

**MASTER AGREEMENT #021726**

CATEGORY: Sewer Vacuum, Hydro-Excavation and Municipal Pumping Equipment with Related Accessories and Supplies

SUPPLIER: Thompson Pump and Manufacturing Company, Inc.

This Master Agreement (Agreement) is between Sourcewell, a Minnesota service cooperative located at 202 12th Street Northeast, Staples, MN 56479 (Sourcewell) and Thompson Pump and Manufacturing Company, Inc., 4620 City Center Drive, PO Box 291370, Port Orange, FL 32129 (Supplier).

Sourcewell is a local government and service cooperative created under the laws of the State of Minnesota (Minnesota Statutes Section 123A.21) offering a Cooperative Purchasing Program to eligible participating government entities.

Under this Master Agreement entered with Sourcewell, Supplier will provide Included Solutions to Participating Entities through Sourcewell's Cooperative Purchasing Program.

**Article 1:
General Terms**

The General Terms in this Article 1 control the operation of this Master Agreement between Sourcewell and Supplier and apply to all transactions entered by Supplier and Participating Entities. Subsequent Articles to this Master Agreement control the rights and obligations directly between Sourcewell and Supplier (Article 2), and between Supplier and Participating Entity (Article 3), respectively. These Article 1 General Terms control over any conflicting terms. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

- 1) **Purpose.** Pursuant to Minnesota law, the Sourcewell Board of Directors has authorized a Cooperative Purchasing Program designed to provide Participating Entities with access to competitively awarded cooperative purchasing agreements. To facilitate the Program, Sourcewell has awarded Supplier this cooperative purchasing Master Agreement following a competitive procurement process intended to meet compliance standards in accordance with Minnesota law and the requirements contained herein.
- 2) **Intent.** The intent of this Master Agreement is to define the roles of Sourcewell, Supplier, and Participating Entity as it relates to Sourcewell's Cooperative Purchasing Program.
- 3) **Participating Entity Access.** Sourcewell's Cooperative Purchasing Program Master Agreements are available to eligible public agencies (Participating Entities). A Participating Entity's authority to access Sourcewell's Cooperative Purchasing Program is determined through the laws of its respective jurisdiction.
- 4) **Supplier Access.** The Included Solutions offered under this Agreement may be made available to any Participating Entity. Supplier understands that a Participating Entity's use of this Agreement is at the Participating Entity's sole convenience. Supplier will educate its sales and service forces about

Sourcewell eligibility requirements and required documentation. Supplier will be responsible for ensuring sales are with Participating Entities.

- 5) **Term.** This Agreement is effective upon the date of the final signature below. The term of this Agreement is four (4) years from the effective date. The Agreement expires at 11:59 P.M. Central Time on June 11, 2030, unless it is cancelled or extended as defined in this Agreement.
 - a) **Extensions.** Sourcewell and Supplier may agree to up to three (3) additional one-year extensions beyond the original four-year term. The total possible length of this Agreement will be seven (7) years from the effective date.
 - b) **Exceptional Circumstances.** Sourcewell retains the right to consider additional extensions as required under exceptional circumstances.
- 6) **Survival of Terms.** Notwithstanding the termination of this Agreement, the obligations of this Agreement will continue through the performance period of any transaction entered between Supplier and any Participating Entity before the termination date.
- 7) **Scope.** Supplier is awarded a Master Agreement to provide the solutions identified in #021726 to Participating Entities. In Scope solutions include:
 1. Sourcewell is seeking proposals for Sewer Vacuum, Hydro-Excavation, and Municipal Pumping Equipment with Related Accessories and Supplies principally intended or designed for the cleaning of sewer lines, catch basins and storm sewers, or for municipal pumping applications, such as:
 - a. Sewer vacuums;
 - b. Sewer jetters and rodders;
 - c. Hydro or air excavation equipment;
 - d. Combination sewer cleaning and hydro-excavation units;
 - e. Dewatering, mud, trash, and centrifugal pumps;
 - f. Other pumps used in lift station, sewage treatment, water treatment, or water collection facilities; and,
 - g. Accessories, supplies and replacement or wear parts related to the respondent's offering of solutions in sub-sections 1. a.- f. above.
- 8) **Included Solutions.** Supplier's Proposal to the above referenced RFP is incorporated into this Master Agreement. Only those Solutions included within Supplier's Proposal and within Scope (Included Solutions) are included within the Agreement and may be offered to Participating Entities.
- 9) **Indefinite Quantity.** This Master Agreement defines an indefinite quantity of sales to eligible Participating Entities.
- 10) **Pricing.** Pricing information (including Pricing and Delivery and Pricing Offered tables) for all Included Solutions within Supplier's Proposal is incorporated into this Master Agreement.

11) **Not to Exceed Pricing.** Suppliers may not exceed the prices listed in the current Pricing List on file with Sourcewell when offering Included Solutions to Participating Entities. Participating Entities may request adjustments to pricing directly from Supplier during the negotiation and execution of any transaction.

12) **Open Market.** Supplier's open market pricing process is included within its Proposal.

13) Supplier Representations:

i) **Compliance.** Supplier represents and warrants it will provide all Included Solutions under this Agreement in full compliance with applicable federal, state, and local laws and regulations.

ii) **Licenses.** As applicable, Supplier will maintain a valid status on all required federal, state, and local licenses, bonds, and permits required for the operation of Supplier's business with Participating Entities. Participating Entities may request all relevant documentation directly from Supplier.

iii) **Supplier Warrants.** Supplier warrants that all Included Solutions furnished under this Agreement are free from liens and encumbrances, and are free from defects in design, materials, and workmanship. In addition, Supplier warrants the Solutions are suitable for and will perform in accordance with the ordinary use for which they are intended.

14) **Bankruptcy Notices.** Supplier certifies and warrants it is not currently in a bankruptcy proceeding. Supplier has disclosed all current and completed bankruptcy proceedings within the past seven years within its Proposal. Supplier must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the term of this Agreement.

15) **Debarment and Suspension.** Supplier certifies and warrants that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota, the United States federal government, or any Participating Entity. Supplier certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this Agreement. Supplier further warrants that it will provide immediate written notice to Sourcewell if this certification changes at any time during the term of this Agreement.

