2nd largest fleet card issuer and largest freight payment provider; 5th largest merchant acquirer; 4th largest commercial card issuer; 5th largest network of owned ATMs; 6th largest debit card issuer; and 7th largest general purpose retail card issuer. • Commonwealth of Pennsylvania - Recent implementation to provide ACH and check payments to vendors. Services included ACH, checks, SinglePoint, positive pay, and controlled disbursement accounts. • State of Minnesota - has and continues to provide depository, account reconciliation, positive pay, information reporting, lockbox, wire transfer, ACH, Image Cash Letter, Image, online payment, ZBA, and remote deposit services. The current contract expires 12/31/2027. U.S. Bank has provided these services for more than 20 years.

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

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	<ul style="list-style-type: none"> State of Kansas Treasurer's Office - Primary banking provider. Includes a full suite of services. Works with the short-term investment team and the custodian. The Treasurer's office offers the U.S. Bank Financial Wellness program to its team. In other agencies within the State, U.S. Bank provides prepaid card services.
Subcontractors	N/A
Organizational Chart	Provided
Litigation	US Bank is involved in disputes and litigation, which normally occur in banking operations, and often involve claims for money damages or injunctive relief. Based on past experiences, these cases should not impact the delivery of banking services to Maine.
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	US Bank
Proposed Service Group	1: General Banking Services

Date of Individual Evaluation	12/1/25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Retains all paid checks or archival images for 10 yrs. • Will permit the deposit of funds related to the taxes and fees from the cannabis industry. • Images are available online for 90 days. For an additional fee, extended data archival is available for two, seven or 10 years. • Current Relationship Manager Andrew Heesen has been with UB Bank for 14 yrs, in the field for 20 yrs. Is responsible for 5 state relationships, including Maine. • Ron Trimmer Nat. Sales Manager-Treasury Management 8.5 yrs with the bank, responsible for 5,000 clients. • Scott Mazar Commercial banking client rep with bank for 27 yrs, responsible for 5 clients. Would be our day-to-day contact. • RDC deposits can detect duplicate items in the past 30 days. • RDC images are stored in the server archive for 25 months. Images of checks are archived (and retrievable by U.S. Bank) for an additional seven years. • Will provide up to 5 scanners or scanner replacements per yr. • Lockbox - processed in Cincinnati, OH and has 31 employees. • Online statements are available by 9am of the 2nd day following month end. Full recon 2 business days. • Account collateralized by FHLB of Cincinnati LOC.
Technical Assessment	

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	US BANK
Proposed Service Group	1 General Banking

Date of Individual Evaluation	12-2-25
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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	US BANK
Proposed Service Group	1 General Banking

Date of Individual Evaluation	12-2-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Original roots for bank in 1853. U.S. Bancorp, with approximately 70,000 is the parent company of U.S. Bank National Association (U.S. Bank). Headquartered in Minneapolis, MN.</p> <ol style="list-style-type: none"> 1. Characteristics/Capabilities: <ol style="list-style-type: none"> a. #2 bank retail mortgage lender. b. Approx. 90% Fortune 1000 companies bank with U.S. Bank. c. Rated #1 in mobile and online banking. d. 2024 Top SBA Underserved Community Lender in NH. e. We offer a wide range of deposit, treasury management, trust, investment and payment processing products to meet the needs of more than 5,300 states, cities, counties, towns, school districts and other governmental or public organizations. f. Current banking partner for State of Maine. <p>Current Client/Projects:</p> <ol style="list-style-type: none"> 1. Commonwealth of Pennsylvania: <ol style="list-style-type: none"> a. Recent implementation to provide ACH and check payments to Commonwealth vendors. 2. State of Minnesota: <ol style="list-style-type: none"> a. For approx. 20 years, U.S. Bank has provided the State of Minnesota with depository, account reconciliation, positive pay, information reporting, lockbox, wire transfer, ACH, Image Cash Letter, Image, online payment, Zero Balance Account, and remote deposit services. 3. State of Kansas Treasurer’s Office <ol style="list-style-type: none"> a. U.S. Bank is the primary banking provider for the State of Kansas’ treasurer’s office. This includes a full suite of treasury management services. (Unknown timeframe) 4. Didn’t list State of Maine.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	US BANK
Proposed Service Group	1 General Banking

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Subcontractors	None identified. Is Elavon an identified subcontractor or third party provider?
Organizational Chart	<p>OST is familiar with an engaged relationship team, implementation resources and customer service group, each dedicated to supporting you.</p> <p>Currently U.S. Bank had gov't sector banking with the State of Maine. Andrew Heesen has experience providing support with State of Maine OST.</p> <p>U.S. Bank's Government Banking Division is dedicated to working exclusively with the public and nonprofit sector, staffed with seasoned relationship managers.</p> <p>The Division understands the unique legal, operating, financing requirements, and purchasing characteristics of the public and nonprofit sector. In addition to our existing relationship with OST, U.S. Bank provides banking services to more than 27 other states.</p> <p>U.S. Bank is one of the major banking providers for the IRS and other Federal Gov't agencies.</p> <p>Unknown local presence in Maine, no reference in document. Is this needed?</p>
Litigation	For information about the material litigation of U.S. Bancorp and its subsidiaries, please refer to Attachment A, Annual Report.
Financial Viability	<p>Parent company has \$695B in assets, \$27.5B in revenue.</p> <p>The bank provided their Standard & Poor's, Moody's, Fitch, and DBRS Morningstar ratings.</p> <p>The firm's current capital structure, adequacy, and coverage provided.</p> <p>Annual Financials and FDIC call report provided.</p>
Certificate of Insurance	Provided.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	US BANK
Proposed Service Group	1 General Banking

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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ol style="list-style-type: none"> 1. A leading provider of treasury management services 2. Committed to technology <ol style="list-style-type: none"> a. OST will benefit from investments in technology 3. Dedicated to electronic banking <ol style="list-style-type: none"> a. SinglePoint Information Reporting, On-Site Electronic Deposit, Image Cash Letter Deposit, Lockbox, ImageLook, APIs, and VantagePoint. 4. Focused on collaborative solutions 5. A leader in electronic payment systems 6. We are transforming our information reporting system (Singlepoint) to deliver a streamlined user experience. 7. With Real Time Payments (RTP), OST can transfer funds (24-7) directly between financial institutions to your trading partners. 8. Continual expansion of API offerings.
Technical Questionnaire	<p>For lockbox operations; the organizations served vary in size from small county departments to large-scale federal payment processing entities that require standalone sites.</p> <p>Does U.S. Bank currently provided lockbox services for State of Maine?</p> <p>Does State of Maine participate in same day ACH?</p> <p>What is Payee Choice?</p> <p>New Services</p> <p>Accounts Payable Optimizer</p> <ol style="list-style-type: none"> 1. U.S. Bank AP Optimizer® is ERP agnostic and can integrate via multiple different protocols with minimal IT support. 2. Has a network of 600,000+ suppliers already accepting payment. Reconciliation is easy because all payments are disbursed through a single platform. 3. Reduced fraud across the payment spectrum <p>VantagePoint for receivables</p> <ol style="list-style-type: none"> 1. Holistic view of receivables across payment types 2. Expedites posting to CGI by using data mapping. 3. Reduced exceptions and manual resolutions.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	US BANK
Proposed Service Group	1 General Banking

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Technical Assessment	<p>No identified for SLA's, referring to continued work current system and application performance.</p> <p>Noted that bidder will not provide reporting of security incidents that may affect State of Maine within 24 hours, identified "as soon as possible"</p> <p>Cloud Service Provider: N/A</p> <p>No other concerns.</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	US Bank
Proposed Service Group	Service Group 1: General Banking Services

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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

Bidder/Applicant Name	US Bank
Proposed Service Group	Service Group 1: General Banking Services

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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Positive
Subcontractors	
Organizational Chart	Positive
Litigation	Positive -These pending cases are generally not considered unusual in number or amount, and, based on past experiences in similar litigation, should not have a material adverse effect on the financial position of U.S. Bank nor impact the delivery of banking services to the State
Financial Viability	
Certificate of Insurance	Positive

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Positive 1.s. Yes. SinglePoint employs 256-bit AES encryption, TLS 1.2, individual customer IDs with passwords and digital signatures. Additionally, security tokens generate a second password required for payment related transactions.</p> <p>Positive 1.t. Yes.</p> <p>Positive 2.c.i Yes</p> <p>Positive 2.d.i Yes. Our new SinglePoint site will be built to WCAG2.0 standards of accessibility. Information viewed in the site will be accessible. Reports exported from the site may vary in accessibility as some reports may meet a standard file format (ie. CSV which is just a text file) that we cannot control for accessibility as we have to follow strict file formats.</p> <p>2.o Positive Yes. We currently provide and will continue to send OST daily electronic files by 8 a.m. ET.</p> <p>Positive 10.i. SinglePoint upgrades are deployed directly to our internet servers for immediate availability. All upgrades are implemented in the system over a scheduled release weekend. We communicate changes through SinglePoint Release Notes.</p> <ul style="list-style-type: none"> • Alert end users of the system updates • Highlight changes to the system • Walk the user through the change <p>Positive 10.j. U.S. Bank follows a rigorous Problem Management process for root cause determination and remediation of any issues that have an impact on our SLAs from both a data availability and system availability point of view, even for partial impacts. We have implemented several resiliency improvements throughout the year related to improved performance of reporting, higher levels of isolation for large data extracts, and</p>

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	<p>limiting memory usage for customer-requested data extraction requests. Significant system outages root causes will be shared with clients on a as needed basis.</p> <p>Positive 10.k. To the best of our knowledge there have been no known breaches or other similar events in the past three years.</p> <p>Positive 18.a OST may initiate a transaction via:</p> <ul style="list-style-type: none"> • ACH direct file transmission—Your choice of industry standard and proprietary data formatted files with file confirmation notices • SinglePoint ACH Origination—Manually enter transactions and import in Nacha, CSV and fixed length file formats (immediate detailed audit and activity reporting available) • Third-party service providers—Originate ACH transactions through U.S. Bank using third-party service provider • ACH Originations via API—Send ACH payment instructions via representational state transfer (REST) <p>Positive 23.d. Voice (telephone)</p> <ul style="list-style-type: none"> • Authorized users call Wire Transfer Operations • Initiator provides a PIN and instructions • Operations contacts approver for all non-repetitive wires (optional for repetitive wires) • We release wire immediately upon confirmation <p>SinglePoint (internet)</p> <ul style="list-style-type: none"> • Authorized users log into SinglePoint • Users must enter PIN • Approvers access non-repetitive wires in SinglePoint • System administrator defines approval requirements for repeat codes and template-based repetitive wires • Approved wires transmit directly from SinglePoint • We release wires within seconds of receipt <p>Direct wire API (CPU to CPU)</p> <ul style="list-style-type: none"> • You create individual wire on your internal system for transmission via secure, direct connection • You control approvals through internally defined procedures (no callbacks) • We release individual transaction once wire transfer record is validated in real-time
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	Department	Office of the Information Technology

Bidder/Applicant Name	US Bank
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	<p>Batch wire (CPU to CPU)</p> <ul style="list-style-type: none"> • You create and populate batch of wires on your internal systems and batch file is transmitted through direct transmission or Swift • Your internally defined procedures control approvals • No callback is triggered • We release file after all transfers in batch are checked • We release wires after last wire transfer record validated <p>Automated standing wire transfer (AST)</p> <ul style="list-style-type: none"> • You complete paper form defining wire details authorizing us to send wires at scheduled intervals • AST authorization form secures approval • AST processed as directed by authorization form specifications <p>Positive 24.a. Some features may require access to a separate platform (e.g. lockbox exception review), but all would be available via single sign-on through SinglePoint.</p> <p>Positive 24.d. OST can safely exchange confidential information electronically via the U.S. Bank Secure Mail site. Each secure mail email notification includes a link to our secure server – establishing a secure HTTPS connection, where you can log in and retrieve the information. Only registered users will receive secure mail email notifications. There are no fees for OST to utilize secure mail/document exchange.</p> <p>Positive 24.e. Your system administrator can add, configure, modify and remove users online in SinglePoint. No contact with U.S. Bank is required. You can create a second level of system administration to support a tier structure of accounts with sub-system administration – perfect for managing your users if you have multiple divisions and decentralized operations. Full system administrators can:</p> <ul style="list-style-type: none"> • Manage users (all users including sub administrators) • Manage global settings • User and system audit reporting • Administer tokens
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	Department	Office of the Information Technology

Bidder/Applicant Name	US Bank
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	<ul style="list-style-type: none"> • Designate sub-system administrators (e.g., business division level) • Sub-system administrators can only manage tokens, user profiles and audit reports for their business division. • If the user is set up to initiate payment transactions, the system administrator must request a token after the other set-up activities are completed and approved. • We create regular users and system administrators as directed by you as part of set-up. • A system administrator or sub system administrator can then initiate an action to add, modify or delete a user. The second system administrator must approve the addition or modification. • For additional security, SinglePoint requires dual authorization to create or modify a user. <p>All user administration can be done at a workstation by your two system administrators – one to make the change, the second to approve that change (with the exception of obtaining additional tokens for brand new users). Once approved, user changes are effective upon the modified or added user's next (or initial) login.</p> <p>Your system administrators can request additional tokens online. Requests are filled within three days, not including shipping time.</p> <p>Positive 25.a. We have several government entities using CGI Advantage to connect to our products and solutions. In general, we are system agnostic and can work with your technical teams to integrate with our online portal, SinglePoint, or through files transmission and APIs.</p> <p>Positive 27.h. Optimal TLS 1.2 automatically enabled Operating system</p> <ul style="list-style-type: none"> • Windows® 11 <p>Browser</p> <ul style="list-style-type: none"> • Google Chrome - current version • Microsoft Edge - current version • Mozilla Firefox - current version <p>Screen resolution</p> <ul style="list-style-type: none"> • 1920x1080 or higher <p>Minimum</p>
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Bidder/Applicant Name	US Bank
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	<p>TLS 1.2 manually enabled</p> <p>Operating system</p> <ul style="list-style-type: none"> • Windows® 7 • Apple® Mac OS® X <p>Browser</p> <ul style="list-style-type: none"> • Google Chrome version 30 • Microsoft Edge version 12 • Mozilla Firefox version 27 <p>Screen resolution</p> <ul style="list-style-type: none"> • 1024x768 <p>CPU</p> <ul style="list-style-type: none"> • Optimal—2.0GHz processor or faster • Minimum—1.0GHz processor or faster <p>Modem</p> <ul style="list-style-type: none"> • Optimal— Broadband internet connection • Minimum—56 KBPS <p>Memory</p> <ul style="list-style-type: none"> • Optimal—4 GB or more • Minimum—1 GB or more <p>Hard drive disk space</p> <ul style="list-style-type: none"> • Optimal—100 MB or more • Minimum—35 MB or more <p>Workstation requirements and recommendations</p> <p>Users may also need Adobe® Reader® and Microsoft Excel® or other compatible applications to view and print certain reports.</p> <p>Positive 29.a. Multi-factor Authentication (MFA) is required for all SPT users upon their initial login. Once they've been verified, they will not be prompted for another One-Time Passcode (OTP) unless they clear their cookies or login from a new device. We do provide the option for our customers to require tokens for all services or just high-risk activities like money movement and sys admin. We provide the OTP via Email, SMS or the SPT Mobile App.</p> <p>Positive 34.a. We employ a variety of secure transmission methods to meet our clients' needs. As part of your implementation, you'll complete a Data Transmission Questionnaire so we can ensure your connectivity is optimized</p>
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Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

