

CITY OF LEAGUE CITY VENDOR REPORT CARD: GENERAL SERVICES

Vendor Name: PUMP SOLUTIONS INC.

Contract/PO # 2241607

Date: AUGUST 26, 2024

Form completed by: RAMIRO OCHOA

Fiscal Years: 2024

Scoring Guide

- 1 Does not meet criteria
- 2 Generally does not meet criteria
- 3 Meets criteria
- 4 Exceeds some criteria
- 5 Exceptional criteria

Evaluation Criteria	Year 1 Score	Year 2 Score	Year 3 Score	Year 4 Score	Year 5 Score	Year 6 Score	Year 7 Score	Year 8 Score
Renewal Period (annotate with an X in box)								
VENDOR RESPONSIVENESS								
Vendor is knowledgeable and competent about service	4							
Service level agreements are met	3							
Communication is relevant and timely	3							
Communication is professional	4							
Vendor provides timely response to questions	4							
Total Vendor Responsiveness Score	18	0	0	0	0	0	0	0
QUALITY AND DELIVERY								
Services on-time and schedule is upheld	3							
Satisfies scope of services	4							
Service is reliable	4							
Quality of deliverables	4							
Product or service provides significant added value	3							
Quality of personnel assigned	3							
Depth of vendor's team	4							
Total Vendor Quality and Delivery Score	25	0	0	0	0	0	0	0
FINANCIAL								
Value of products/services is high	4							
Proposals and invoices are accurate and timely	3							
Budget is upheld	3							
Pricing is competitive	3							
Invoice pricing matches contract pricing	4							
Total Vendor Financial Score	17	0	0	0	0	0	0	0
REPUTATIONAL								
Confidentiality and security of documents and data	4							
Organizational stability and resiliency	4							
Industry reputation is in good standing	4							
Total Vendor Reputational Score	12	0	0	0	0	0	0	0
Total Vendor Score	72	0	0	0	0	0	0	0

Would you hire them again? es o

Overall Comments: Pump Solutions Inc. has serviced the City of League City with KSB lift pumps and is an authorized sole source facility that repairs Patterson pumps for Dallas Salmon WWTP. Overall Pumps Solutions have maintained a good working relationship with the city.

Grade: 86-100 = A, 76-85 = B, 66-75 = C, below 66 = F

If a contract is not being renewed and/or is being broken due to performance issues, please send a copy of the report card to the vendor.