16) **Provisions for non-United States federal entity procurements under United States federal awards or other awards (Appendix II to 2 C.F.R. § 200).** Participating Entities that use United States federal grant or other federal funding to purchase solutions from this Agreement may be subject to additional requirements including the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 C.F.R. § 200. Participating Entities may have additional requirements based on specific funding source terms or conditions. Within this Section, all references to "federal" should be interpreted to mean the United States federal government. The following list applies when a Participating Entity accesses Supplier's Included Solutions with United States federal funds.

i) **EQUAL EMPLOYMENT OPPORTUNITY.** Except as otherwise provided under 41 C.F.R. § 60, all agreements that meet the definition of "federally assisted construction contract" in 41

C.F.R. § 60-1.3 must include the equal opportunity clause provided under 41 C.F.R. § 60-1.4(b), in accordance with Executive Order 11246, "Equal Employment Opportunity" (30 FR 12319, 12935, 3 C.F.R. §, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, "Amending Executive Order 11246 Relating to Equal Employment Opportunity," and implementing regulations at 41 C.F.R. § 60, "Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor." The equal opportunity clause is incorporated herein by reference.

ii) **DAVIS-BACON ACT, AS AMENDED (40 U.S.C. § 3141-3148).** When required by federal program legislation, all prime construction contracts in excess of \$2,000 awarded by non-federal entities must include a provision for compliance with the Davis-Bacon Act (40 U.S.C. § 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 C.F.R. § 5, "Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction"). In accordance with the statute, contractors must be required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determination made by the Secretary of Labor. In addition, contractors must be required to pay wages not less than once a week. The non-federal entity must place a copy of the current prevailing wage determination issued by the Department of Labor in each solicitation. The decision to award a contract or subcontract must be conditioned upon the acceptance of the wage determination. The non-federal entity must report all suspected or reported violations to the federal awarding agency. The contracts must also include a provision for compliance with the Copeland "Anti-Kickback" Act (40 U.S.C. § 3145), as supplemented by Department of Labor regulations (29 C.F.R. § 3, "Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States"). The Act provides that each contractor or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled. The non-federal entity must report all suspected or reported violations to the federal awarding agency. Supplier must comply with all applicable Davis-Bacon Act provisions.

iii) **CONTRACT WORK HOURS AND SAFETY STANDARDS ACT (40 U.S.C. § 3701-3708).** Where applicable, all contracts awarded by the non-federal entity in excess of \$100,000 that involve the employment of mechanics or laborers must include a provision for compliance with 40 U.S.C. §§ 3702 and 3704, as supplemented by Department of Labor regulations (29 C.F.R. § 5). Under 40 U.S.C. § 3702 of the Act, each contractor must be required to compute the wages of every mechanic and laborer on the basis of a standard work week of 40 hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of 40 hours in the work week. The requirements of 40 U.S.C. § 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies, materials, or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence. This provision is hereby incorporated by reference into this Agreement. Supplier certifies that during the term of an award for all Agreements by Sourcwell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

iv) **RIGHTS TO INVENTIONS MADE UNDER A CONTRACT OR AGREEMENT.** If the federal award meets the definition of “funding agreement” under 37 C.F.R. § 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance of experimental, developmental, or research work under that “funding agreement,” the recipient or subrecipient must comply with the requirements of 37 C.F.R. § 401, “Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements,” and any implementing regulations issued by the awarding agency. Supplier certifies that during the term of an award for all Agreements by Sourcewell resulting from this procurement process, Supplier must comply with applicable requirements as referenced above.

v) **CLEAN AIR ACT (42 U.S.C. § 7401-7671Q.) AND THE FEDERAL WATER POLLUTION CONTROL ACT (33 U.S.C. § 1251-1387).** Contracts and subgrants of amounts in excess of \$150,000 require the non-federal award to agree to comply with all applicable standards, orders or regulations issued pursuant to the Clean Air Act (42 U.S.C. § 7401- 7671q) and the Federal Water Pollution Control Act as amended (33 U.S.C. § 1251- 1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA). Supplier certifies that during the term of this Agreement it will comply with applicable requirements as referenced above.

vi) **DEBARMENT AND SUSPENSION (EXECUTIVE ORDERS 12549 AND 12689).** A contract award (see 2 C.F.R. § 180.220) must not be made to parties listed on the government wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 C.F.R. § 180 that implement Executive Orders 12549 (3 C.F.R. § 1986 Comp., p. 189) and 12689 (3 C.F.R. § 1989 Comp., p. 235), “Debarment and Suspension.” SAM Exclusions contains the names of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier certifies that neither it nor its principals are presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation by any federal department or agency.

vii) **BYRD ANTI-LOBBYING AMENDMENT, AS AMENDED (31 U.S.C. § 1352).** Suppliers must file any required certifications. Suppliers must not have used federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any federal contract, grant, or any other award covered by 31 U.S.C. § 1352. Suppliers must disclose any lobbying with non-federal funds that takes place in connection with obtaining any federal award. Such disclosures are forwarded from tier to tier up to the non-federal award. Suppliers must file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 U.S.C. § 1352).

viii) **RECORD RETENTION REQUIREMENTS.** To the extent applicable, Supplier must comply with the record retention requirements detailed in 2 C.F.R. § 200.333. The Supplier further certifies that it will retain all records as required by 2 C.F.R. § 200.333 for a period of 3 years after grantees or subgrantees submit final expenditure reports or quarterly or annual financial reports, as applicable, and all other pending matters are closed.

- ix) **ENERGY POLICY AND CONSERVATION ACT COMPLIANCE.** To the extent applicable, Supplier must comply with the mandatory standards and policies relating to energy efficiency which are contained in the state energy conservation plan issued in compliance with the Energy Policy and Conservation Act.
- x) **BUY AMERICAN PROVISIONS COMPLIANCE.** To the extent applicable, Supplier must comply with all applicable provisions of the Buy American Act. Purchases made in accordance with the Buy American Act must follow the applicable procurement rules calling for free and open competition.
- xi) **ACCESS TO RECORDS (2 C.F.R. § 200.336).** Supplier agrees that duly authorized representatives of a federal agency must have access to any books, documents, papers and records of Supplier that are directly pertinent to Supplier's discharge of its obligations under this Agreement for the purpose of making audits, examinations, excerpts, and transcriptions. The right also includes timely and reasonable access to Supplier's personnel for the purpose of interview and discussion relating to such documents.
- xii) **PROCUREMENT OF RECOVERED MATERIALS (2 C.F.R. § 200.322).** A non-federal entity that is a state agency or agency of a political subdivision of a state and its contractors must comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act. The requirements of Section 6002 include procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 C.F.R. § 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds \$10,000 or the value of the quantity acquired during the preceding fiscal year exceeded \$10,000; procuring solid waste management services in a manner that maximizes energy and resource recovery; and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.
- xiii) **FEDERAL SEAL(S), LOGOS, AND FLAGS.** The Supplier cannot use the seal(s), logos, crests, or reproductions of flags or likenesses of Federal agency officials without specific pre-approval.
- xiv) **NO OBLIGATION BY FEDERAL GOVERNMENT.** The U.S. federal government is not a party to this Agreement or any purchase by a Participating Entity and is not subject to any obligations or liabilities to the Participating Entity, Supplier, or any other party pertaining to any matter resulting from the Agreement or any purchase by an authorized user.
- xv) **PROGRAM FRAUD AND FALSE OR FRAUDULENT STATEMENTS OR RELATED ACTS.** The Contractor acknowledges that 31 U.S.C. § 38 (Administrative Remedies for False Claims and Statements) applies to the Supplier's actions pertaining to this Agreement or any purchase by a Participating Entity.
- xvi) **FEDERAL DEBT.** The Supplier certifies that it is non-delinquent in its repayment of any federal debt. Examples of relevant debt include delinquent payroll and other taxes, audit disallowance, and benefit overpayments.
- xvii) **CONFLICTS OF INTEREST.** The Supplier must notify the U.S. Office of General Services, Sourcewell, and Participating Entity as soon as possible if this Agreement or any aspect related

to the anticipated work under this Agreement raises an actual or potential conflict of interest (as described in 2 C.F.R. Part 200). The Supplier must explain the actual or potential conflict in writing in sufficient detail so that the U.S. Office of General Services, Sourcewell, and Participating Entity are able to assess the actual or potential conflict; and provide any additional information as necessary or requested.