Bidder/Applicant Name	US Bank
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	<p>across your services. In addition to the protocols listed below, we also offer optional PGP file level encryption.</p> <ul style="list-style-type: none"> • Secure File Transfer Protocol (SFTP) with secure shell—We can initiate the session to send (push) files or the State’s staff or software/service vendor can automate transmissions • HTTPS—Easy-to-use encrypted solution only requires a web browser with user ID and password (manual method). • Applicability Statement (AS2)—Securely exchange files via multipurpose internet mail extensions (MIME) and HTTP. (Not available with image cash letter) • Connect:Direct—IBM proprietary software for assured file delivery, with advanced security options for perimeter authentication, data privacy and integrity. (Not available with SinglePoint Information Reporting File Delivery and VantagePoint). <p>Positive 34.e. We employ a variety of secure transmission methods to meet our clients’ needs. In addition to the protocols listed below, we also offer optional PGP file level encryption.</p> <ul style="list-style-type: none"> • Secure File Transfer Protocol (SFTP) with secure shell—We can initiate the session to send (push) files or the OST’s staff or software/service vendor can automate transmissions • HTTPS—Easy-to-use encrypted solution only requires a web browser with user ID and password (manual method). • Applicability Statement (AS2)—Securely exchange files via multipurpose internet mail extensions (MIME) and HTTP. (Not available with image cash letter) • Connect:Direct—IBM proprietary software for assured file delivery, with advanced security options for perimeter authentication, data privacy and integrity. (Not available with SinglePoint Information Reporting File Delivery and VantagePoint). <p>Preferred method of file transmission Secure File Transfer Protocol (SFTP) with secure shell Security and benefits</p> <ul style="list-style-type: none"> • SSH encrypts credentials and data before sending over the open network • Supports CTR ciphers and up to group 14 key exchanges <p>Requirements</p>
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Evaluator	Name	Scott Armington
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	Department	Office of the Information Technology

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	<ul style="list-style-type: none"> • SFTP software clients with SSH public key (preferred) or password authentication • Connection Port 20022 • SFTP command (e.g., sftp -o Port=20022 yourusbankid@filegateway.usbank.com) <p>Other</p> <ul style="list-style-type: none"> • U.S. Bank can initiate the session to send (push) files • Your staff or software/service vendor can automate transmissions
Technical Assessment	

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	US Bank
Proposed Service Group	SG1: General Banking

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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	US Bank
Proposed Service Group	SG1: General Banking

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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<p>\$695B in assets/70K employees. References a Government Banking Division, however the Government Division is not represented in their Org Chart. Not clear who runs that division and the employees on the proposed RM team that are in that division.</p> <p>Provides banking services to 27 other state, not including Maine, in addition to the IRS and the US Post Office.</p> <p>Good references (PA, MN, KS) that demonstrate they can manage the size and complexity of a state entity.</p>
Subcontractors	No subcontractors listed on the form. Bottomline is mentioned in the RFP as a third-party but not listed as a subcontractor.
Organizational Chart	8-person client relationship team. Client team is not local (PA/OH-based) but members have 10+ years servicing government clients and 20+ years in the industry. Ron Trimmer is noted as being on the client team but as a manager, he is responsible for 5000 clients. This high number may impact his ability to ensure the State's needs are being met on a consistent basis.
Litigation	Asked for a list and they referred us to their Annual Report. The form is a State form that requires completion.
Financial Viability	Capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (12.3%), Tier 1 risk-based ratio =>6% (10.7%) and Leverage Ratio of >5% (8.5%).
Certificate of Insurance	Commercial Gen Liability with \$5MM/occurrence/ Policy expires 8/1/26. Producer: Brown & Brown Insurance out of Minneapolis, MN.

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	US Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/2025
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File 3 – Proposed Services

Proposed Services	Individual Notes
Technical Questionnaire	<ul style="list-style-type: none"> • Row 36 – (+/-) not clear if bidder will notify State of changes in client management team prior to the change being made. • Row 44 – (-) Bidder will not fully indemnify State for fraudulent checks as required. “The State is responsible for all fraudulent checks.” • Row 45 – (+) Will reject stale-dated checks as required by the State. • Row 57 –(-) Bidder cannot provide analysis statements by the 5th business day; statements are accessible by the 7th business day of the month. • Row 81 – (+/-) In bidder’s response, it is not clear is the View Descriptor is “Full View” as required by the State. Question. • Row 101 – (+/-) Bidder did not confirm if account can be credited within 2 days for items paid when a stop payment was placed. The bidder’s response to this question is seemingly unrelated to the question posed. Need clarification from the bidder. • Row 102 – (-) Bidder does not allow ACH and wire initiation by fax, but can accommodate internet and phone. • Row 103 – (-) Can accommodate same-day outgoing wires processed by 3 pm as required, with the exception of Federal Tax Payments, in which case the cut-off is 2:30. State will have a challenge if there is an emergency situation and the timeframe needs to be extended to 5 pm. Not sure if timeframes are different for payments processed via transmission. Question. • Row 158 – (-) – Did not provide a list of outages and only committed to share that information “on an as-needed basis.” • Row 164 –(+) RDC described as being able to deposit in the office “or on the road”. This is more flexible than most RDC platforms.

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

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Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/2025
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	<ul style="list-style-type: none"> • Row 165 – (+) States existing RDC equipment can be used. • Row 171 –(+) Flexibility in how RDC deposits can be made, i.e. in batches by user or by day • Row 177-(+) Deposit reconciliation numbers are shown on deposits but it wasn't clear if the deposit identifier is the same as a ULID or a different value. Question. • Row 179 – (+) Bidder will provide up to 5 new or replacement scanners at no charge. • Row 186 – (+) Allows rejected ICL items to be redeposited via ICL or with original paper check. This is better than industry standard (which often requires redeposit at a branch) and more efficient for the State Question- does that mean it can also be redeposited via EDC? • Row 261 – (+) Offers e-Lockbox Services. • Row 269 – (+) Payee name in PP is a searchable field. This provides more efficient research capabilities for the State. • Row 270 – (+) PP exception review offers 5 different ways to alert users that there are exceptions: Primary email, secondary email, mobile email, mobile text or fax. • Row 275/276 – (+) PP updates made across teller platforms every 20 minutes for transmission and every 5 minutes if made through the firm's treasury platform. This minimizes the risk of fraud due to a check being presented before the PP file reaches the bank. • Row 297- (-) 12:30 am deadline for next-day settlement is a short window. • Row 307 – Control Totals required. • Row 313- (+) Automatic file receipt acknowledgement can be transmitted 3 (email, fax, transmission) of the 4 methods requested plus (not phone. Up to 10 email addresses or fax numbers can receive the notice (for a fee for each notice sent). • Row 320 – entire ACH rejected and not processed if there is an issue with an individual items on the file. • Row 335-(+/-) Multiple UPICs can be linked to an account but UPIC would not be visible in treasury platform.
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	US Bank
Proposed Service Group	SG1: General Banking

Date of Individual Evaluation	12/7/2025
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	<ul style="list-style-type: none"> • Row 353-(+)Bidder’s Pay Smart system enables payments initially initiated as wires to settle via RTP of same day settlement cannot be achieved with a wire. • Row 363 – (-) System administrators can temporarily disable an account but reinstatement is manual, not automatic. • Row 368 – (+) Bidder has experience working with entities using CGI Advantage ERP; entities using CGI have connected to their products and solutions. • Row 375 – (+) Full recon info available 2 days after cut-off. • Row 387 – (+) Images of RDC items available for 25 months • Row 389-(-) Images of returned deposit items available for 18 months. Shorter than industry averages. • Row 408 (+) – Mobile capabilities allow 7 out of the 8 functions asked. Can perform all but provide secondary approval for a wire transfer using the mobile app. • Row 418-(-) Bidder offers 1 of the 3 multi-factor authentication options; mobile token. Does not offer SecurID Token and Phone Call-back token. • Row 438/439-(+) Firm able to collect and house recipient account details for consumer payments using their Payee Choice platform. Info collected via online portal. • Row 444-(+)-Firm offers API bundle to CGI using their Treasury Builder Package. • Row 490-(+) Partners with 3rd party, Bottomline for their AP Optimizer solution, which offers an online self-enrollment portal that suppliers can manage their banking info. • Row 501 – Response says suppliers could pay a fee to receive “receivables automation services” – is this the same as the supplier receiving ACH remittance detail? Question. • Row 504 – (+) Validates supplier enrollment using 7 out of 7 validation methods posted. • Row 512 – (-) Validates individual transaction initiation using 1 out of the 7 methods posed.
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	US Bank
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	<ul style="list-style-type: none"> • Row 520 – (+) validates changes in instruction using 7 out of 7 methods posed. • Row 529 – (-) Bidder does not offer eCheck • Row 533 – (+) Account validations verifies both validity of account and ownership • Row 536: New or Value Added services: AP Optimizer, Embedded Payments, Payee Choice (Integrated Payables), Vantage Point (Receivables Solution) • Row 540 – (+) Minimal transition required as the incumbent.
Technical Assessment	

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

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RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

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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"/> 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 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
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	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
	NIST 800-53: Rev5	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
	Privacy Act of 1974	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
	U.S. DHHS-OCSE	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
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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		<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
		<i>Explanation:</i>
	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		
<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"/> 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:</i>
		<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>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	
	<i>Explanation:</i>	

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	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:
Affordable Care Act	§ 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
	§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2	
	Medicaid Information Technology Architecture MITA3.0	

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Medicaid Information	§ 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	
Bill of Materials (BoM)		
(Product Name)	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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
	Explanation: SinglePoint Fiserv ARP-SMS FIS RIDS Deluxe/RDM Bottomline Electronic Payments Network	
MaineIT		
H1	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:	
H2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>	
	Explanation: Exhibit 2, U.S. Bancorp Organizational Security Overview.	
	Quality of Evidence: <input checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>	
	Explanation:	

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H3	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:
A1	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:
A2	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>We have formal design documents and application support documentation for the application, but this is considered proprietary and confidential information. We utilize both an enterprise level governance as well as application and infrastructure level governance to ensure a highly scalable, reliable, and maintainable environment.</i>
A3	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 type="checkbox"/> <i>Weak</i>
	Explanation: <i>As the incumbent bank, we will continue to work with OST on system and application performance. Any service level agreements we would need to come to a mutual agreement.</i>
A4	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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation: <i>The data is owned by OST. We agree not to charge to receive the data but, data is available for reporting or download through various export and reporting mechanisms inside of the application.</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>
	Explanation:
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
S2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: <i>N/A - No subcontractor.</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>

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	<i>Explanation:</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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation: The notification process is manual and we will notify OST as soon as possible.</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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" type="checkbox"/> <i>Did not provide a response</i>
	<i>Explanation: U.S. Bank is not a cloud service provider</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP2	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP3	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>
CSP4	Quality of Response: <input type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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CSP5	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Digital Accessibility and Usability Policy
CSP6	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP7	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP8	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP9	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP10	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP11	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" 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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CSP12	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP13	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP14	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP15	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP16	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP17	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP18	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" 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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CSP19	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
NIST Requirements	
N1	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: Our Information Security program aligns with industry-accepted information security practices, where possible, as provided by applicable standards organizations. Please see Exhibit 2, U.S. Bancorp Organizational Security Overview for additional information about the security controls in place at U.S. Bank.
N2	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:
N3	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:
N4	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:
N5	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:

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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 checked="" 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 type="checkbox"/> <i>Strong</i> <input checked="" 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 type="checkbox"/> <i>Strong</i> <input checked="" type="checkbox"/> <i>Adequate</i> <input 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 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>

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N13	<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>
N14	<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>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Wells Fargo	Wells Fargo
Proposed Service Group	1: General Banking Services

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State of Maine

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Wells Fargo	Wells Fargo
Proposed Service Group	1: General Banking Services

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File 2 – Organization Qualifications and Experience

	Individual Notes									
Overview of the Organization	Projects: Comm of VA, NL, City of Anaheim Wells Fargo integrates with their CGI Advantage Version 4 ERP system									
Subcontractors	None listed									
Organizational Chart										
Litigation	None listed									
Financial Viability	Have B level rating for LT Unsecured Senior Debt <table border="1" style="margin-left: 20px;"> <tr> <td>a</td> <td><i>Total Risk Based Capital Ratio</i></td> <td>15.34%</td> </tr> <tr> <td>b</td> <td><i>Tier 1 Risk Based Capital Ratio</i></td> <td>13.27%</td> </tr> <tr> <td>c</td> <td><i>Tier 1 Leverage Capital Ratio</i></td> <td>8.90%</td> </tr> </table>	a	<i>Total Risk Based Capital Ratio</i>	15.34%	b	<i>Tier 1 Risk Based Capital Ratio</i>	13.27%	c	<i>Tier 1 Leverage Capital Ratio</i>	8.90%
a	<i>Total Risk Based Capital Ratio</i>	15.34%								
b	<i>Tier 1 Risk Based Capital Ratio</i>	13.27%								
c	<i>Tier 1 Leverage Capital Ratio</i>	8.90%								
Certificate of Insurance	PL: \$100M									

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Wells Fargo	Wells Fargo
Proposed Service Group	1: General Banking Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	Payment Manager
Technical Questionnaire	<p>39-d State will not be responsible for overdraft fees. The next-day controlled disbursement funding requirement will be increased by the overdraft amount</p> <p>65-k provide industry standard BAI V2 formatted reporting through our Direct BAI file transfer service.</p> <p>165-b system not compatible with Epson Capture One, we will provide an initial supply of scanners to replace your current inventory</p> <p>167-d Duplicate detection-past 7 days (RDC)</p> <p>185-d Duplicate detection-previous submitted files (ICL)</p> <p>289-c Stop Payments paid ck detection-180 days</p> <p>169-f Limit of checks in 1 single deposit -1000</p> <p>258-ii Availability for on-us items – immediate</p> <p>269-b Payee name is not a searchable field when researching checks paid or check images</p> <p>278-k During your implementation, you can choose whether you want us to include your stale-dated checks with your positive pay exceptions. If so, then you can make pay or return decisions for each one. If you choose to return a stale-dated check, then we will reverse the paid transaction and return the check the following day.</p> <p>284-q Offers an encashment limit control</p> <p>353-j Does not offer a service to convert wire transfers to Real Time Payments.</p>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Wells Fargo	Wells Fargo
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Technical Assessment	<p>368-a Firm has experience partnering with government entities that use CGI Advantage as their ERP system. Additionally, we have existing interfaces with a wide variety of accounting, ERP, and treasury workstation systems including, but not limited to, CGI Advantage 4.</p> <p>382-BAI available 6:30AM</p> <p>438-a Offer service that collects bank routing and account number information for payment to consumers by utilizing Payee Choice</p>
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Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1: General Banking Services