xviii) **U.S. EXECUTIVE ORDER 13224.** The Supplier, and its subcontractors, must comply with U.S. Executive Order 13224 and U.S. Laws that prohibit transactions with and provision of resources and support to individuals and organizations associated with terrorism.

xix) **PROHIBITION ON CERTAIN TELECOMMUNICATIONS AND VIDEO SURVEILLANCE SERVICES OR EQUIPMENT.** To the extent applicable, Supplier certifies that during the term of this Agreement it will comply with applicable requirements of 2 C.F.R. § 200.216.

xx) **DOMESTIC PREFERENCES FOR PROCUREMENTS.** To the extent applicable, Supplier certifies that during the term of this Agreement, Supplier will comply with applicable requirements of 2 C.F.R. § 200.322.

Article 2: Sourcewell and Supplier Obligations

The Terms in this Article 2 relate specifically to Sourcewell and its administration of this Master Agreement with Supplier and Supplier's obligations thereunder.

- 1) **Authorized Sellers.** Supplier must provide Sourcewell a current means to validate or authenticate Supplier's authorized dealers, distributors, or resellers which may complete transactions of Included Solutions offered under this Agreement. Sourcewell may request updated information in its discretion, and Supplier agrees to provide requested information within a reasonable time.
- 2) **Product and Price Changes Requirements.** Supplier may request Included Solutions changes, additions, or deletions at any time. All requests must be made in writing by submitting a Sourcewell Price and Product Change Request Form to Sourcewell. At a minimum, the request must:
 - Identify the applicable Sourcewell Agreement number;
 - Clearly specify the requested change;
 - Provide sufficient detail to justify the requested change;
 - Individually list all Included Solutions affected by the requested change, along with the requested change (e.g., addition, deletion, price change); and
 - Include a complete restatement of Pricing List with the effective date of the modified pricing, or product addition or deletion. The new pricing restatement must include all Included Solutions offered, even for those items where pricing remains unchanged.

A fully executed Sourcewell Price and Product Change Request Form will become an amendment to this Agreement and will be incorporated by reference.

- 3) **Authorized Representative.** Supplier will assign an Authorized Representative to Sourcewell for this Agreement and must provide prompt notice to Sourcewell if that person is changed. The Authorized Representative will be responsible for:
- Maintenance and management of this Agreement;
 - Timely response to all Sourcewell and Participating Entity inquiries; and
 - Participation in reviews with Sourcewell.

Sourcewell's Authorized Representative is its Chief Procurement Officer.

- 4) **Performance Reviews.** Supplier will perform a minimum of one review with Sourcewell per agreement year. The review will cover transactions to Participating Entities, pricing and terms, administrative fees, sales data reports, performance issues, supply chain issues, customer issues, and any other necessary information.
- 5) **Sales Reporting Required.** Supplier is required as a material element to this Master Agreement to report all completed transactions with Participating Entities utilizing this Agreement. Failure to provide complete and accurate reports as defined herein will be a material breach of the Agreement and Sourcewell reserves the right to pursue all remedies available at law including cancellation of this Agreement.
- 6) **Reporting Requirements.** Supplier must provide Sourcewell an activity report of all transactions completed utilizing this Agreement. Reports are due at least once each calendar quarter (Reporting Period). Reports must be received no later than 45 calendar days after the end of each calendar quarter. Supplier may report on a more frequent basis in its discretion. Reports must be provided regardless of the amount of completed transactions during that quarter (i.e., if there are no sales, Supplier must submit a report indicating no sales were made).

The Report must contain the following fields:

- Participating Entity Name (e.g., City of Staples Highway Department);
- Participating Entity Physical Street Address;
- Participating Entity City;
- Participating Entity State/Province;
- Participating Entity Zip/Postal Code;
- Sourcewell Participating Entity Account Number;
- Transaction Description;
- Transaction Purchased Price;
- Sourcewell Administrative Fee Applied; and
- Date Transaction was invoiced/sale was recognized as revenue by Supplier.

If collected by Supplier, the Report may include the following fields as available:

- Participating Entity Contact Name;
- Participating Entity Contact Email Address;
- Participating Entity Contact Telephone Number;

- 7) **Administrative Fee.** In consideration for the support and services provided by Sourcewell, Supplier will pay an Administrative Fee to Sourcewell on all completed transactions to Participating Entities

utilizing this Agreement. Supplier will include its Administrative Fee within its proposed pricing. Supplier may not directly charge Participating Entities to offset the Administrative Fee.

- 8) **Fee Calculation.** Supplier's Administrative Fee payable to Sourcewell will be calculated as a stated percentage (listed in Supplier's Proposal) of all completed transactions utilizing this Master Agreement within the preceding Reporting Period. For certain categories, a flat fee may be proposed. The Administrative Fee will be stated in Supplier's Proposal.
- 9) **Fee Remittance.** Supplier will remit fee to Sourcewell no later than 45 calendar days after the close of the preceding calendar quarter in conjunction with Supplier's Reporting Period obligations defined herein. Payments should note the Supplier's name and Sourcewell-assigned Agreement number in the memo; and must be either mailed to Sourcewell above "Attn: Accounts Receivable" or remitted electronically to Sourcewell's banking institution per Sourcewell's Finance department instructions.
- 10) **Noncompliance.** Sourcewell reserves the right to seek all remedies available at law for unpaid or underpaid Administrative Fees due under this Agreement. Failure to remit payment, delinquent payments, underpayments, or other deviations from the requirements of this Agreement may be deemed a material breach and may result in cancellation of this Agreement and disbarment from future Agreements.
- 11) **Audit Requirements.** Pursuant to Minn. Stat. § 16C.05, subdivision 5, the books, records, documents, and accounting procedures and practices relevant to this Agreement are subject to examination by Sourcewell and the Minnesota State Auditor for a minimum of six years from the end of this Agreement. Supplier agrees to fully cooperate with Sourcewell in auditing transactions under this Agreement to ensure compliance with pricing terms, correct calculation and remittance of Administrative Fees, and verification of transactions as may be requested by a Participating Entity or Sourcewell.
- 12) **Assignment, Transfer, and Administrative Changes.** Supplier may not assign or otherwise transfer its rights or obligations under this Agreement without the prior written consent of Sourcewell. Such consent will not be unreasonably withheld. Sourcewell reserves the right to unilaterally assign all or portions of this Agreement within its sole discretion to address corporate restructurings, mergers, acquisitions, or other changes to the Responsible Party and named in the Agreement. Any prohibited assignment is invalid. Upon request Sourcewell may make administrative changes to agreement documentation such as name changes, address changes, and other non-material updates as determined within its sole discretion.
- 13) **Amendments.** Any material change to this Agreement must be executed in writing through an amendment and will not be effective until it has been duly executed by the parties.
- 14) **Waiver.** Failure by Sourcewell to enforce any right under this Agreement will not be deemed a waiver of such right in the event of the continuation or repetition of the circumstances giving rise to such right.
- 15) **Complete Agreement.** This Agreement represents the complete agreement between the parties for the scope as defined herein. Supplier and Sourcewell may enter into separate written agreements relating specifically to transactions outside of the scope of this Agreement.