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INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1: General Banking Services

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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	Over 160 year in business. 218,000 team members. 200 employees with expertise in public sector. Joe Hussey, Managing Director, is on NACHA board Banking relationship with the 43 states and DC (primary in 20 states and DC) Ranked 4 th in assets by FDIC
Subcontractors	No subcontractors
Organizational Chart	Large organizational chart for management.
Litigation	A number of litigations which exposes to potential financial loss, but will not have a material adverse effect on Wells Fargo's financial condition.
Financial Viability	S&P – A-2 & BBB+, Moody – P-1 and A1, Fitch F1 and A+
Certificate of Insurance	Liability of \$100 million

References of Virginia, New Jersey, and City of Anaheim – providing similar types of service.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1: General Banking Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	It appears Wells Fargo can handle the proposed services of the state. There will need to be some changes to the current practices to accommodate some of the pieces Wells Fargo is unable to do. I'm not sure how much of an impact those changes would make.
Technical Questionnaire	<ul style="list-style-type: none"> *Will not fully indemnify the state for fraudulent checks *Password changes every 90 days *To help reduce your fraud risk, we require dual custody to approve money movement transactions and changes to user access. *Balances and activity available on the 5th business day. *13 months of check history on o/s check report, unless we request removal earlier with a void or cancel. *Can process checks in foreign funds-credit when cleared *Deposit scanning not compatible with Epson Capture One, but will provide initial supply of scanners. *Same day wire up to at least 5pm *Relationship Manager is Julianna Fritz and Relation Associate Jennifer Buccilli. Client Service Officer is not defined until onboarding. 8:30am-5pm, but GPL rep is 7am-9pm *Dedicated officer and backup available. Doesn't foresee making others aware of state's needs. *Provide internal tracking of request stats to ensure requests don't become timely. *1,000 checks in a deposit; no limit in a day *Said another user can add checks to a deposit – Can it be prevented, especially among different agencies?? *No. We do not send an end-of-day or “no deposits received today” notification. *Lockboxes processed in Philadelphia with 181 employees. *Keying is performed in India and Philippines in addition to at Wells Fargo. *Payee name not searchable for Payee Positive Pay *Options to have until 3pm or 5pm to decide PPP records. *Do not monitor dates on checks. Can subscribe to stale-date service. Stale settings are by month.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1: General Banking Services

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Technical Assessment	<p>*Stale check would hit the account, then we can decide if we want to return it, which will reverse the pay from the previous day. If automated, it will still mark as paid and then reverse the next day.</p> <p>*Not required to submit control totals for ACH batches. I'm not sure if they use control totals.</p> <p>*22H & I - I don't feel like the forgery process has been made clear. Refers to Tab J in Appendix, but hard to locate in a 300-page document. It speaks more towards Positive Pay situations.</p> <p>*Cannot convert a wire to RPT.</p> <p>*Samples of adjustments is just a list of basic messages and not what the memo would look like (as requested).</p> <p>*Bank statements available after 1day. Recon statements available 4 days after statement period.</p> <p>*Account Analysis available after 5 business days.</p> <p>*7 years of deposit records available (online?)</p> <p>* no software to install for banking access</p> <p>*Tokens needed only if moving money in accounts.</p> <p>*Not currently supporting CGI Advantage, but can be expanded to do so.</p> <p>*B1e-check issuance file for positive pay would also need to be for check printing. It doesn't sound like they can do PPP without printing the checks??</p> <p>*Does not support ACH check conversion</p> <p>*Conversion plan appears thorough and could take 3-6 months to complete.</p>
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1. Banking Services

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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Wells Fargo has extensive experience delivering treasury management and banking services to government entities across the United States. We currently support approximately 3,000 government clients, including:</p> <ul style="list-style-type: none"> • Federal, state, county, and city governments • Government agencies and municipalities • Public school districts and higher education institutions • Specialized sectors such as public power, transportation, and housing finance authorities <p>Our public sector experience is both broad and deep, encompassing a wide range of financial services tailored to the unique operational, regulatory, and fiduciary requirements of government organizations.</p> <p>Wells Fargo has been serving the financial needs of U.S. states since our founding in 1852. Today, we provide treasury management services to 20 state governments*, reflecting our long-standing commitment and trusted partnerships in the public sector.</p> <p>Key indicators of our government sector experience include:</p> <ul style="list-style-type: none"> • Banking relationships with the 15 largest U.S. states* • Primary bank for 20 states and Washington, D.C.* • Business relationships with 43 states and Washington, D.C.* • \$17 billion in financial commitments to government clients* • \$28 billion in government deposits* • Ranked fourth in assets by the Federal Deposit Insurance Corporation (FDIC)† <p>Examples: Virginia, more than 30 years, New Jersey more than 60 years, City of Anaheim over 20 years. Anaheim has CGI Advantage system.</p>
Subcontractors	na
Organizational Chart	<ul style="list-style-type: none"> • Relationship Manager Julianna Fritz: Julianna will meet with OST on a regular basis, coordinating internal experts to provide solutions, resolving your concerns, and taking responsibility for your satisfaction.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

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	<ul style="list-style-type: none"> • Treasury Management Consultant Katie White: Katie will lead your treasury management team and provides customized solutions that make your financial processes easier and more efficient. • Relationship Associate Jennifer Buccilli: You can call Jennifer whenever Julianna is out of the office. She will help you with account maintenance and signature changes. • Treasury Management Analyst Sjervon Mercer: Sjervon provides day-to-day sales support for your treasury services. She can assist when Katie is unavailable. • Dedicated Client Service Officer: Your dedicated client service officer will be determined when onboarding begins. We will ensure the individual selected has the government banking experience and capacity to fully support all service needs. This individual will provide day-to-day support for all
Litigation	X none shown but say there are some
Financial Viability	
Certificate of Insurance	\$100,000,000 aggregate

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1. Banking Services

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File 3 – Proposed Services

Individual Notes		
Proposed Services	Fully indemnify the State for fraudulent checks	No. *Please refer to our exception information in the disclosures document.
	Offer ULIDs for security and reconciliation	Confirmed. Deposit tickets can contain an auxiliary magnetic ink character recognition (MICR) field of up to 10 digits.
	Provide a list of all system outages that have occurred within the past year. In the list include the date, duration, and reason for outage. If any outage was for more than one hour, describe the actions taken to improve performance	<p>Our online banking platform has not experienced any significant downtime in 2024, with availability of 100%.*It is designed to provide real-time access whenever you need it.</p> <p>Our online banking platform always shows the status of our service. If it is not available, you will see the estimated time when it will be available. When there is an unplanned outage, we will notify your program administrator by email.</p> <p>* Internal reports, March 2025. When a problem is identified, our priority is to provide a prompt and effective resolution. Equally important is conducting a thorough root cause analysis to understand whether the issue stems from a procedural gap, personnel-related matter, or a technology-driven factor.</p> <p>By identifying and addressing the underlying cause, we can implement corrective actions that help prevent recurrence. This approach not only resolves the immediate issue but also strengthens our overall service delivery.</p> <p>We are committed to continuously improving our quality management processes and</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
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		enhancing the level of service we provide to OST.
	Provide detail of all data breaches or other events that did or had the potential to compromise data within the past three (3) years. Describe actions taken to prevent future occurrences.	We do not provide details of security incidents and their resolutions to individuals or organizations not involved in the incident. If you select us as your provider, we will be happy to provide information on how we will protect your data.
	Are the State's existing RDC terminal (Epson Capture One) compatible with the firm's system? If not, what do you propose for a conversion? Include pricing if necessary.	While our system is not compatible with Epson Capture One, we will provide an initial supply of scanners to replace your current inventory, helping to ensure that the scanner type is appropriate for each use department's use case. Your client project manager and an implementation consultant will work with you to help ensure a smooth transition. They will collaborate with you and your staff to develop the schedule and document the process we will follow.
	Yes. You can include up to 1,000 checks in a single deposit. You need to create multiple deposits if you have more than 1,000 checks to deposit. There are no limits on the number of deposits you can make in a day.	

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
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	How many times does the firm plan to visit the State for seminars on financial literacy and other education opportunities?	We welcome the opportunity to promote financial literacy and other educational opportunities. We will consult with OST and appropriate departments to determine appropriate timing for such events.
	Will the firm store bank routing and account number information for payments to personal/consumer bank accounts?	We recommend OST use our EDD service which can be used to store bank account and routing information. Administrators can add and modify supplier detail, including account and routing numbers. This information is not visible to users without the administrator access.
	Does your firm offer embedded payments? Please describe how this works and the benefit to the State.	We understand your question to be whether our payment capabilities can integrate directly with your ERP system—specifically, whether transactions can be completed entirely within your system without redirecting to an external platform. We offer a service called Vantage Connect, which enables this type of seamless integration. While Vantage Connect currently supports several ERP systems, CGI Advantage Version 4 is not among the supported platforms at this time. However, we are continually expanding our ERP integrations, and CGI Advantage may be considered for inclusion in future roadmap updates.
	Does your firm provide e-Check services (the ability of a user to pay by check which is converted to ACH). If so, please describe your service.	No. We do not support ACH check conversion. Wells Fargo does not have plans to offer this service.
Cannabis questions: Not applicable		
Technical Questionnaire		

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	1. Banking Services

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Technical Assessment	
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Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	1: General Banking Services

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INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	1: General Banking Services

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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • Founded in 1852 and has grown into a diversified, nationwide financial services firm with appx 218,000 team members. • #1 originator of ACH payments in the US, processing 8.7B ACH debit and credit payments in 2024, a 6.6% increase from the prior year. • Currently supports appx 3,000 government clients which includes fed, state, county, city governments, municipalities, public schools, higher education institutions, public power, transportation and housing finance authorities. • Provide treasury management services to 20 state governments: banking relationships with the 15 largest states, primary bank for 20 states & DC, business relationship with 43 states & DC. • Commonwealth of Virginia – 30+ yrs. ACH, Receivables, Payment Manager, Merchant Service, Info Reporting, Lockbox, Sweep accounts, Controlled Disbursement, Account Validation Services (AVS) • State of New Jersey – 60+ yrs. The state’s main banking provider with a full list of products and services. • City of Anaheim – 20+ yrs. Integrates with their CGI Advantage. City’s primary banking with a full list of products and services.
Subcontractors	None
Organizational Chart	Provided
Litigation	Wells Fargo Bank has not been involved in any regulatory reviews or any legal actions that would have a material adverse effect on our ability to provide the services requested in this RFP.
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	1: General Banking Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Canadian checks in USD settle the next business day. • Prepared to deliver services for cannabis revenue, but would request further conversations and insight into the electronic payment types. • Julianna Fritz, Relationship Manager Ex. Director with 11 yrs at a bank, responsible for approx.. 5 large gov't entities, including states. • Katie White, Sen. Treasury Management Consultant VP, 15 yrs with bank, manages 2 states along with 25 other gov. entities. • Jennifer Buccili, Relationship Assoc, 16 yrs with bank, responsible for approx. 8 gov't entities. Would be the day-to-day contact. • Does not support the Epson One scanners that we currently have. • Up to 1,000 checks can be included on a single RDC deposit. • RDC images are archived for 7yrs. • During the first 12 months of the contract the bank will offer a free scanner to every new department that wishes to utilize remote deposit. • Payee name is not searchable on paid check images. • Online full recon statement available on the 4th day. Account analysis after the 5th business day. • Does not charge per image stored or accessed when viewing through the Transaction Search module. It is part of the info reporting package. • Collateral will be held at BONY. • One account can have several UPICs for incoming ACH payments.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	WELLS FARGO BANK
Proposed Service Group	1 Banking Services

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State of Maine

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	WELLS FARGO BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Founded in 1852, Wells Fargo has grown into a diversified, nationwide financial services firm with approximately 218,000 team members as of April 2025.</p> <p>Characteristics/Capabilities: Wells Fargo is proud to be the #1 originator of ACH payments in the United States.</p> <p>Wells Fargo offers increased automation through electronic services that replace manual processes.</p> <p>Fraud prevention tools such as Positive Pay and ACH filters support secure electronic processing.</p> <p>Wells Fargo provides robust information reporting capabilities that enhance visibility and control over cash flow. Our solutions are designed for compatibility with CGI Advantage and other platforms, enabling seamless data exchange and increased automation.</p> <p>We currently support approximately 3,000 government clients, providing treasury management services to 20 state governments.</p> <p>Current Client/Projects:</p> <ol style="list-style-type: none"> 1. State of New Jersey <ol style="list-style-type: none"> a. For 60 years as the state’s main banking partner. 2. City of Anaheim <ol style="list-style-type: none"> a. For 20 years, City’s primary banking services and credit provider. 3. Commonwealth of Virginia <ol style="list-style-type: none"> a. 30 years providing broad range of Treasury Management Products and Services.
Subcontractors	None identified.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	WELLS FARGO BANK
Proposed Service Group	1 Banking Services

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Organizational Chart	<p>Wells Fargo's dedicated Government Banking team includes over 200 professionals with deep expertise in the public sector. Relationship Manager Julianna Fritz, Treasury Management Consultant Katie White, and Dedicated Client Service Officer: Day to day support for all treasury management services, TBD.</p> <p>Relationship managers average 15 years experience.</p>
Litigation	Referred to SEC and other regulatory filings.
Financial Viability	<ol style="list-style-type: none"> 1. S&P, Moody's, and Fitch Ratings provided. 2. The firm's current capital structure, adequacy, and coverage were provided on Technical Questionnaire. 3. Annual Financials and FDIC call report provided.
Certificate of Insurance	Provided, including cyber insurance.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder/Applicant Name	WELLS FARGO BANK
Proposed Service Group	1 Banking Services

Date of Individual Evaluation	12-8-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Vantage platform
Technical Questionnaire	<p>New Services Payment Manager (Consolidated Payable Service) For payments to suppliers by ACH (uses campaign development and onboarding) Receivables Manager E-Box for online bill payment manager AVS for fraud prevention</p> <p>Implementation Bank will assign a dedicated client project manager and implementation consultant.</p> <p>Wells Fargo maintains a separate testing environment.</p> <p>Provided a step by step testing process.</p>
Technical Assessment	