- 16) **Relationship of Sourcewell and Supplier.** This Agreement does not create a partnership, joint venture, or any other relationship such as employee, independent contractor, master-servant, or principal-agent.
- 17) **Indemnification.** Supplier must indemnify, defend, save, and hold Sourcewell, including their agents and employees, harmless from any claims or causes of action, including attorneys' fees incurred by Sourcewell, arising out of any act or omission in the performance of this Agreement by the Supplier or its agents or employees; this indemnification includes injury or death to person(s) or property alleged to have been caused by some defect in design, condition, or performance of Included Solutions under this Agreement. Sourcewell's responsibility will be governed by the State of Minnesota's Tort Liability Act (Minnesota Statutes Chapter 466) and other applicable law.
- 18) **Data Practices.** Supplier and Sourcewell acknowledge Sourcewell is subject to the Minnesota Government Data Practices Act, Minnesota Statutes Chapter 13. As it applies to all data created and maintained in performance of this Agreement, Supplier may be subject to the requirements of this chapter.
- 19) **Grant of License.**
- a) **During the term of this Agreement:**
 - i) **Supplier Promotion.** Sourcewell grants to Supplier a royalty-free, worldwide, non-exclusive right and license to use the trademark(s) provided to Supplier by Sourcewell in advertising, promotional materials, and informational sites for the purpose of marketing Sourcewell's Agreement with Supplier.
 - ii) **Sourcewell Promotion.** Supplier grants to Sourcewell a royalty-free, worldwide, non-exclusive right and license to use Supplier's trademarks in advertising, promotional materials, and informational sites for the purpose of marketing Supplier's Agreement with Sourcewell.
 - b) **Limited Right of Sublicense.** The right and license granted herein includes a limited right of each party to grant sublicenses to their respective subsidiaries, distributors, dealers, resellers, marketing representatives, partners, or agents (collectively "Permitted Sublicensees") in advertising, promotional, or informational materials for the purpose of marketing the Parties' relationship. Any sublicense granted will be subject to the terms and conditions of this Article. Each party will be responsible for any breach of this section by any of their respective sublicensees.
 - c) **Use; Quality Control.**
 - i) Neither party may alter the other party's trademarks from the form provided and must comply with removal requests as to specific uses of its trademarks or logos.
 - ii) Each party agrees to use, and to cause its Permitted Sublicensees to use, the other party's trademarks only in good faith and in a dignified manner consistent with such party's use of the trademarks. Each party may make written notice to the other regarding misuse under

this section. The offending party will have 30 days of the date of the written notice to cure the issue or the license/sublicense will be terminated.

- d) **Termination.** Upon the termination of this Agreement for any reason, each party, including Permitted Sublicensees, will have 30 days to remove all Trademarks from signage, websites, and the like bearing the other party's name or logo (excepting Sourcewell's pre-printed catalog of suppliers which may be used until the next printing). Supplier must return all marketing and promotional materials, including signage, provided by Sourcewell, or dispose of it according to Sourcewell's written directions.

20) **Venue and Governing law between Sourcewell and Supplier Only.** The substantive and procedural laws of the State of Minnesota will govern this Agreement between Sourcewell and Supplier. Venue for all legal proceedings arising out of this Agreement between Sourcewell and Supplier will be in court of competent jurisdiction within the State of Minnesota. This section does not apply to any dispute between Supplier and Participating Entity. This Agreement reserves the right for Supplier and Participating Entity to negotiate this term to within any transaction documents.

21) **Severability.** If any provision of this Agreement is found by a court of competent jurisdiction to be illegal, unenforceable, or void then both parties will be relieved from all obligations arising from that provision. If the remainder of this Agreement is capable of being performed, it will not be affected by such determination or finding and must be fully performed.

22) **Insurance Coverage.** At its own expense, Supplier must maintain valid insurance policy(ies) during the performance of this Agreement with insurance company(ies) licensed or authorized to do business in the State of Minnesota having an "AM BEST" rating of A- or better, with coverage and limits of insurance not less than the following:

- a) **Commercial General Liability Insurance.** Supplier will maintain insurance covering its operations, with coverage on an occurrence basis, and must be subject to terms no less broad than the Insurance Services Office ("ISO") Commercial General Liability Form CG0001 (2001 or newer edition), or equivalent. At a minimum, coverage must include liability arising from premises, operations, bodily injury and property damage, independent contractors, products-completed operations including construction defect, contractual liability, blanket contractual liability, and personal injury and advertising injury. All required limits, terms and conditions of coverage must be maintained during the term of this Agreement.
- \$1,500,000 each occurrence Bodily Injury and Property Damage
 - \$1,500,000 Personal and Advertising Injury
 - \$2,000,000 aggregate for products liability-completed operations
 - \$2,000,000 general aggregate
- b) **Certificates of Insurance.** Prior to execution of this Agreement, Supplier must furnish to Sourcewell a certificate of insurance, as evidence of the insurance required under this Agreement. Prior to expiration of the policy(ies), renewal certificates must be mailed to Sourcewell, 202 12th Street Northeast, Staples, MN 56479 or provided to in an alternative manner as directed by Sourcewell. The certificates must be signed by a person authorized by the insurer(s) to bind coverage on their behalf. Failure of Supplier to maintain the required insurance and documentation may constitute a material breach.

- c) **Additional Insured Endorsement and Primary and Non-contributory Insurance Clause.** Supplier agrees to list Sourcewell, including its officers, agents, and employees, as an additional insured under the Supplier's commercial general liability insurance policy with respect to liability arising out of activities, "operations," or "work" performed by or on behalf of Supplier, and products and completed operations of Supplier. The policy provision(s) or endorsement(s) must further provide that coverage is primary and not excess over or contributory with any other valid, applicable, and collectible insurance or self-insurance in force for the additional insureds.
 - d) **Waiver of Subrogation.** Supplier waives and must require (by endorsement or otherwise) all its insurers to waive subrogation rights against Sourcewell and other additional insureds for losses paid under the insurance policies required by this Agreement or other insurance applicable to the Supplier or its subcontractors. The waiver must apply to all deductibles and/or self-insured retentions applicable to the required or any other insurance maintained by the Supplier or its subcontractors. Where permitted by law, Supplier must require similar written express waivers of subrogation and insurance clauses from each of its subcontractors.
 - e) **Umbrella/Excess Liability/SELF-INSURED RETENTION.** The limits required by this Agreement can be met by either providing a primary policy or in combination with umbrella/excess liability policy(ies), or self-insured retention.
- 23) **Termination for Convenience.** Sourcewell or Supplier may terminate this Agreement upon 60 calendar days' written notice to the other Party. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.
- 24) **Termination for Cause.** Sourcewell may terminate this Agreement upon providing written notice of material breach to Supplier. Notice must describe the breach in reasonable detail and state the intent to terminate the Agreement. Upon receipt of Notice, the Supplier will have 30 calendar days in which it must cure the breach. Termination pursuant to this section will not relieve the Supplier's obligations under this Agreement for any transactions entered with Participating Entities through the date of termination, including reporting and payment of applicable Administrative Fees.

Article 3: Supplier Obligations to Participating Entities

The Terms in this Article 3 relate specifically to Supplier and a Participating Entity when entering transactions utilizing the General Terms established in this Master Agreement. Article 1 General Terms control over any conflict with this Article 3. Where this Master Agreement is silent on any subject, Participating Entity and Supplier retain the ability to negotiate mutually acceptable terms.

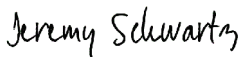
- 1) **Quotes to Participating Entities.** Suppliers are encouraged to provide all pricing information regarding the total cost of acquisition when quoting to a Participating Entity. Suppliers and Participating Entities are encouraged to include all cost specifically associated with or included within the Suppliers proposal and Included Solutions within transaction documents.
- 2) **Shipping, Delivery, Acceptance, Rejection, and Warranty.** Supplier's proposal may include proposed terms relating to shipping, delivery, inspection, and acceptance/rejection and other relevant terms

of tendered Solutions. Supplier and Participating Entity may negotiate final terms appropriate for the specific transaction relating to non-appropriation, shipping, delivery, inspection, acceptance/rejection of tendered Solutions, and warranty coverage for Included Solutions. Such terms may include, but are not limited to, costs, risk of loss, proper packaging, inspection rights and timelines, acceptance or rejection procedures, and remedies as mutually agreed include notice requirements, replacement, return or exchange procedures, and associated costs.

- 3) **Applicable Taxes.** Participating Entity is responsible for notifying supplier of its tax-exempt status and for providing Supplier with any valid tax-exemption certification(s) or related documentation.
- 4) **Ordering Process and Payment.** Supplier's ordering process and acceptable forms of payment are included within its Proposal. Participating Entities will be solely responsible for payment to Supplier and Sourcewell will have no liability for any unpaid invoice of any Participating Entity.
- 5) **Transaction Documents.** Participating Entity may require the use of its own forms to complete transactions directly with Supplier utilizing the terms established in this Agreement. Supplier's standard form agreements may be offered as part of its Proposal. Supplier and Participating Entity may complete and document transactions utilizing any type of transaction documents as mutually agreed. In any transaction document entered utilizing this Agreement, Supplier and Participating Entity must include specific reference to this Master Agreement by number and to Participating Entity's unique Sourcewell account number.
- 6) **Additional Terms and Conditions Permitted.** Participating Entity and Supplier may negotiate and include additional terms and conditions within transaction documentation as mutually agreed. Such terms may supplant or supersede this Master Agreement when necessary and as solely determined by Participating Entity. Sourcewell has expressly reserved the right for Supplier and Participating Entity to address any necessary provisions within transaction documents not expressly included within this Master Agreement, including but not limited to transaction cancellation, dispute resolution, governing law and venue, non-appropriation, insurance, defense and indemnity, force majeure, and other material terms as mutually agreed.
- 7) **Subsequent Agreements and Survival.** Supplier and Participating Entity may enter into a separate agreement to facilitate long-term performance obligations utilizing the terms of this Master Agreement as mutually agreed. Such agreements may provide for a performance period extending beyond the full term of this Master Agreement as determined in the discretion of Participating Entity.
- 8) **Participating Addendums.** Supplier and Participating Entity may enter a Participating Addendum or similar document extending and supplementing the terms of this Master Agreement to facilitate adoption as may be required by a Participating Entity.

021726-TPM

Sourcewell

Signed by:

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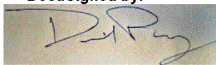
By: _____

Jeremy Schwartz

Title: Chief Procurement Officer

Date: 6/10/2026 | 2:21 PM CDT

Thompson Pump and Manufacturing
Company, Inc.

DocuSigned by:

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By: _____

David Perry

Title: TPM Municipal Sales Manager

Date: 6/10/2026 | 10:39 AM PDT

RFP 021726 - Sewer Vacuum, Hydro-Excavation, and Municipal Pumping Equipment with Related Accessories and Supplies

Vendor Details

Company Name: Thompson Pump and Manufacturing Company, Inc.

Does your company conduct business under any other name? If yes, please state: Thompson Pump and Manufacturing Company, Inc.

Address: 4620 City Center Drive
Port Orange , FL 32129

Contact: David Perry

Email: dperry@thompsonpump.com

Phone: 386-527-3265

Fax: 386-761-0362

HST#: 59-1286389

Submission Details

Created On: Thursday January 29, 2026 08:23:01

Submitted On: Tuesday February 17, 2026 14:51:28

Submitted By: David Perry

Email: dperry@thompsonpump.com

Transaction #: 477a4436-0b02-4a49-be0f-6d6cb2e5db13

Submitter's IP Address: 69.15.33.202

Specifications

Table 1: Proposer Identity & Authorized Representatives (Not Scored)

General Instructions (applies to all Tables) Sourcewell prefers a brief but thorough response to each question. Do not merely attach additional documents to your response without also providing a substantive response. Do not leave answers blank; respond "N/A" if the question does not apply to you (preferably with an explanation).

Table 1 Specific Instructions. Sourcewell requires identification of all parties responsible for providing Solutions under a resulting master agreement(s) (Responsible Supplier). Proposers are strongly encouraged to include all potential Responsible Suppliers including any corporate affiliates, subsidiaries, D.B.A., and any other authorized entities within a singular proposal. All information required under this RFP must be included for each Responsible Supplier as instructed. Proposers with multiple Responsible Supplier options may choose to respond individually as distinct entities, however each response will be evaluated individually and only those proposals recommended for award may result in a master agreement award. Unawarded entities will not be permitted to later be added to an existing master agreement through operation of Proposer's corporate organization affiliation.