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

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INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	
Subcontractors	Not Applicable
Organizational Chart	Positive
Litigation	Positive – “Wells Fargo and certain of our subsidiaries are involved in a number of judicial, regulatory, governmental, arbitration, and other proceedings or investigations concerning matters arising from the conduct of our business activities, and many of those proceedings and investigations expose Wells Fargo to potential financial loss or other adverse consequences.”
Financial Viability	
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Positive 1.s. "YES" Positive 1.t. "YES"</p> <p>Positive 2.c.i. Confirmed. Users will sign on with your company ID, user ID, and password. Users will land on your customized homepage where they can access the services they are authorized to use.</p> <p>Positive 2.d.i. Confirmed. Our reports fully comply with Americans with Disabilities Act (ADA) accessibility standards, ensuring equitable, barrier-free access to critical information for all stakeholders.</p> <p>Positive 2.o. Confirmed. We can provide SFTP files as prescribed in the RFP. Internet-based file transfers You can send transmissions through our online banking platform. Using the bank's administration tool, OST can easily manage user access, renew digital certificates, reset automated user passwords, and request Pretty Good Privacy (PGP) encryption keys. We support these standard secure transmission protocols and each uses multifactor authentication and encryption:</p> <ul style="list-style-type: none"> • Applicability Statement 2 over HTTPS (AS2)* • FTP over TLS (FTP/S)* • HTTP over TLS (HTTPS)* • SSH File Transfer (SFTP) <p>* Security includes use of digital certificates.</p> <p>Positive 10.i 'Your dedicated relationship team will provide proactive, personalized notifications to OST regarding any scheduled upgrades, maintenance, or other activities that may result in downtime or service interruptions. Your dedicated client service officer will help ensure OST is informed well in advance,</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
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	<p>with clear details on timing, expected impact, and any required actions.</p> <p>In the event of questions, concerns, or unexpected issues, the following escalation path will be followed to ensure timely resolution:</p> <ol style="list-style-type: none"> 1. Primary contact – Client service officer: Your first point of contact for all service-related matters. The CSO will coordinate updates, track progress, and provide regular communication. 2. Secondary contacts – Relationship manager, Julianna Fritz and treasury management consultant, Katie White: If additional support or decision-making is required, Julianna and Katie will step in to help ensure alignment with OST’s priorities and expectations. 3. Executive leadership – Senior leadership escalation: For urgent or unresolved matters, OST may escalate to senior leadership within the service team to ensure swift and satisfactory resolution. <p>This structured yet personalized approach ensures OST receives consistent, high-touch support and that all service needs are addressed with urgency and care.</p> <p>Additionally, our online banking services are browser-based applications, which means we implement all system upgrades on our servers. Any upgrades are available to OST when you access the system, so you will not need to install them.</p> <p>We handle upgrades to our online banking platform differently depending on the complexity of the changes. In some cases, we roll them out to the entire client base at once. In others, we roll them out in phases. To help ensure that you are fully aware and prepared for any changes that can affect how you interact with the system, we plan and coordinate our system upgrades. We post information about changes and outages on our online banking platform homepage one week in advance.</p> <p>For most upgrades, we provide guides that describe the specific changes. For significant changes, we provide web-based training.</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

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	<p>Positive 10.j. Our online banking platform has not experienced any significant downtime in 2024, with availability of 100%. *It is designed to provide real-time access whenever you need it.</p> <p>Positive 10.k. We do not provide details of security incidents and their resolutions to individuals or organizations not involved in the incident. If you select us as your provider, we will be happy to provide information on how we will protect your data.</p> <p>Positive 18.a. Our methods for you to send and receive ACH files include internet-based file transfer, direct connection to the bank's mainframe, and Swift FileAct.</p> <p>Internet-based file transfers You can send transmissions through our online banking platform. Using the bank's administration tool, OST can easily manage user access, renew digital certificates, reset automated user passwords, and request Pretty Good Privacy (PGP) encryption keys.</p> <p>We support these standard secure transmission protocols, and each uses multifactor authentication and encryption:</p> <ul style="list-style-type: none"> • Applicability Statement 2 over HTTPS (AS2)* • FTP over TLS (FTP/S)* • HTTP over TLS (HTTPS)* • SSH File Transfer (SFTP)* <p>* Security includes use of digital certificates.</p> <p>Options To provide efficiency when moving data securely across the internet, you have two options:</p> <ul style="list-style-type: none"> • Automated user access: Schedule transfer sessions to connect automatically to send and receive files • Outbound push: Automatically receive outbound files from the bank as they become available <p>Optional value-added services include, but are not limited to, virus scanning, email alerts warning that the bank cannot deliver a file due to it failing a service check, and file encryption.</p> <p>Direct connection (host-to-host)</p>
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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	<p>If OST transmits a large volume (greater than 1 gigabyte) on a regular basis, then Connect:Direct (NDM) with Secure+Proxy* can deliver secure data exchanges between the enterprises.</p> <p>* IBM® Sterling Connect:Direct with Secure+ Proxy is proprietary software that is sometimes called by its original acronym, NDM (network data mover).</p> <p>Swift FileAct</p> <p>Swift members commonly use the Swift FileAct integration option to exchange files in traditional treasury management formats, such as BAI V2, Nacha, EDI, and ISO 20022 XML. OST can choose from two connectivity structures:</p> <ul style="list-style-type: none"> • Real-time, which assures that you, or your service provider, are always signed into Swift, so that you and the bank are connected at the same time • Store-and-Forward, which assures that you can sign into the Swift network when you want; you do not always have to be connected to the Swift network <p>* Please contact your Swift representative for information about joining Swift or visit swift.com/corporates.</p> <p><i>23 Wire Processing</i></p> <p>Positive 23.d. We use strict encryption and authentication standards for transmission of payment files.</p> <p>Encryption</p> <p>All of our supported internet protocols require session-level encryption. The encryption type varies based on the transmission method you select. Our supported protocols use 256-bit Secure Sockets Layer (SSL) or Secure Shell (SSH) encryption to protect data in transit between us and OST. Our supported Connect:Direct options require a Secure+ add-on, which encrypts the session with SSL. Two of the Connect:Direct options also require use of a bank-provided encrypting router.</p> <p>Authentication</p> <p>We issue specific credentials to each client to authenticate transmissions and grant access to our transmission facilities.</p> <p>Dual custody</p> <p>We offer a secondary approval option with our consolidated payables service. With this service, we release wires after we receive an approval. Each approver (you can require up to three)</p>
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Date of Individual Evaluation	11/26/2025
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	<p>reviews, modifies, approves, or deletes the wires through our online banking platform.</p> <p>Positive 24.a 'Yes. All the solutions proposed reside on a single online platform.</p> <p>Positive 24.d 'Yes. Wells Fargo uses Zix encryption to facilitate confidential communication to State employees through email. When an encrypted email is received, the receivers of the email will use their password to view the contents of the email. When an employee receives an encrypted email for the first time, they will be prompted to create a password. There are no additional costs for viewing secure emails using Zix encryption.</p> <p>Positive 24.e 'Your company administrator can perform a variety of functions through our online administration service, including:</p> <ul style="list-style-type: none"> • Creating, maintaining, and deleting user access, including password resets • Ordering mobile or physical tokens • Restricting user access to services and accounts and setting transaction dollar limits • Creating account or user lists to better organize your users and accounts — lists can be used throughout the administration service to easily select multiple accounts or users to administer • Setting up multiple users with similar access controls at the same time • Establishing additional controls for specified transactions and functions that require review and approval by a one or more approvers before the request is executed* • Setting up forced dual controls for all tasks performed through the online administration service* • Running management reports that show current user entitlements for a rolling 365 days of administration activity history <p>* We require dual custody for money movement transactions and changes to user access.</p> <p>Audit features</p>
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	<p>We offer an online audit report that lists:</p> <ul style="list-style-type: none"> • Authorization activities performed by your administrators • Access assigned to each user <p>We also internally log and monitor client events that occur on our online system. The service event logs provide information about your user activities, including sign on, user profile updates, and transactional activity. The logs identify the user, date and time of event, and other information relevant to the activity performed.</p> <p>Positive 25.a Our firm has experience partnering with government entities that use CGI Advantage as their ERP system. Additionally, we have existing interfaces with a wide variety of accounting, ERP, and treasury workstation systems including, but not limited to, CGI Advantage 4 PeopleSoft, SAP, Oracle, JD Edwards, Integrity, Selkirk, SunGard, and XRT-Cerg. Integration with our system does not require any type of software installation on your system of record; it is accomplished through a data file exchange between OST and us.</p> <p>Positive 27.h. 'You are not required to install any software to access our information reporting options.</p> <p>Positive 29.a. Two factor authentication will be required depending on the role each user has. An Administrator, a user who will move money (ACH or wire), and users who have access to SAFE Transmission will automatically be sent a token when they are assigned a service that requires it.</p> <p>Positive 34.a 'Please refer to the supplemental document for cutoff times. Transmit your payment file using a variety of communication protocols or upload it using our online banking platform.</p> <p>We accept most custom and proprietary file formats — almost any type of file format your system can generate. If you use a standard format, it can minimize your implementation costs and time. Our service accepts:</p> <ul style="list-style-type: none"> • Excel comma separated values (CSV) • Wells Fargo flat file (delimited or positional)
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	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Wells Fargo
Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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	<ul style="list-style-type: none"> • Wells Fargo XML • ISO 20022 (CGI common XML standard pain.001) • ANSI X12 820 version 4010 • SAP IDoc Extended Payment Order (PEXR 2002) • Lawson AP161 • Custom and proprietary formats* <p>* These formats can potentially address exceptions from standard file formats.</p> <p>Processing deadlines We can accept and acknowledge your payment file for initial processing 24 hours a day, seven days a week. Depending on the payment types you send, we process your file the same business day if we receive it by our cutoff time. For a file that arrives after our cutoff time, we process it on the next business day. If you require secondary approval, you must complete it by the applicable deadline for same-day processing. If a file includes multiple payment types, the earliest applicable deadline applies to the entire file.</p> <p>Positive 34.e. Options for sending and receiving files securely with the bank offer flexibility while protecting data confidentiality.</p> <p>Internet-based file transfers You can send transmissions through our online banking platform. Using the bank's administration tool, OST can easily manage user access, renew digital certificates, reset automated user passwords, and request Pretty Good Privacy (PGP) encryption keys.</p> <p>We support these standard secure transmission protocols, and each uses multifactor authentication and encryption:</p> <ul style="list-style-type: none"> • Applicability Statement 2 over HTTPS (AS2)* • FTP over TLS (FTP/S)* • HTTP over TLS (HTTPS)* • SSH File Transfer (SFTP) <p>* Security includes use of digital certificates.</p> <p>Options To provide efficiency when moving data securely across the internet, you have two options:</p> <ul style="list-style-type: none"> • Automated user access: Schedule transfer sessions to connect automatically to send and receive files
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Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

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Proposed Service Group	Service Group 1: General Banking Services

Date of Individual Evaluation	11/26/2025
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	<ul style="list-style-type: none"> Outbound push: Automatically receive outbound files from the bank as they become available <p>Optional value-added services include, but are not limited to, virus scanning, email alerts warning that the bank cannot deliver a file because it fails a service check, and file encryption.</p> <p>Your ideal method</p> <p>Your treasury consultant, Katie White, works with OST during the implementation process to help you select your preferred transmission method. Together, you will consider the size and frequency of files that you will send and receive. You will also consider your staff's technical capacity.</p>
Technical Assessment	

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	SG1 General Banking

Date of Individual Evaluation	12/8/25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	SG1 General Banking

Date of Individual Evaluation	12/8/25
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	Founded 1852, 218K employees Specialized capabilities for government clients; deep public sector experience. References: VA, NJ, City of Anaheim with long relationships of at least 20 years. Anaheim uses CGI Advantage
Subcontractors	None noted
Organizational Chart	5-person client management team; all with 10+ year in banking and at the firm. Located in CT/NY.
Litigation	Firm disclosed they are involved in a number of proceedings and provided a link to reports
Financial Viability	Firm is Well Capitalized levels with Total Risk-based >10% (15.34%), Tier 1 risk-based ratio =>6% (13.27%) and Leverage Ratio of >5% (8.90%).
Certificate of Insurance	Cyberliability of \$100 Million, exp 10/2/2029 \$100 Million Commercial General Liability, exp 4/1/30

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	SG1 General Banking

Date of Individual Evaluation	12/8/25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ul style="list-style-type: none"> • Row 8 - Bidder takes exceptions to and requests to negotiate mutually agreeable terms and conditions
Technical Questionnaire	<ul style="list-style-type: none"> • Row 44 – bank cannot indemnify State for fraudulent checks • Row 46 – Can accept cannabis payments but only to a comingled account. • Row 57-Can provide analysis statements by the 5th of the month. • Row 94-RDC does not require deposit slips; the user selects the identifier when depositing. Question: What if multiple checks are being deposited with different amounts. • Row 99 -Stop pay report details are not emailed as required. • Row 101 – no commitment to refund within 2 days of a cleared stop payment item. • Row 102- Cannot initiated ACHs or approve wires by fax or phone.; only the internet. • Row 103 – Flexible ACH cut off hours. Can accept same day wires until 3 and in emergency situations where initiation may occur at 5 pm. • Row 156-(+)RMs kept apprised of issues with internal standing weekly meetings of the State’s client service team. • Row 157-(+)RM will personally contact the State to advise of known upgrades, maintenance or downtime (and not rely solely on automated or banner messages) • Row 165 (-)RDC platform not compatible with State’s current equipment, but bidder will provide an initial supply of scanners. • Row 166 (-)Proposed an alternative to printing OSTs endorsement on checks; can overlay a virtual preformatted endorsement. Question: Is this acceptable to the State?

Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	SG1 General Banking

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	<ul style="list-style-type: none"> • Row 167 – system checks for RDC duplicates for 7 days. This is a small window and risks duplicates being successfully honored after the 7 days. Short window when compared to industry averages. • Row 171 – flexible RDC deposit batching routine; another user can add checks to a deposit. • Row 179 – (+) Offers free scanner to any NEW department that wants one. • Row 186-Notification of rejected ICL items through multiple ways; online platform, email or text. • Row 186 – Rejected ICL items must be redeposited through a local branch or cash vault. • Row 261 (+) – offer eLockbox services with automated payment validation. • Row 269 – Payee name is not a searchable field in the online system. • Row 275- Check issue PP files are updated more than 50x/day and reaches WF tellers 30 minutes of receipt. • Row 297-Deadline for ACH transmission; next day is late – 9:00 pm allowing flexibility for the State. • Row 307- Does not require control totals. Question: Do you accept them if the State wants to use control totals? • Row 313-automated same day ACH file acknowledgement via email and transmission; not by phone or fax. • Row 353-Cannot convert wire to settle by RTP. • Row 368-Has experience partnering with governments that use CGI Advantage plus has existing interfaces to CGI advantage. • Row 385-Standard term for prior day reports is 7 days – short window. • Row 406-use all 8 methods to verify banking function • Row 438 – Bank cannot collect banking info for B2C payments. • Row 440-Learn more about EDD service • Row 457: New Ideas – Payment Manager (integrated payables) – one payment file.
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Evaluator	Name	Toinette Miller
	Title	Director , PFMGC
	Department	Treasury Consulting

Bidder/Applicant Name	Wells Fargo Bank
Proposed Service Group	SG1 General Banking

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	<ul style="list-style-type: none"> • Row 462: Have 2 clients using consolidated payables solution that also use CGI Advantage and over 200 govts using the product. • Row 490-Paymentworks, 3rd party • Row 492: Suppliers can self-enroll for digital payments. • Row 501-Addl fee for OST to pass ACH remittance details • Row 529-No eCheck offering • Row 536: New Value Added service: Receivables Manager, eBox and AVS
Technical Assessment	

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

DATE: Nov 24, 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"/> 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: Wells Fargo uses guidance from NIST, but is not NIST (or ISO or FISMA) certified. <p>The Wells Fargo IS Program consists of policies, procedures, and controls adopted from industry standards and best practices, including:</p> <ul style="list-style-type: none"> • National Institute of Standards and Technology (NIST) Cybersecurity Framework; • NIST 800-53 Revision 5: Security and Privacy Controls for Federal Information Systems and Organizations; • International Organization for Standardization (ISO) 27001:2013 standard; • COBIT 5; and • Federal Financial Institutions Examination Council (FFIEC) IT Handbook. <p>For additional details, we have included an overview of our Information Security program that outlines Wells Fargo's approach to information security.</p>
	Maine FOAA	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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Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	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:
	NIST 800-53: Rev5	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:
	Privacy Act of 1974	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.S. DHHS-OCSE	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:	
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:
	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:

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TA REVIEWER DEPARTMENT: MaineIT

Payment Card Information	Payment Card Industry Data Security Standard (PCI DSS) v 3.2	Quality of Response: <input 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
		<p>Explanation: As a global and federally regulated financial services institution, Wells Fargo must maintain a robust information security program to protect customer information across many geographies, business segments and financial products beyond payment cards. Wells Fargo’s information security program is based on numerous U.S. and international information security requirements and standards, and includes standards from the Payment Card Industry Data Security Standard (PCI DSS) – to the extent these standards apply to Wells Fargo’s business activity and product offerings. While PCI DSS does not address all of the regulatory and legal information security requirements that Wells Fargo observes, Wells Fargo has an internal PCI standards program and is committed to securing cardholder data in accordance with PCI DSS. This includes partnering with PCI-compliant third parties where Wells Fargo offers certain card products or services, such as authorization/settlement procedures, processing, and card production and delivery.</p> <p>Our electronic bill presentment and payment solution is Payment Card Industry (PCI) compliant and meets all requirements of the PCI Data Security Standard to:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Build and maintain a secure network and systems <input type="checkbox"/> Protect account data <input type="checkbox"/> Maintain a vulnerability management program <input type="checkbox"/> Implement strong access control measures

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TA REVIEWER DEPARTMENT: MaineIT

		<input type="checkbox"/> Regularly monitor and test networks <input type="checkbox"/> Maintain an information security policy
	Nacha Operating Rules (ACH)	<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 <i>Explanation:</i>
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	<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 <i>Explanation:</i>
	IRS Pub 1075 Contractor Language Addendum required	<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 <i>Explanation:</i>
Student Education Data	Family Educational Rights and Privacy Act: FERPA	<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 <i>Explanation:</i>
		<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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Affordable Care Act	Security Guidelines for Federal, State and Local 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	
Bill of Materials (BoM)		

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(Product Name)	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:
MaineIT	
H1	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: Wells Fargo data centers are unmarked, non-descript facilities, located in geographically dispersed locations. Wells Fargo operates single-tenant facilities wherein Wells Fargo ensures alignment with the Physical Security Policy.
H2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see BCP Overview letter
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
H3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see Information Security Program Overview letter
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
A1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see BCP Overview letter
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
A2	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see Application Security Program Overview letter
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
A3	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see accompanying overview documentation
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	Explanation:
A4	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: Please see Privacy Comfort Letter

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	Quality of Evidence: <input type="checkbox"/> Strong <input 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: Please see Information Security Program Overview letter
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
S2	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Please see Third Party Program Overview letter
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
S3	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Please see Information Security Program Overview letter
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
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 checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: We have an Operational Risk Management Policy approved by our Board of Directors, to help us manage operational risk. The policy defines operational risk as the risk of loss resulting from inadequate or failed internal processes, people, or systems. It also notes that our success depends on our ability to effectively manage operational risk. Please see our Information Security Program Overview for further information.
Cloud Service Provider Reqs	
CSP1	Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
	Explanation: Wells Fargo policies & procedures are considered private and confidential and are not shared externally. Please see accompanying overview documentation for more information.
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation:

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INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 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 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 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 type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation: Accessibility?
CSP6	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:
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 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 type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 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 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 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 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 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 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 type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 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 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 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 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: Wells Fargo uses guidance from NIST, but is not NIST (or ISO or FISMA) certified.</i>
<p><i>The Wells Fargo IS Program consists of policies, procedures, and controls adopted from industry standards and best practices, including:</i></p> <ul style="list-style-type: none"> <i>• National Institute of Standards and Technology (NIST) Cybersecurity Framework;</i> <i>• NIST 800-53 Revision 5: Security and Privacy Controls for Federal Information Systems and Organizations;</i> 	

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

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TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<ul style="list-style-type: none"> • <i>International Organization for Standardization (ISO) 27001:2013 standard;</i> • <i>COBIT 5; and</i> • <i>Federal Financial Institutions Examination Council (FFIEC) IT Handbook.</i> <p><i>For additional details, we have included an overview of our Information Security program that outlines Wells Fargo's approach to information security.</i></p>
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 checked="" 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 type="checkbox"/> <i>Strong</i> <input checked="" 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 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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

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TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

N7	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:
N8	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:
N9	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:
N10	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:
N11	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:
N12	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:
N13	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:

STATE OF MAINE
INDIVIDUAL REVIEW NOTES - TECHNICAL ASSESSMENT

RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Well Fargo Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

N14	<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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	70 branches t/o ME/NH, largest ME-based bank, award winning CS (57 in ME)
Subcontractors	4
Organizational Chart	73yr legacy
Litigation	\$2M re: NSF fee
Financial Viability	\$7.2B assets, \$6.2B Deposit liability
Certificate of Insurance	UL \$25M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>57 full-service branches across ME</p> <p>Relationship Manager/Specialist – in Maine</p> <p>ON-US checks available next day</p> <p>Can deposit checks into ATM</p> <p>\$5 de minimis amount for adjustment write off</p> <p>Deposit slip requests thru bank, not 3rd party</p> <p>Daily standardized BAI file import feed?</p> <p>Outgoing domestic wire cutoff: 4PM</p> <p>Foreign checks: deposit at face value with the exchange posting the following business day</p> <p>Accept deposits for revenues generated through the State's cannabis industry</p> <p>Does not offer any file translation service that would allow the State to send a file in its preferred/standard format</p>
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> *About 170 years of banking. *70 branches in Maine and NH and 1,100 employees. *Largest Maine based bank. *Top SBA 504 lender in Maine, #1 in JD Power retail banking satisfaction study for 8 of last 9 years. Forbes World’s best banks list in 2023 & 2025. *\$4.5 million in deposits for Maine ABLE accounts. *Dedicated team for Cash Management professionals *Nicole Pellenz would be the contact for Maine. *12 of 20 largest customers are municipalities.
Subcontractors	Jack Henry for core banking, Bottomline Tech for corporate banking, Deluxe for remote deposit capture, and Loomis for SmartSafe deposit
Organizational Chart	Multi-tiered chart for escalated attention.
Litigation	1 case sighted for a settled case on charging overdraft fees on accounts not overdrawn. Other settled cases can’t be discussed due to confidentiality agreements.
Financial Viability	NO ratings from S&P, Moody’s, or Fitch. Net income down slightly from prior year. Costs have peaked and edging lower. Assets still hold around \$7.2 billion.
Certificate of Insurance	\$20 million

Reference: Maine Turnpike Authority for many operations, MainePERS for many operations, and Maine Dept of Corrections for external services from state funds.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	The proposed services appears to meet the state’s requirements with little changes to current process.
Technical Questionnaire	<ul style="list-style-type: none"> *Wires not processed by Fax. ACH not processed by Fax and phone. * Yes to foreign checks, but does not process Canadian coins. Do we need that? *On site meetings can be at least monthly. *Branches. Some locations do not have branches within 5 miles, but the closest branch is noted for each. 16 are more than 5 miles and may require a satellite account for deposit. *Will cash state payroll checks for BSB customers. *ATM deposits. Check limits are based on ATM limits. *Requires disposable deposit bags. *Coins can be rolled or deposited via coin counters at branches. *\$5 adjustments written off during scanning of the deposit. Others are processed with a credit/debit memo. *Ticket orders are processed through BSB *Encrypt email with Microsoft 365. *Wires are verified by a recorded phone call. *Foreign checks are deposited at face value with exchange posting the following business day. *AFP codes will be added in time to go live but does not have an example. *Can provide reports daily and monthly for recons. *Deposit images can be provided online or with sFTP. * Deposit slips can be set for future printing date and include overnight delivery. *Cannot print deposit tickets with QR codes. Shipped by UPS. *Cost for tickets is build into deposit costs. *Cannabis program meets all state and federal requirements. *Offered remote deposit capture but already would be covered with the general banking contract. *Provided information on other locations not listed in Section B Service Group 2 Local Branch Services *Smart Safes offered through Loomis. Next business day credit. *Safes are leased by the state with Loomis.

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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	*Existing relationship will make the transition efficient. Plan for 2-6 weeks. *Does not offer file translation services
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Maine State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/13/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

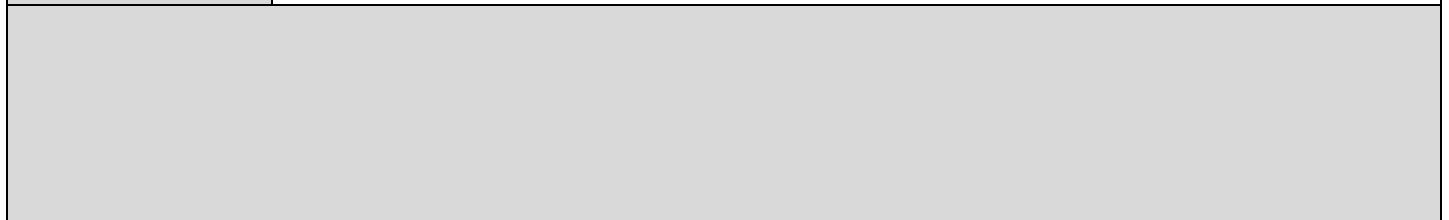
Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Maine State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/13/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Mutual Savings Bank, 173 year legacy, 70 branches in Maine, NH. Partnered with OST on ABLE ME. Focused on the needs of municipalities (I don't understand the connection of header to the text below). Nicole Pellenz was OST's relationship manager from TD before US Bank had contract, so she knows us. Bangor Savings is well-suited to handle the State of Maine's Local Branch Deposit Services. The Corporate Services Department currently manages nearly \$600 million in municipal deposits (June 2025) and 12 of the 20 largest customers of the Bank are municipal. Excellent examples: Maine Turnpike, Maine PERS and Maine Department of Corrections ... would understand state government.</p> <p>Three projects Maine based, MainePERS, Corrections, Maine Turnpike Authority</p>
Subcontractors	Jack Henry, Loomis, Bottomline Tech, Deluxe
Organizational Chart	x
Litigation	
Financial Viability	
Certificate of Insurance	\$25,000,000 aggregate



Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Maine State Treasurer

Bidder Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/13/2025
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File 3 – Proposed Services

	Individual Notes	
Proposed Services		
Technical Questionnaire	Provide OST with the capability to initiate and approve outgoing ACH and wire transfers by internet, fax, and phone with appropriate controls. The Provider shall reimburse the State for any charges or lost interest resulting from failed transactions for which the Provider is responsible	Wires: No to fax ACH: No to fax and phone
	Does not accept Canadian coin \$5 adjustments are written off during scanning of the deposit. Other corrections are usually processed with a copy of the debit/credit memo being sent to the customer.	
	Can deposit slips be printed with unique Quick Response (QR) codes as a fraud prevention measure?	No
Technical Assessment		

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/17/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	<u>11/17/2025</u>
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • Founded in 1852=173 yrs. • 70 branches in ME & NH. • Employs 1,100. • Largest Maine-based bank with total assets of \$7.2B as of FY24. • Strengthened the bank’s regional footprint by the acquisition of Granite Bank (NH) & Damariscotta Bank & Trust (ME). • Forbes’ World Best Bank 2023 & 2025. • #1 ranking in New England in the JD Power Retail Banking Satisfaction Study for 8 yrs of the last 9 yrs. • Partnered with OST to create Maine ABLE Benefit Checking. • Services to over 2,700 customers throughout the Bank’s footprint. • Corp Services Dept. currently manages nearly \$600M in municipal deposits as of 6/25. • 12 of the 20 largest customers of the bank are municipal. • Maine Turnpike Auth. Client since 2005 • Maine Employees Public Retirement System since 2008. • Dept. of Corrections (prisoner accounts) since 2019.
Subcontractors	Bangor lists 4 – Core Banking, Corp Online banking, Corp remote deposit capture, and SmartSafe.
Organizational Chart	Nicole Pellenz was our primary relationship manager for TD Bank.
Litigation	List one litigation
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	<u>11/17/2025</u>
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Seems to have adequate coverage for branch locations. • \$5 adj are written off during scanning of deposits. • Wire cutoff time is 4 pm (online, phone, in-person). • Will the exchange adj for foreign deposits reference the original deposit? • Analysis statements currently do not have the AFP codes, but they are in the process of adding them. • Account analysis statements are only available online for 90 days. Can this be extended? • Can assign unique deposit ID numbers. • Will accept cannabis funds. Bangor Savings operates a cannabis banking program that meets all federal and state regulatory expectations. • Transitioning would be smooth, seeing that the State already has an existing account that is used by several departments. Most transitions are completed within 2-6 weeks.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	BANGOR SAVINGS BANK
Proposed Service Group	Local Branch Services

Date of Individual Evaluation	11-25-25
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	BANGOR SAVINGS BANK
Proposed Service Group	Local Branch Services

Date of Individual Evaluation	11-25-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Founded in 1852, HQTRD Bangor, ME. 70 Branches in Maine and NH. Largest Maine Bank. No Parent company.</p> <ol style="list-style-type: none"> 1. Characteristics/Capabilities: <ol style="list-style-type: none"> a. 2024 Top SBA 504 Lender in Maine. b. 2024 Top SBA Underserved Community Lender in NH. c. #1 JD Power Retail Banking Satisfaction for 8 of last 9 years. d. The Bank received the Celent Model Bank Award for Payments Innovation for its programmable debit card technology, demonstrating its ability to deliver modern, secure, and flexible financial solutions. <p>Current Client/Projects:</p> <ol style="list-style-type: none"> 1. Maine Turnpike Authority: <ol style="list-style-type: none"> a. Since 2005 has provided cash management services to client. 2. Maine Employees Public Retirement System: <ol style="list-style-type: none"> a. Since 2008 has provided cash management services to client. 3. State of Maine, Dept of Corrections <ol style="list-style-type: none"> a. Since 2019 has provided cash management services to client.
Subcontractors	Jack Henry & Associates: Core Banking Provider (what do they actually provide?), Bottomline Technologies: Corp Online Banking, Loomis US: Smartsafe (secure transport?)
Organizational Chart	<p>Shows they have many Maine and some local support staff.</p> <ol style="list-style-type: none"> 1. Nicole Pellenz (Corporate Services Manager) has past experience supporting the Office of State Treasurer. 2. They assign a dedicated Relationship Managers to each banking customer. 3. In Technical Questionnaire: Identified additional representatives.
Litigation	Case settled in court in Dec 2022, none currently.
Financial Viability	7.2billion total assets as of FY2024. Subsidiary of Bangor Bancorp, Mutual Holding Company.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	BANGOR SAVINGS BANK
Proposed Service Group	Local Branch Services