Line Item	Question	Response *	
1	Provide the legal name of the Proposer authorized to submit this Proposal.	Thompson Pump and Manufacturing Company Inc.	*
2	In the event of award, is this entity the Responsible Supplier that will execute the master agreement with Sourcewell? Y or N.	Yes.	*
3	Identify all subsidiaries, D.B.A., authorized affiliates, and any other entity that will be responsible for offering and performing delivery of Solutions within this Proposal (i.e. Responsible Supplier(s) that will execute a master agreement with Sourcewell).	N/A	*
4	Provide your CAGE code or Unique Entity Identifier (SAM):	CAGE Code: 9U118 UEI (SAM): MU2BDJSBKGL3	*
5	Provide your NAICS code applicable to Solutions proposed.	NAICS - 333911 NAICS - 333914 Product Service Codes can be provided upon request.	
6	Proposer Physical Address:	P.O. Box 291370 4620 City Center Drive Port Orange, FL 32129	*
7	Proposer website address (or addresses):	www.thompsonpump.com	*
8	Proposer's Authorized Representative (name, title, address, email address & phone) (The representative must have authority to sign the "Proposer's Assurance of Compliance" on behalf of the Proposer):	David Perry TPM Municipal Sales Manger 4620 City Center Drive Port Orange, FL 32129 dperry@thompsonpump.com Mobile: 386-527-3265 Main Office: 386-767-7310	*
9	Proposer's primary contact for this proposal (name, title, address, email address & phone):	David Perry TPM Municipal Sales Manger 4620 City Center Drive Port Orange, FL 32129 dperry@thompsonpump.com Mobile: 386-527-3265 Main Office: 386-767-7310	*

10	Proposer's other contacts for this proposal, if any (name, title, address, email address & phone):	Martin Strong TPM Municipal Applications Engineer 4620 City Center Drive Port Orange, FL 32129 mstrong@thompsonpump.com Mobile: 386-780-4189 Direct Office: 386-944-4195 Kelly Seliga TPM Director of Finance 4620 City Center Drive Port Orange, FL 32129 kseliga@thompsonpump.com Direct Office: 386-944-4219 Bobby Zitzka TPM Vice President of Sales 4620 City Center Drive Port Orange, FL 32129 bzitzka@thompsonpump.com Mobile: 407-448-8734 Direct Office: 386-944-4192
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Table 2A: Financial Viability and Marketplace Success (50 Points, applies to Table 2A and 2B)

Line Item	Question	Response *
11	Provide a brief history of your company, including your company's core values, business philosophy, and industry longevity related to the requested Solutions.	Thompson Pump and Manufacturing Company is a family-owned, pump manufacturing company based in Port Orange, FL. Thompson Pump is a full-service pump manufacturer and provider of high quality bypass, dewatering, and general construction pumps. Thompson Pump also provides pumping equipment accessories and engineering expertise for the toughest emergency pumping applications. Since 1970, Thompson Pump has assisted clients worldwide with pump rentals, sales, service, repair, design, installation, and operational support. Thompson Pump partners with local service centers throughout the United States with hundreds of locations nationwide. The company is also aligned with more than 18 stocking distributors and 135 dealers in the United States alone. 32 distributors in Canada, and more internationally. The company achieved ISO 9001-2015 quality re-certification for their Port Orange manufacturing facility in 2025; in addition, new ISO 45001 and ISO 14001 certifications for environmental and safety management standards. Thompson Pump & Manufacturing Company Inc. is dedicated to designing, developing, and producing new dewatering and construction pump products which define durability and reliability throughout the industry. We will produce and provide pumping systems of the highest quality, without defects, and will support their use with technical competence and prompt and accurate service. We will earn and maintain the reputation of being the most knowledgeable, reliable, and customer supportive company in our industry and we will be good ambassadors to all markets as we become a global supplier of pumping systems and expertise. We will be the type of company for whom local people will want to be employed and we will be good corporate citizens. As such, we will continue to be conscious of our responsibilities toward our community and the environment and our every action with employees, vendors, and customers will be guided by high ethical standards and moral principles. Our employees and representatives will conduct themselves in a professional manner at all times. We believe in dealing professionally, honestly, morally, and ethically at all times with our customers, our vendors, our fellow employees and with all those with whom we come in contact. We believe that profit is the result of conducting business properly, efficiently, and accurately. Therefore, while we must function profitably in order to operate our business, profit should not be the focal point of our daily activities. It should be the result of performing those activities correctly. We believe that we have the ability to be innovative and creative. Therefore, we will use those talents and capabilities to envision, design, develop, and produce top quality products and valuable services that will challenge our employees, enhance our company, and benefit our customers, our industry and society in general. We believe in striving constantly to improve our company, the caliber of our employees and the quality of our products. We will not be satisfied with anything less than superior performance. We will be a company for which people want to be employed and with which customers and vendors want to do business. Thompson Pump will be a good corporate citizen recognizing our responsibilities to our local communities, our country, and to the environment.

12	What are your company's expectations in the event of an award?	Upon being awarded our 4th Sourcewell contract, Thompson Pump expects to strengthen our partnership with Sourcewell and its participating agencies. As our primary sales strategy to grow government sales through the US and Canada, we will immediately leverage the contract by educating our municipal sales team, regional managers, and entire distributor network on Sourcewell's processes and benefits. Thompson Pump is prepared to invest in a comprehensive marketing plan to announce and promote the contract – including optimizing the municipal landing page within our website, issuing press releases, promoting at water/wastewater conferences like WEFTEC and WWETT, and providing informational materials to potential government customers. We anticipate a significant increase in outreach to Sourcewell members, as Thompson Pump's entire sales team and our nation-wide distributor network will work together to cover the entire US and Canada with hopes of doubling government sales outside the State of Florida. We will actively engage municipalities and other public entities, demonstrating how they can streamline procurement of our pumps, accessories, and services through this contract. Internally, we will assign dedicated contract management personnel to ensure smooth on-boarding of the contract and compliance with all reporting requirements. Overall, our expectation is to grow our government sales by offering Sourcewell members our full range of pumping solutions, and to deliver excellent service such that Sourcewell and its members view Thompson Pump as a top-performing supplier. We understand that an award carries the responsibility of meeting Sourcewell's high standards; therefore, we are fully committed to professionalism, responsiveness, and continuous improvement throughout the contract term.	*
13	Demonstrate your financial strength and stability with meaningful data. This could include such items as financial statements, SEC filings, credit and bond ratings, letters of credit, and detailed reference letters. Upload supporting documents (as applicable) in the document upload section of your response. DO NOT PROVIDE ANY TAX INFORMATION OR PERSONALLY IDENTIFIABLE INFORMATION.	Thompson Pump is financially stable and has a strong balance sheet, reflecting over five decades of successful operations. As a privately held company, we do not publicly release detailed financial statements; however, we can provide meaningful indicators of our financial health. In recent years, Thompson Pump has achieved annual revenues exceeding \$100 million in 2018, and we have maintained profitability and positive cash flow consistently throughout the years. Our company has no long-term debt and finances its growth internally, which speaks to prudent fiscal management. Dun & Bradstreet and other credit agencies consistently rate Thompson Pump as a low credit risk (current rating of 41A- credit references can be supplied upon request). We have also demonstrated strategic financial decision-making – for instance, in 2019 we sold our rental division to United Rentals - Fluid Solutions Division to focus on core manufacturing, a move that bolstered our capital position and sharpened our business model. Thompson Pump's net worth and liquidity are more than sufficient to fulfill large orders and to weather economic cycles. We can provide bank reference letters and bonding capacity letters to evidence our financial strength (supporting documents can be uploaded separately). In summary, Thompson Pump's 56+ year track record, substantial revenues, and conservative financial practices all indicate a stable and dependable partner for Sourcewell and its members.	*
14	What is your US market share for the Solutions that you are proposing?	Thompson Pump is recognized as a leading supplier in the U.S. municipal and industrial pump market, particularly for portable diesel-driven pumping equipment. With limited data available for our specialized products, our exact U.S. market share can not be confirmed. It can be estimated to be between 10%-12% (based on the data we have gathered each year) where the end-user of the Thompson Pump product is a government entity.	*
15	What is your Canadian market share for the Solutions that you are proposing?	Thompson Pump's has always been eager to grow municipal sales in Canada, and we have recently hired a regional manager in Canada that will help us do exactly that. Thompson Pump's current market share in Canada is less than in the U.S. We serve Canadian customers through select regional distributors and direct exports. Over the past several years, we have supplied our pumps to municipal and industrial clients in multiple Canadian provinces. Due to the lack of real data for our specialized products in Canada, we can only estimate our current Canadian market share between 5%-7% (based on activity with our distributors located in Canada).	*
16	Disclose all current and completed bankruptcy proceedings for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a bankruptcy proceeding at any time during the pendency of this RFP evaluation.	None. Thompson Pump and Manufacturing Company, Inc. has not been involved in any bankruptcy proceedings in the past seven years. The company has maintained continuous operations and has met all financial obligations. We also affirm that should any bankruptcy proceeding occur during the pendency of this RFP or the resulting contract term, we will notify Sourcewell in writing as required. (No bankruptcy information to disclose.)	*

17	How is your organization best described: is it a manufacturer, a distributor/dealer/reseller, or a service provider? Answer the question that best applies to your organization, either a) or b). a) If your company is best described as a distributor/dealer/reseller (or similar entity), provide your written authorization to act as a distributor/dealer/reseller for the manufacturer of the products proposed in this RFP. If applicable, is your dealer network independent or company owned? b) If your company is best described as a manufacturer or service provider, describe your relationship with your sales and service force and with your dealer network in delivering the products and services proposed in this RFP. Are these individuals your employees, or the employees of a third party?	a) N/A. b) Thompson Pump as Manufacturer and a Service Provider: Thompson Pump is best described as a manufacturer of pumping equipment, pumping accessories, and related services. We design and build our own products at our facilities, and we take solutions to market through a hybrid sales strategy that includes both direct company-employed staff and municipal distributors for select territories throughout the US and Canada . Our internal sales and service team consists of experienced VP of Sales, municipal sales reps, regional managers, application engineers, inside sales team, parts sales, accessory sales reps, and product support specialists – these individuals are employees of Thompson Pump. They work closely with customers and provide factory-direct guidance, especially in areas or projects not covered by a local municipal distributor. In parallel, we have a network of authorized independent distributors across the United States and internationally (16 dealers in the U.S. and 12 abroad, as of recent counts. These municipal distributors act as our factory-authorized authorized sellers and service providers in their respective territories. They are separate businesses (third parties) authorized by Thompson Pump, and they bring local presence and support to all Sourcewell members. We maintain strong relationships with our distributor/dealer network/national accounts through formal agreements, training programs, and regular communication. In delivering the products and services proposed in this RFP, sales may be handled either by Thompson Pump employees (Mfg. Direct) or by a municipal distributor depending on a per-determined geographic territory (new Sourcewell Hybrid Sales Model). All technicians performing service on Thompson Pump equipment are factory-trained, some are Thompson Pump employees (e.g. field service reps based out of our Florida headquarters or regional offices), and some are employees of our independent municipal distributors who have been certified to service our products. There is a close, trusting partnership that has developed over time and with Thompson Pump's in-house team providing oversight, advanced technical support, and warranty administration for the entire network, while the distributor personnel provide local sales outreach and hands-on service, will be a winning plan to grow government sales through Sourcewell. This manufacturer-to-distributor relationship ensures that Sourcewell participating entities will receive both the benefit of dealing with the OEM (original equipment manufacturer) and the convenience of local distribution. In summary, Thompson Pump's structure as a manufacturer with a blended sales/service force allows us to cover a broad geography more effectively, with clear lines of support whether the individual assisting the customer is TPM or a Municipal Distributor. All parties representing Thompson Pump are held to our high standards of customer service and technical expertise.
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18	If applicable, provide a detailed explanation outlining the licenses and certifications that are both required to be held, and actually held, by your organization (including third parties and subcontractors that you use) in pursuit of the business contemplated by this RFP.	Thompson Pump & Manufacturing Company, Inc. is a registered corporation in the State of Florida, and is authorized to distribute our products nationally and internationally. Tax I.D. # 59-1286389 D&B # 05-339-6529 (4A1) CAGE Code: 9U118 Thompson Pump operates in the manufacturing and sale of pumps, which generally does not require special contractor licenses or trade licenses in most jurisdictions. However, we ensure full compliance with any applicable licensing requirements for the scope of work in this RFP. For example, any on-site installation or construction services were needed (such as: installing a Stationary Thompson Pump), we would confirm any/all subcontractors are properly licensed, insured, or ensure our team meets local licensing regulations. At present, no special professional licenses are required for the core business of supplying pumping equipment under this contract. We do maintain several important certifications that demonstrate our qualifications and commitment to excellence: ISO Certifications: Thompson Pump recently renewed our ISO 9001:2015 certified (Quality Management System). In 2025, we also attained ISO 14001:2015 (Environmental Management) and ISO 45001:2018 (Occupational Health & Safety) certifications. These certifications verify that our manufacturing and business processes meet rigorous international standards for quality control, environmental stewardship, and worker safety. Employee/Operator Certifications: Our service technicians (both in-house and at distributors) often hold relevant certifications for equipment repair and safety training (e.g., OSHA 30-hour safety certification, MSHA certification for mining environments, and forklift/heavy equipment operation certifications). While these are not "licenses" per se, they are important credentials that we ensure our staff and partners maintain in pursuit of the business contemplated by this RFP. Engine Emissions Compliance: All our products are powered by engines that are fully EPA Tier 4 Final compliant (and Environment Canada compliant) for diesel emissions. We hold the necessary EPA certificates of conformity via our engine suppliers for all engine-driven models. This is a regulatory requirement rather than a license, but it is critical to our ability to sell and operate equipment in all regions. Corporate Registrations: Thompson Pump is registered to do business in most US states and is in good standing in all required jurisdictions. We maintain an active registration in the U.S. federal System for Award Management (SAM) and have a valid CAGE code (provided above), which may be pertinent for federal purchases. If there are any additional licenses or certifications specifically required to perform work under this RFP (for example, if a participating entity requires a contractor's license for on-site assembly), Thompson Pump will obtain such licenses or work with properly licensed partners. At this time, we are not aware of any further mandatory certifications needed for delivering the proposed products and services. (If Sourcewell or participating entities identify any additional requirements, Thompson Pump will promptly comply.)
19	Disclose all current and past debarments or suspensions for Proposer and any included possible Responsible Party within the past seven years. Proposer must provide notice in writing to Sourcewell if it enters a debarment or suspension status any time during the pendency of this RFP evaluation.	None. Thompson Pump and Manufacturing Company, Inc., and any related responsible entities, have not been debarred or suspended from doing business with any federal, state, or local government agency in the past seven years. We have a spotless record of compliance and good standing. In the unlikely event that Thompson Pump were to become debarred or suspended by any public agency during the RFP evaluation or contract term, we will immediately notify Sourcewell in writing, as required. (No debarment/suspension issues to disclose.)