Date of Individual Evaluation	11-25-25
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	<p>The Bank is not currently rated by Standard & Poor's, Moody's or Fitch.</p> <p>Audit concluded on 6/6/25 stated that the consolidated financial statements present fairly, in all material respects, the financial position of the Company as of March 31, 2025, and the results of their operations and their cash flows for the year then ended, in accordance with U.S. generally accepted accounting principles (U.S. GAAP).</p>
Certificate of Insurance	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	BANGOR SAVINGS BANK
Proposed Service Group	Local Branch Services

Date of Individual Evaluation	11-25-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<p>Not included in the submission separate, found in Appendix G (Qualifications and Experience Form)</p> <ol style="list-style-type: none"> 1. Bangor Savings is well-suited to handle the State of Maine’s Local Branch Deposit Services. <ol style="list-style-type: none"> a. The Corporate Services Department currently manages nearly \$600 million in municipal deposits (June 2025) and 12 of the 20 largest customers of the Bank are municipal. 2. Bangor Savings Bank will help meet the goals of OST by offering a preferred interest rate, below-market pricing for banking services and by recommending a streamlined account structure layout. 3. Finally, it is the goal of Bangor Savings Bank to fully demonstrate our commitment to the banking needs of the State by: <ol style="list-style-type: none"> a. Providing the skills, experience, and availability of specific individuals to perform the services required b. Performing a smooth transition from OST’s existing banking provider c. Presenting professional and innovative work, including solutions to help OST streamline their operations d. Providing all the requested services at a reasonable cost e. Participating in the community and maintaining our CRA rating f. Providing best-in-class personnel and equipment to service OST
Technical Questionnaire	<ol style="list-style-type: none"> 1. Identified no on Wires via Fax 2. Identified no to ACH via fax or phone 3. Does not accept Canadian coin <ol style="list-style-type: none"> a. MRS Receives Canadian coin periodically 4. Allows for remote data capture 5. Smart Safes offered through subcontractor Loomis

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	BANGOR SAVINGS BANK
Proposed Service Group	Local Branch Services

Date of Individual Evaluation	11-25-25
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	<ul style="list-style-type: none"> 6. Bangor Savings Bank provides a testing environment to be used during implementation. 7. No other concerns
Technical Assessment	<ul style="list-style-type: none"> 1. MainelT Tab: A3 identified as no, but listed 99.5% uptime 2. Cloud Service Provider Tab: (CSP2): does not meet authentication mechanisms listed. 3. CSP17: No site to site VPN

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	
Subcontractors	
Organizational Chart	Positive
Litigation	Positive
Financial Viability	
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	Bangor Savings Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Service Group 2: Local Branch Deposit Services</p> <p>Positive 2.c.viii “YES”</p> <p>Positive 21.a “Yes, all the solutions proposed for general banking reside in a single online platform.”</p> <p>Positive 21.d. 'Yes. Bangor Savings uses Microsoft 365’s built-in email encryption service, to secure all outgoing email communications, including those with State employees. This solution automatically encrypts messages at the transport level, ensuring that only the intended recipient can access the content. Recipients using Microsoft Outlook or other modern email platforms can open messages seamlessly, while others access them through a secure web portal after authentication. There are no additional fees associated with this service.</p> <p>Positive 22.c. 'There have been no system outages in the past year. All system maintenance is completed after 10:00 pm so as not to interfere with customer access during business hours.</p> <p>Positive 22.d. Bangor Savings has not had any data breaches or events that could compromise data within the past three years.</p>
Technical Assessment	

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Bangor
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1 – 12/2/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Bangor
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1 – 12/2/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • RM Nicole Pellenze has very strong govt and banking experience and only manages 6 clients – giving time to dedicated to the State. However, she has only been with the firm 6 months which causes concern that she may not have developed a strong internal rolodex to navigate the firm and advocate for the State when needed. • Heather Toussaint, Asst RM has only been working govt for about 1 year and with the firm only 2.5 yrs. I see this as a risk in that government as a sector is very specialized and experience in this sector often yields a better understanding of the State’s needs/concerns when they arise.
Subcontractors	<ul style="list-style-type: none"> • Lists 4 subcontractors, Jack Henry & Associates is listed as the “Core Banking provider for Bangor Savings Bank”. We should inquire what that means – what services exactly is this subcontractor providing? <p>Bottomline, Loomis and Deluxe are all pretty standard 3rd parties in the banking industry.</p>
Organizational Chart	<ul style="list-style-type: none"> • Nicole Pellenze listed as the RM but Primary RM but it does not appear that she will directly manage the State’s account. The hands-on team appears to be Heather Toussaint and Elex Eremita, but each of their managers both roll up to the same manager, Nicole. Rolling up to the same manager is good because all decisions can be made there.
Litigation	<ul style="list-style-type: none"> • Settled suit regarding NSF fees. Curious as to whether or not the bank changed its NSF practices. • The State is asking for an exhaustive list of the suits, even if settlement agreements are not shared.
Financial Viability	<ul style="list-style-type: none"> • Bangor not rated by rating agencies (S&P, Moody’s, Fitch) However capital ratio numbers exceed Well Capitalized levels with Total Risk-based >10% (11.15%), Tier 1 risk-based ratio =>6% (10.41%) and Leverage Ratio of >5% (7.16%).

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Bangor
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1 – 12/2/2025
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Certificate of Insurance	<ul style="list-style-type: none">• There are only references to FDIC insurance but not professionally liability or any other insurances applicable to this type of contract.
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Bangor
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1 – 12/2/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ul style="list-style-type: none"> Indicated that they met all requirements, however they do not meet the State's requirement to initiate wires from a FAX, nor can they support ACHs initiated from FAX or PHONE.
Technical Questionnaire	<ul style="list-style-type: none"> Cannot accept foreign currency (Canadian Coin) for deposit. Regarding a change in service contact. Bangor will attempt to give 30-days notice, which is a plus. Has a branch in Augusta, Maine as required but doesn't have a vast branch network as only 20 of the 36 locations have a branch within 5 miles. Check image archive images can only be provided PDF; not .bmp or .jpg Very strong cannabis banking partner with an established cannabis banking program that they state meet all state and federal requirements. All branches can accept cannabis deposits.
Technical Assessment	N/A

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BIDDER NAME: Bangor Savings Bank

DATE: Nov 24, 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"/> 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 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
Confidential Personally Identifiable Information (PII)	Maine Breach Notification Law	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
	NIST 800-53: Rev5	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
	Privacy Act of 1974	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
	U.S. DHHS-OCSE	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
	HIPAA	Quality of Response: <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response
		Explanation:

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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 type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak	
	Nacha Operating Rules (ACH)	<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	
	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>Explanation:</i>
<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak			

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	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:
Affordable Care Act	§ 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
	§ Minimum Acceptable Risk Standards for Exchanges MARS-E 2.2	
	Medicaid Information Technology Architecture MITA3.0	

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Medicaid Information	§ 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	

Bill of Materials (BoM)

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

MaineIT

H1	Quality of Response: <input checked="" type="checkbox"/> <i>Provided a Response</i> <input type="checkbox"/> <i>Did not provide a response</i>
	Explanation: <i>Two in Bangor, One in Manchester NH</i>
	Quality of Evidence: <input type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	Explanation:
H2	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:
H3	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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	<i>Explanation: NIST CSF</i>
A1	<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: Has a Business Continuity Officer</i>
A2	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Can be Provided</i>
A3	<i>Quality of Response: <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</i>
	<i>Explanation: No, 99.5 uptime</i>
	<i>Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation:</i>
A4	<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>
Information Security Standards	
S1	<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: Yearly examination?</i>
S2	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation:</i>
S3	<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 type="checkbox"/> Adequate <input type="checkbox"/> Weak</i>
	<i>Explanation:</i>
S4	<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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</i>
	<i>Explanation: Approved by Board</i>

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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 type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak
	Explanation: We are unsure as what to provide for evidence
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: No, Our digital banking solution does not support these authentication mechanisms.
CSP3	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: Our digital banking partner does have a Vendor Management Program.
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: Our digital banking partner has a Software Development Lifecycle Standard
CSP5	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: The Bank has confirmed the accessibility compliance of the offered solution, including adherence to the Americans with Disabilities Act (ADA) and other relevant
CSP6	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>
	<i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: remote hosting policy aspects of this policy like encryption, event logging, etc are represented in other policies.</i>
CSP7	<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: Our digital banking partner maintains a Data Loss Prevention, Encryption Standard, GDRP, GLBA and FACTA, and Information and Data Management policies.</i>
CSP8	<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: Our digital banking partner has both an Information Security Policy and an Information Security Policy specific to GLBA.</i>
CSP9	<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: Our digital banking partner has an Access Control standard.</i>
CSP10	<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: Our digital banking partner has an Access Control standard.</i>
CSP11	<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: Our digital banking partner maintains a Risk Management Policy.</i>
CSP12	<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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	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</p> <p><i>Explanation:</i> Our digital banking partner performs vulnerability scans in compliance with the PCI DSS.</p>
CSP13	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak</p> <p><i>Explanation:</i> Our digital banking partner performs external and internal penetration testing at least once a year or upon significant network change. Industry best practices are used with specific reference to NIST SP800-115. They also maintain a Application Security Testing Standard.</p>
	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i> While our digital banking partner does not have a specific system and information integrity policy much of its content exists in other policies such as their, Information Security Program, Logging and Monitoring Standard, Security Operations Incident Response Plan, etc.</p>
CSP15	<p><i>Quality of Response:</i> <input checked="" type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i></p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i> Our digital banking partner has a Change Management Standard.</p>
	<p><i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i> No, This is not applicable</p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i></p>
CSP17	<p><i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response</p> <p><i>Explanation:</i> A site to site VPN is not applicable in this case</p>
	<p><i>Quality of Evidence:</i> <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak</p> <p><i>Explanation:</i></p>

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TA REVIEWER DEPARTMENT: MaineIT

CSP18	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: Much of this policy exists in our digital banking partners other policies. They do not maintain a specific policy of this type. Incident response will be in their Security Operations Incident Response Plan, Data Loss Prevention is in their Data Loss Preventing policy, etc.
CSP19	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation: Bangor Savings Bank is committed to maintaining the highest standards of cybersecurity and compliance with State regulations. We understand the importance of avoiding prohibited technologies that may pose risks to data security and system integrity. The solution offered does include IP restrictions that block access from countries currently under U.S. sanctions, helping to mitigate exposure to high-risk jurisdictions. At this time, we are reviewing the full list of technologies used in the solution to ensure alignment with the State's prohibited technologies guidelines. We are working with our vendor to confirm compliance and will provide a detailed response to the State as soon as this information is available.
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
NIST Requirements	
N1	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: Bangor Savings Bank has aligned its Information Security Program with the NIST CSF. The Bank also goes through a yearly examination ensuring compliance with federal and state regulations.
N2	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: see above, same explanation
N3	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 #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bangor Savings Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<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>
N4	<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>
N5	<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>
N6	<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>
N7	<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>
N8	<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>
N9	<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>
N10	<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 #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: Bangor Savings Bank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<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>
N11	<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>
N12	<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>
N13	<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>
N14	<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>

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	200yrs old – 1000 branches (30 in ME)
Subcontractors	None
Organizational Chart	10 person Key team
Litigation	None that would reasonably affect financial condition
Financial Viability	\$187B assets
Certificate of Insurance	PL-\$25M

Evaluator	Name	Alma O Hazzard
	Title	Managing Staff Accountant
	Department	Office of the State Treasurer

Bidder/Applicant Name	KeyBank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/4/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	Only bank proposing both General Banking and Branch Deposit Services
Technical Questionnaire	<p>30 full-service branches across ME</p> <p>Relationship Manager/Specialist – in New York</p> <p>ON-US checks available same day</p> <p>ATM deposit: recommends Night drop service</p> <p>Fee assessed for depositing loose coin</p> <p>Deposit slip requests thru Superior Press (3rd party) - (preference thru bank)</p> <p>'Key Navigator's Image Research Center allows you to easily and conveniently view images of paid checks, deposits/deposited items, return items/return advices, and adjustment advices</p> <p>Outgoing domestic wire cutoff: 6PM</p> <p>Foreign items: Under a certain dollar amount and if Canadian, the account will be credited.</p>
Technical Assessment	

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	2. Branch Deposit Services

Date of Individual Evaluation	11/25/2025
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Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	2. Branch Deposit Services

Date of Individual Evaluation	11/25/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	One of the largest domestic banks with \$187 billion in assets Around for 200 years 30 branches in Maine 17,000 employees Only US bank with “Outstanding” rating for lending. Government banking to 1,000 entities Local presence for 150 years.
Subcontractors	No Subcontractors
Organizational Chart	Direct contact is Jason and there are a few degrees above him for needed responses. There is no one listed below him for individual project contact.
Litigation	Litigations are from time to time but should not cause an adverse effect on financial condition.
Financial Viability	S&P – A-2 & BBB+, Moody – P-2 & Baa1, Fitch – F1 & A-
Certificate of Insurance	\$25 million and \$10 million

References : State of New York (deposit and lockbox), Ohio (deposit and lockbox), Oregon (ACH and Wire services)

Evaluator	Name	Jeff Chetkauskas
	Title	Assistant Director
	Department	Treasury

Bidder/Applicant Name	Key Bank
Proposed Service Group	2. Branch Deposit Services

Date of Individual Evaluation	11/25/2025
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File 3 – Proposed Services

	Individual Notes
Proposed Services	The proposed services appears to meet most of the state's requirements with little changes to current process. The number of branches appears to be low in order to provide widespread services across the state.
Technical Questionnaire	<ul style="list-style-type: none"> *Agrees to requirements and had branches in the state. About 30 branches. *National website is ADA accessible. *Jason is contact-with banking for 2 years and 20 years in public sector *Quarterly meetings *19 of the listed towns do not have a branch within 5 miles. *Will not cash payroll checks drawn on another bank but will cash key checks up to \$1500. *Recommend night drop deposits over ATM deposits. *Require 2-part disposable plastic bags that State orders through their vendor. *Corrections are issued as a debit or credit to the account. *Key Bank does not provide deposit slips but can use Superior Press. Deposit supplies will be provided at no cost. * Email encrypted with state. *Under a "certain dollar amount" and if Canadian, the account will be credited. (What if it is another country or above the dollar amount??) *Same day credit on deposits before closing. Next business day for Night Drops. *Loomis for Smart Safe deposits, but does not support coins. Leased through Loomis. *6-12 weeks implementation. (most answers seem like blanket responses from General Services implementation) *
Technical Assessment	I do not have IT expertise to know if the data presented is good or bad.

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11-18-25
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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11-18-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Our footprint includes more than 1,000 branches (30 in the State of Maine). We continue to grow through numerous acquisitions, adding clients, locations and expertise. Additional examples of our financial strength include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Fortune 500® company <input type="checkbox"/> Revenue: \$1.9 billion (as of 9/30/2025) <input type="checkbox"/> Approximately 17,000 employees <input type="checkbox"/> Consumer Banking in 15 states; Commercial Banking offices across the U.S. <input type="checkbox"/> The only US national bank to receive 11 consecutive "Outstanding" ratings for lending under the Community Reinvestment Act 1 <input type="checkbox"/> Common Equity Tier 1 Ratio: 11.8% (as of 9/30/2025) <p>In Maine, our history spans more than 150 years. With branches in key population and government centers, as well as experienced personnel based in the State, we offer access and continuity where the State needs it most. That local presence—supported by a coordinated regional and national team—provides both in-state responsiveness and the strength of a major financial institution. Please see our three projects (references) below. State of NY: 50 year relationship similar to Maine’s banking and branch services. State of Ohio: 30 years similar to branch services. State of Oregon: 5 years ACH services.</p>
Subcontractors	none
Organizational Chart	
Litigation	<p>* From time to time, in the ordinary course of business, the bank is subject to various litigation proceedings. Based on information presently known to us, we do not believe that there are any matters to which we are a party that would reasonably be expected to have a material adverse effect on our financial condition. Material litigation is disclosed in our parent company’s 10-K</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	2: Branch Deposit Services

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	and 10-Q filings with the SEC which are publicly available on the SEC website.
Financial Viability	
Certificate of Insurance	<p>Usually actually SHOW the cert but this time provided narrative instead: The insurance is subject to deductibles that vary by line of coverage:</p> <ul style="list-style-type: none"> • Professional liability: \$25 million • Directors & Officers liability: \$15 million (\$0 for non-indemnifiable claims) • Bond: \$10 million • Computer crime: \$10 million • Employment practices: \$10 million • Fiduciary liability (for KeyCorp's own benefit plans): \$10 million <p>A certificate outlining these standard liability coverages, including copies of blanket additional insured endorsements, is kept current in Key's web site at this address: https://www.key.com/about/company-information/keycorp-evidence-of-insurance.js</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11-18-25
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File 3 – Proposed Services

Individual Notes	
Proposed Services	<p>30 branches in Maine</p> <ul style="list-style-type: none"> • Our relationship Manager has only been in banking 2 years. Neither person is in Maine. • Jason Litwak • Relationship Manager • Albany, NY • 20 years in public sector facing and in-house government roles. • 2 years in banking • 1 year <p>Don't supply deposit slips at no charge ... refer us to their supplier: KeyBank does not provide deposit slips or checks; however, you can order deposit supplies through our preferred provider, Superior Press. We recommend ordering checks and deposit tickets through Superior Press to ensure quality and security standards. We will provide deposit supplies at no cost to the State.</p> <p>KeyBank does not provide deposit slips or checks; however, you can order deposit supplies through our preferred provider, Superior Press. We recommend ordering checks and deposit tickets through Superior Press to ensure quality and security standards.</p>
Technical Questionnaire	<p>Appendix H: KeyBank recognizes the State's request for an architecture diagram of our proposed solution. While we are unable to provide a detailed architecture diagram due to the confidential and proprietary nature of our systems, we want to help assure you that KeyBank places the highest priority on the security and integrity of our technology environment.</p> <p>To support your review, we have included the following documents:</p> <ul style="list-style-type: none"> • Statement of Security Controls • Statement of Recoverability • Statement on Third Party Risk Management • KeyNavigator Security Procedures • Data Transmission Toolkit <p>Additionally, we have provided an overview of the security procedures and controls</p>

Evaluator	Name	Laura Hudson
	Title	Director of Internal Operations
	Department	Office of the Treasurer

Bidder/Applicant Name	Keybank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11-18-25
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	embedded within KeyNavigator, our online banking platform. These materials outline KeyBank's comprehensive approach to helping safeguard client data, maintaining operational resiliency, and maintaining compliance with industry-leading standards and regulatory requirements.	
Technical Assessment	How does the smart safe handle coin deposits?	This feature is not supported.

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/19/2025
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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	11/19/2025
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File 2 – Organization Qualifications and Experience
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	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • One of the nation's largest domestic bank holding companies with assets of approximately \$187B 9/25. • Dating back 200 yrs. • More than 1,000 branches (30 in Maine). • Approximately 17,000 employees. • Consumer banking in 15 states, commercial banking offices across the US. • Key Government Banking team brings decades of experience serving more than 1,000 government entities nationwide (state gov, counties, municipalities, and public authorities). • In Maine, history spans more than 150 yrs. • State of New York, more than 50 yrs • State of Ohio, more than 30 yrs • State of Oregon, more than 5 yrs
Subcontractors	N/A
Organizational Chart	Provided
Litigation	None
Financial Viability	Provided
Certificate of Insurance	Provided

Evaluator	Name	Michelle Kimball
	Title	Accounting Analysis
	Department	OST

Bidder/Applicant Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<ul style="list-style-type: none"> • Requiring the State to order our own deposit supplies through their preferred provider. • A fee is assessed for depositing loose coins. • Will take cannabis funds from revenue. • Wire cutoff time is 6 pm (online, phone, in-person). • Will the exchange adj for foreign deposits reference the original deposit? • Analysis statements available online for 12 months and bank statements for 24 months. • Can assign unique deposit ID numbers. • Transitioning average timeline is 6-12 wks.
Technical Assessment	Provided

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

Date of Individual Evaluation	11-26-25
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State of Maine

Office of the State Treasurer

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

Date of Individual Evaluation	11-26-25
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<p>Over (150 or 200?) years in existence. Parent Company is KeyCorp, KeyBank National Association is bidder organization name, referred to as “Key” throughout documents.</p> <p>Characteristics/Capabilities:</p> <ol style="list-style-type: none"> a. Investment products under KeyBanc Capital Markets. b. Only US bank to receive 11 “outstanding” for lending under Community Reinvestment Act 1. c. 1,000 branches nationwide. d. 30 State of Maine branch locations. e. Government Banking <ol style="list-style-type: none"> i. Over 10+ years serving approx 1,000 gov’t entities across US. ii. Experience at state, county, municipalities, and public sector. f. Invests \$900m each year in technology. <p>Current Client/Projects :</p> <ol style="list-style-type: none"> 1. State of New York <ol style="list-style-type: none"> a. 50 Years banking partner. b. Depository and Lockbox services for the State General Fund and many State Agencies. c. Merchant Services to the State of New York. 2. State of Ohio <ol style="list-style-type: none"> a. 30 Years banking partner. b. Depository and Lockbox services for the State General Fund and many State Agencies. 3. State of Oregon <ol style="list-style-type: none"> a. 5 Years banking partner. b. Key provides ACH and Wire Services as well as Online Banking to the State.
Subcontractors	N/A, no subcontractors are to be used.
Organizational Chart	<p>17,000 total employees.</p> <p>Key is governed by a board of directors under the leadership of CEO and Board Chairman Chris Gorman.</p> <p>Senior Management located in OH and NY.</p>

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

Date of Individual Evaluation	11-26-25
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	<p>Our management structure is divided into two business segments, Commercial Bank and Consumer Bank.</p> <p>The Government Banking team partners directly with product and operations specialists to resolve issues quickly.</p>
Litigation	No cases identified that have material adverse effect on finances. Referred to SEC website for any litigation disclosed as part of parent company's 10-K and 10-Q filings.
Financial Viability	<p>(In Technical Questionnaire)</p> <ol style="list-style-type: none"> 1. S&P, Moody's, and Fitch Ratings provided 2. The firm's current capital structure, adequacy, and coverage provided. 3. Annual Financials and FDIC call report provided. <p>Fortune 500 company with approx. \$1.9B in Revenues as of 9/30/25.</p> <ol style="list-style-type: none"> 1. \$187B total assets 2. \$106.2B loans 3. \$150.4B deposits
Certificate of Insurance	Provided.

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

Date of Individual Evaluation	11-26-25
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File 3 – Proposed Services

	Individual Notes
Proposed Services	<p>General Banking and Local Branch Services</p> <p>Services identified:</p> <ol style="list-style-type: none"> 1. Modernizing treasury operations, achieving 100% electronic deposits and payments, reducing fraud and manual processing. 2. Improving reconciliation and supporting integration with the State’s CGI Advantage v4 platform. 3. We have designed a comprehensive, secure, and scalable banking solution to meet those goals while ensuring continuity of service for every agency and department. 4. The team includes on-the-ground professionals based in Maine and specialized public-sector experts across our regional network. 5. Seamless transition and proactive through contract term.
Technical Questionnaire	<p>(Appendix I) SG1: General Banking: 12b RDC: 'Are the State’s existing RDC terminal (Epson Capture One) compatible with the firm’s system? If not, what do you propose for a conversion? Include pricing if necessary. NO; Digital Check and Panini Scanners are supported.</p> <p>13b: Will KeyBank be compatible with SOM MOVEIT process?</p> <p><u>New Services and ideas:</u> Key’s Consolidated Payable solution will enable you to: (5 gov’t institutions using currently)</p> <ul style="list-style-type: none"> - Easily enable electronic payments - Reduce the time and cost related to check payments - Leverage advanced vendor enrollment - Using 3rd party for ACH payments to consumers. - Digital Using Venmo and Zelle <p>DON’T SEE EXHIBIT 3 on Exhibits/Agreements Tab 1f Payments to Suppliers:</p> <ul style="list-style-type: none"> - Supplier Enrollment: Limitations identified for validation

Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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	<p>2a: No E-check but has E-Bill and Collect Solution 2b: Collecting Cannabis Fees: didn't confirm ability</p> <p><u>Implementation/Conversion:</u></p> <ul style="list-style-type: none"> - Noted that the complexity of your (SOM) system's requirements, completion of required documentation and availability of your staff may also impact the implementation time. - Partnership between your team and Key's onboarding and transmission teams is essential and can help expedite the ACH transmission process. We recommend that the State provide a dedicated resource for file upload, testing and file maintenance. <p>SG2: Local Branch Services: 36 Branches identified within 5 miles (?? Other documentation says 30 branch locations??)</p> <p>9: Stated that the firm is not willing to cash State payroll checks drawn on an account held at another financial institution.</p> <ul style="list-style-type: none"> - Key will cash payroll checks drawn on a KeyBank account up to \$1,500 at no cost. - 9b: No <p>16: KeyBank does not provide deposit slips or checks; however, you can order deposit supplies through our preferred provider, Superior Press. We recommend ordering checks and deposit tickets through Superior Press to ensure quality and security standards. We will provide deposit supplies at no cost to the State.</p> <p><u>New Services and ideas:</u></p> <ul style="list-style-type: none"> - Key Capture Remote Deposit, which accepts same-day credit until 11 p.m. ET. - Check Block & Check Control for deposit protection and updated client authentication procedures requiring MFA for high-risk actions. - SmartSafe with LoomisDirect (Loomis has not bid on previous cash delivery RFP's) Leased through Loomis directly? <p><u>Implementation/Conversion:</u></p> <ul style="list-style-type: none"> - Noted that the complexity of your (SOM) system's requirements, completion of required documentation and
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Evaluator	Name	Matthew Pettengill
	Title	Systems Operations Director
	Department	Maine Revenue Services

Bidder Name	KEY BANK
Proposed Service Group	General Banking and Local Branch Services

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	<p>availability of your staff may also impact the implementation time.</p> <ul style="list-style-type: none"> - Partnership between your team and Key's onboarding and transmission teams is essential and can help expedite the ACH transmission process. We recommend that the State provide a dedicated resource for file upload, testing and file maintenance.
Technical Assessment	<p>KeyBank was unable to provide a detailed architecture diagram due to the confidential and proprietary nature of our systems but provided overview of the security procedures and controls embedded for KeyNavigator (online banking platform)</p> <p>Cloud Services Provider: Notation made that RFP is not for cloud services</p> <p>No other items of concern during review.</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	
Subcontractors	Interesting - "There are no subcontractors for this contract"
Organizational Chart	Positive
Litigation	Interesting - "* From time to time, in the ordinary course of business, the bank is subject to various litigation proceedings. Based on information presently known to us, we do not believe that there are any matters to which we are a party that would reasonably be expected to have a material adverse effect on our financial condition. Material litigation is disclosed in our parent company's 10-K and 10-Q filings with the SEC which are publicly available on the SEC website"
Financial Viability	
Certificate of Insurance	Positive

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	
Technical Questionnaire	<p>Service Group 1: General Banking Services</p> <p>Positive 1.s. Yes</p> <p>Positive 1.t. Yes</p> <p>Positive 2.c.i. Yes</p> <p>Positive 2.d.i 'This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility.</p> <p>Positive 2.o 'YES'</p> <p>Positive 10.i 'KeyNavigator is available 24 hours a day, 7 days a week, barring any unexpected interruptions. We periodically schedule downtime for upgrades which are completed during non-business hours after 10 p.m. ET on Friday through Sunday evenings to minimize business interruptions. We will provide you notice of any planned outages via messaging on the KeyNavigator dashboard.</p> <p>We utilize various methods throughout the product lifecycle to gather voice of client feedback such as surveys and customer advisory sessions to gain client insight on service level satisfaction and our products and services. This feedback is directly leveraged to help develop new solutions and enhanced services.</p> <p>Positive 10.j. 'We require a high standard of over 99% KeyNavigator system availability. We continuously monitor system availability and report on it internally; this monitoring</p>

Evaluator	Name	Scott Armington
	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

Bidder/Applicant Name	KeyBank
Proposed Service Group	Service Group 1: General Banking Services Service Group 2: Local Branch Deposit Services

Date of Individual Evaluation	11/26/2025
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	<p>leverages a variety of methods and occurs behind the scenes. We have multiple servers for failover to ensure system availability. System availability information is available upon request.</p> <p>Positive 10.k. 'KeyBank maintains a robust security program comprised of administrative, technical, and physical safeguards that are designed to protect the confidential information of KeyBank's clients. KeyBank continuously works to enhance its security program to limit the risk of future occurrences. KeyBank has not had an issue of malware or intrusion by a malicious actor that directly compromised KeyBank's systems. KeyBank occasionally has nonmaterial breaches impacting a limited number of individuals. Of note, during the past three (3) years, KeyBank reported three (3) incidents through the Office of the Maine Attorney General. Those incidents involved a third party issue, employee misconduct, and a misdirected communication, respectively. KeyBank employees are required to escalate, via KeyBank's incident response process, events involving client and other sensitive information so that these events can be assessed and addressed in accordance with KeyBank's statutory, regulatory, contractual, and internal requirements. In response to each of the foregoing incidents, KeyBank took all such actions as required by applicable law, rules and regulations and internal requirements.</p> <p>Positive 18.a 'KeyNavigator File Transfer, KeyNavigator ACH and Direct Transmission.</p> <p>Positive 23.d. All of our security procedures are designed to help prevent fraud; whether by our clients' employees, our employees or by any third-party. Depending upon the method you select to initiate wires as well as your choice of security procedures on the wire transfer agreement, the following are among the controls we have in place to help prevent fraud:</p> <ul style="list-style-type: none"> - User identification numbers - Passwords and Strong / Multi-factor authentication at logon (FIDO Security Keys or Biometric Authentication)
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	<ul style="list-style-type: none"> - Secondary Authorization - Callbacks - PINs - Repetitive templates - Data transmission security - Recorded telephone lines <p>In addition, we use advanced fraud detection behavioral analysis software, as part of a layered approach, to help prevent and detect fraudulent transactions. Based on our experience, and current industry-wide trends, wire fraud is often tied to client's employees falling for phishing scams which trick them into sending wires to fraudulent organizations. We offer all our clients a range of whitepapers and cybersecurity webinars each year as resources to help you educate your employees regarding these trends and how to better protect your organization.</p> <p>Positive 24.a. YES</p> <p>Positive 24.d. 'Yes. To protect your personal and financial information, we use encrypted email to ensure your data remains private and secure. You will view your message by clicking a link, then you will log in or register using your email address and password. You will then follow the online instructions. Once you are logged in you can read, reply to or forward the message. There are no fees associated with this service.</p> <p>Positive 24.e. 'KeyNavigator Self Service allows you to grant users access and permission to use specific electronic banking services; you can also control which individual accounts users can view.</p> <p>Your administrator will be able to:</p> <ul style="list-style-type: none"> - Create new users - Grant user entitlements - Reset user passwords - Change the services users can access
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	<p>Positive 25.a. 'Our services are designed to be system agnostic. As a result, we do not directly interface with any particular system or software application. We are able to exchange files with clients who use a wide variety of TWS, ERP systems including CGI Advantage, and other applications specific to certain industries. We currently have clients using popular TWS applications on the market such as Kyriba, GTreasury and others. For example, we exchange files for various cash management services (i.e. ACH, ARP, BAI2, etc.)</p> <p>Positive 27.h. 'KeyNavigator is a web-based system that does not require the use of special software and hardware.</p> <p>Positive 29.a. 'As a response to the increase in the amount and sophistication of phishing and social engineering attacks that target customers, Key has introduced FIDO-based authentication as a mandatory second factor authentication for accessing KeyNavigator. FIDO based authentication utilizes free and open standards from the FIDO Alliance. FIDO authentication enables secure and fast login experiences across websites and apps. This is accomplished by using standard public-key cryptography to provide strong authentication and leave zero data at rest. Key offers two options for strong authentication: a FIDO Security Key and Biometric Authentication, which utilizes a mobile device with biometrics enabled. These technology options are just another approach to multi-factor authentication which includes strong, second authentication at the time of logon.</p> <p>Positive 34.a. 'We can receive data transmissions via the following methods: KeyNavigator File Transfer (web based file transfer) relies on your Internet Service Provider (ISP) to establish connectivity Secure direct transmission offers a variety of secure transmission protocols, including:</p> <ul style="list-style-type: none"> - FTP with TLS (FTPs-SSL): Supports PGP encryption and signing. - FTP with PGP - sFTP (SSH)
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	<ul style="list-style-type: none"> - AS2 / AS3 - VPN (Secure Remote or Private Gateway) - SWIFT FileAct. <p>Positive 34.e. 'KeyBank offers a robust suite of secure file transfer options, tailored for unattended and attended solutions:</p> <p>Unattended Secure File Transfers These are ideal for automated, recurring transmissions:</p> <ul style="list-style-type: none"> - FTP with TLS (FTPs-SSL): Supports PGP encryption and signing. - FTP with PGP - sFTP (SSH) - AS2 / AS3 - VPN (Secure Remote or Private Gateway) - SWIFT FileAct <p>Attended Transfers via KeyNavigator</p> <ul style="list-style-type: none"> - KeyNavigator serves as a centralized online platform for manual file uploads/downloads. - Offers point-and-click simplicity without requiring technical resources <p>Service Group 2: Local Branch Deposit Services</p> <p>Positive 2.c.viii. This RFP is not for cloud services; however, KeyBank as a national bank, is a federally regulated financial institution bound by its own set of accessibility requirements and is compliant with accessibility laws and regulations applicable to KeyBank as a national banking association. KeyBank shares the State's commitment to accessibility.</p> <p>Positive 21.a 'Yes. KeyNavigator.</p> <p>Positive 21.d. 'Yes. To protect your personal and financial information, we use encrypted email to ensure your data remains private and secure. You will view your message by</p>
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	Title	Deputy Director of DAFS Applications
	Department	Office of the Information Technology

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Technical Assessment	<p>clicking a link, then you will log in or register using your email address and password. You will then follow the online instructions. Once you are logged in you can read, reply to or forward the message. There are no fees associated with this service.</p> <p>Positive 22.c. 'We require a high standard of over 99% KeyNavigator system availability. We continuously monitor system availability and report on it internally; this monitoring leverages a variety of methods and occurs behind the scenes. We have multiple servers for failover to ensure system availability. System availability information is available upon request.</p> <p>Positive 22.d. 'There has been no data breaches or other events that have compromised data within the past three years.</p>
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Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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State of Maine

Office of the State Treasurer

RFP # 202507100

Statewide Consolidated Banking Services

INDIVIDUAL EVALUATION NOTES

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

Date of Individual Evaluation	12/1/2025
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File 2 – Organization Qualifications and Experience

	Individual Notes
Overview of the Organization	<ul style="list-style-type: none"> • Strong domestic bank with a commercial banking division with CB offices across the US • Has a government segment/banking team; serves 1000 govt entities. • Very strong references that mirror the State of Maine in size and complexity. All references are other states (New York, Ohio, Oregon) with servicing ranging from 5-50 years of being serviced by Key Bank.
Subcontractors	<ul style="list-style-type: none"> • N/A – there were no subcontractors disclosed on the subcontracting form
Organizational Chart	<ul style="list-style-type: none"> • Flat organization which lends itself to faster decision making. • However, structure is split between Public Sector being in one division and Commercial Payments in another. Should ask how the 2 teams in separate lines of business will bring a wholistic approach to servicing the State. • Jason Litwak, is proposed as the RM but only has 2 years in banking and 1 year with Key Bank. Jason also services a high number of clients, which may impact his ability to provide a high level of service to the State. • Amanda (Lead Payments Advisor) and Mandy (Lead Client Manager) have long tenure with the bank and deep experience in banking and public sector.
Litigation	<ul style="list-style-type: none"> • No current, material litigation proceedings disclosed on the litigation form. Suggest asking for a specific list so that the State can determine its own risk in this area.
Financial Viability	<ul style="list-style-type: none"> • Agency ratings: Long term unsecured senior debt rating does not have a strong rating, however the bank is considered Well Capitalized with a Total Risk-based capital ratio >10% (15.8%), a Tier 1 risk-based capital ratio >6% (13.5%) and a leverage ratio >5% (10.40%).
Certificate of Insurance	<ul style="list-style-type: none"> • Broad insurance coverage that included professional liability, computer crime. Cybersecurity and P&C to name a few.

Evaluator	Name	Toinette Miller
	Title	Director, PFMGC
	Department	Treasury Consulting

Bidder Name	Key Bank
Proposed Service Group	2: Branch Deposit Services

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File 3 – Proposed Services

	Individual Notes
Proposed Services	<ul style="list-style-type: none"> • Noted that they will request contract revisions
Technical Questionnaire	<ul style="list-style-type: none"> • Firm states that they meet all minimum requirements set forth in the RFP, but they do not meet the State’s requirement to accept FAX wire requests, although they do offer API as a method for initiating wires. • Where there is a change in RM, will give “immediate” notice but not necessarily advance notice. • Not clear if they are offering quarterly or annual relationship reviews; they indicated both in two different sections. • Has an Augusta, Maine branch as req’d but the vast branch network is lacking. Firm has branches in only 19 of the 36 locations listed in the RFP. • Will not cash Maine payroll checks for non-accountholders • No ATM offering but proposed night drop instead. • Offered multiple channels for coin deposits • Response regarding system outages in the last year does not answer the question as to if they had any outages • ULIDS are only shown in Previous Day Reports – is this adequate for the State? • RDC gets credited until 11 pm ET • Does not offer any coin handling options with smart-safe
Technical Assessment	N/A

STATE OF MAINE
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RFP #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 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"/> 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 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:	
	NIST 800-53: Rev5	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:	
	Privacy Act of 1974	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.S. DHHS-OCSE	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:	
	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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		<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
		<i>Explanation:</i>
	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		
<i>Explanation:</i>		
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 type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Nacha Operating Rules (ACH)	<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
Federal Tax Information	Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies: IRS Pub 1075	<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	
	<i>Explanation:</i>	

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	IRS Pub 1075 Contractor Language Addendum required	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:
Student Education Data	Family Educational Rights and Privacy Act: FERPA	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:
Affordable Care Act	§ Internal Revenue Service Tax Information Security Guidelines for Federal, State and Local Agencies IRS Pub 1075	Quality of Response: <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 Architecture MITA3.0	

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Medicaid Information	§ 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	
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: KeyNavigator (All banking services)	
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Explanation: https://keynavigator.key.com/cxs/gateway/knt/#/login demobetty	
MaineIT		
H1	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:	
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 type="checkbox"/> Adequate <input checked="" 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 type="checkbox"/> Adequate <input checked="" type="checkbox"/> Weak	
	Explanation:	
A1	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>
	<i>Quality of Evidence:</i> <input checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Recovery procedures are tested on a scheduled basis to validate data integrity and system availability in the event of a disruption. Data retention follows KeyBank's corporate information governance standards and applicable regulatory requirements.</i>
A2	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	KeyBank applies standardized system development lifecycle and change management processes across all technology platforms supporting client solutions. Application management follows established design, testing, and release controls to help ensure operational stability, data security, and consistent client experience. All changes are reviewed, approved, and documented under KeyBank's enterprise technology governance framework.
A3	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: Key prioritizes strong performance, stability, and service. KeyNavigator, our online banking platform, was available over 99.9% of the time from January to December 2024. Our teams actively monitor system performance to enhance the banking experience and support business management.</i>
	<i>* KeyBank will endeavor to comply with the State's service level expectations and remote hosting policy, and we welcome the opportunity to discuss these requirements further to help ensure mutual understanding and alignment.</i>
A4	<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 checked="" type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation: KeyBank acknowledges that all data entered, migrated, or transmitted by the State through our platform remains property of the State. Upon request, KeyBank will make such data available for export in retrieval in a mutually agreed-upon format. Data handling complies with KeyBank's data privacy, security, and confidentiality standards as well as applicable laws and regulations.</i>
Information Security Standards	
S1	<i>Quality of Response:</i> <input type="checkbox"/> Provided a Response <input type="checkbox"/> Did not provide a response

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	<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>
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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 checked="" type="checkbox"/> <i>Strong</i> <input type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: KeyBank will endeavor to report security incidents determined by KeyBank to involve the systems or confidential information of an Agency or the State that occur within 24 hours of such discovery and determination and in any case within the time period required by applicable law.</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 checked="" type="checkbox"/> <i>Adequate</i> <input type="checkbox"/> <i>Weak</i>
	<i>Explanation: Key's residual information security risk appetite is moderate which applies to the Information Security Policy, the Information Security Program and the standards.</i>
Cloud Service Provider Reqs	
CSP1	<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: Key's residual information security risk appetite is moderate which applies to the Information Security Policy, the Information Security Program and the standards.</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>
CSP2	<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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BIDDER NAME: KeyBank

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TA REVIEWER DEPARTMENT: MaineIT

	<i>Explanation: This RFP is not for cloud services; however, this statement is consistent with KeyBank's practices.</i>
CSP3	Quality of Response: <input 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 type="checkbox"/> Provided a Response <input checked="" 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
	<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>
	Quality of Evidence: <input type="checkbox"/> Strong <input checked="" type="checkbox"/> Adequate <input type="checkbox"/> Weak
	<i>Explanation:</i>
CSP9	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 #: 202507100

RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

DATE: Nov 24, 2025

TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

	<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>
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 type="checkbox"/> <i>Provided a Response</i> <input checked="" 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 type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>

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TA REVIEWER DEPARTMENT: MaineIT

CSP17	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:
CSP18	Quality of Response: <input type="checkbox"/> Provided a Response <input checked="" type="checkbox"/> Did not provide a response
	Explanation:
	Quality of Evidence: <input type="checkbox"/> Strong <input type="checkbox"/> Adequate <input type="checkbox"/> Weak
	Explanation:
CSP19	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:
NIST Requirements	
N1	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:
N2	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:
N3	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 checked="" type="checkbox"/> Weak
	Explanation:
N4	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:

STATE OF MAINE
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RFP TITLE: GENERAL BANKING AND LOCAL BRANCH SERVICES

BIDDER NAME: KeyBank

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TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> <i>Adequate</i> <input checked="" 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>
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>

STATE OF MAINE
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TA REVIEWER NAME: Scott Armington

TA REVIEWER DEPARTMENT: MaineIT

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 type="checkbox"/> <i>Adequate</i> <input checked="" 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 type="checkbox"/> <i>Adequate</i> <input checked="" type="checkbox"/> <i>Weak</i>
	<i>Explanation:</i>



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Alma O. Hazzard accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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.

Alma O. Hazzard

Alma O. Hazzard (Nov 12, 2025 11:12:01 EST)

Signature

Nov 12, 2025

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Jeff Chetkauskas accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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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Signature

Nov 12, 2025

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, laura hudson accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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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laura hudson

Nov 12, 2025

Signature

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Michelle Kimball accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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.

Michelle Kimball

Michelle Kimball (Nov 13, 2025 11:20:01 EST)

Signature

Nov 13, 2025

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Matthew.S. Pettengill accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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.

Matthew S Pettengill

Nov 12, 2025

Signature

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Scott Armington accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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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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.

Scott Armington
Scott Armington (Nov 14, 2025 06:56:13 EST)

Signature

Nov 14, 2025

Date



STATE OF MAINE
OFFICE OF THE STATE TREASURER

Janet T. Mills
Governor

Joseph C. Perry
Treasurer

AGREEMENT AND DISCLOSURE STATEMENT
RFP # 202507100
Statewide Consolidated Banking Services

I, Toinette Miller accept the offer to become a member of the Evaluation Team for this solicitation for the State of Maine Office of the State Treasurer. 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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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.

Toinette Miller
Toinette Miller (Nov 12, 2025 11:21:27 EST)

Signature

Nov 12, 2025

Date