20	Describe any relevant industry awards or recognition that your company has received in the past five years.	Thompson Pump has been honored with multiple industry awards and recognition in recent years, reflecting our excellence in manufacturing, innovation, and corporate culture. Notable awards from the last five years include: Volusia Manufacturers Association (VMA) Awards (2025): Thompson Pump received two prestigious awards from the VMA in 2025 – the Manny Award for Lifetime Achievement in Manufacturing (presented to a Thompson Pump executive for exceptional contributions to manufacturing) and the Best Practice Award for our company's outstanding "Well-Being at Work" employee wellness program (presented to Victor Nadeau, HR Director). These awards highlight our leadership in both industry performance and employee care. Cigna Well-Being Award – Outstanding Culture of Well-Being (2020 & 2021): Thompson Pump was recognized by Cigna in both 2020 and 2021 for our commitment to employee health and wellness. In 2021, we earned the top-tier "Outstanding Culture of Well-Being" award in North Florida, marking the second consecutive year of recognition. This award showcases our efforts in creating a healthy, productive workplace – an initiative that translates into better service for our customers through engaged and motivated employees. Gator100 Honoree (2024 & 2025): Thompson Pump achieved back-to-back inclusion in the University of Florida's Gator100 list in 2024 and 2025, which recognizes the fastest-growing companies led or owned by UF alumni. Our President, Chris Thompson, is a UF alumnus, and Thompson Pump's strong growth earned us a place among this elite group two years running. This recognition underscores our business success and momentum. Industry Press Recognition: We have been frequently featured in industry publications and received accolades for our products and projects. For example, Thompson Pump's innovative solutions in bypass pumping have been highlighted in Utility Contractor Magazine and other trade journals. In 2022, Utility Contractor Magazine ran a feature on Thompson Pump's award of the Sourcwell contract and lauded our company's long-standing service to government customers. While not technically awards, such profiles demonstrate industry acknowledgement of Thompson Pump's leadership. Local and Community Awards: Thompson Pump has also been recognized in our local community of Port Orange/Volusia County, FL – receiving awards such as the local Chamber of Commerce's Industry Appreciation awards for our contributions to economic development and employment in the region (we are one of the largest manufacturers in our area. Additionally, members of our leadership team have earned personal honors (for instance, our Director of Finance received the 2025 Manny Award as mentioned, and our company founders were inducted into the Volusia County Business Hall of Fame for their contributions over the years). These awards and recognition reflect a pattern of excellence at Thompson Pump – in manufacturing quality, innovation, growth, employee well-being, and community engagement. We intend to carry this high standard of performance into our partnership with Sourcwell. (Supporting documentation and press releases for the above honors can be provided upon request.)
21	What percentage of your sales are to the governmental sector in the past three years?	Governmental entities (encompassing federal, state, and local governments, as well as municipal utilities and special districts) represent a significant and growing portion of Thompson Pump's business. Over the past three years, approximately 20%–25% of our total sales have been to the governmental/public sector (estimate; more detailed breakdown can be provided if required). This includes direct purchases by cities and counties, sales through cooperative contracts like Sourcwell and the Florida Sheriffs Association contract, and sales to federal agencies or military (e.g., via GSA schedule). The remaining share of our sales is to private sector clients (such as construction contractors and industrial companies, that install the pump, then transfer ownership to the government entity. Thompson Pump has strategically focused on the government sector, as evidenced by our dedicated Municipal Sales division and our participation in multiple public procurement programs. We anticipate that with a new Sourcwell award, the percentage of our sales to government entities will further increase, as the contract will make it easier for those customers to procure our solutions, especially with the Hybrid Sales Strategy for Sourcwell purchases. Our strong experience in serving government clients (roughly one-quarter of our business) means we understand public-sector requirements and are fully prepared to meet them.

22	What percentage of your sales are to the education sector in the past three years?	Sales to the education sector (primarily universities, colleges, and K-12 school systems) have been a very small portion of Thompson Pump's business – on the order of less than 1% or less of total sales in the past three years. Educational institutions are not frequent direct purchasers of large pumping equipment; however, some universities (particularly those with significant research facilities or utility infrastructure) and school districts (for major infrastructure or emergency management) have procured Thompson Pump products. We have, for example, provided portable pumps to a few university facilities departments for campus flood control and to technical colleges for training purposes. While our direct sales to education customers have been minimal, we recognize that many educational entities are Sourcewell members. If awarded the contract, we will extend our outreach to include these entities and ensure they are aware of how Thompson Pump solutions can benefit their campus infrastructure or emergency preparedness plans. We are fully willing to serve any education sector participant; the low historical percentage simply reflects the market characteristics of our product niche. (In summary, education sector sales are <1% currently, but we are positioned to support those clients as needed.)	*
23	List all state, cooperative purchasing agreements that you hold. What is the annual sales volume for each of these agreement over the past three years?	Thompson Pump participates with the Florida Sheriffs Association and Sourcewell. In the past, we have held co-operative purchasing contracts with the VSA- Virginia Sheriffs Association, NCSA- North Carolina Sheriffs Association, and GSA, but none of these co-operative contracts have been active over the last 2.5 years. We are confident that Sourcewell (remaining 49 US states) and FSA (only FL) will allow us to meet our government sales goals moving forward. Below is a list of other purchasing agreements and a note on their usage/sales volume in the past three years: Other State/Cooperative Agreements: Thompson Pump products are also available via certain state-specific contracts or distributor-held state contracts. For instance, we have worked with cooperative agreements in states like Georgia (through a state DOAS contract held by a dealer) and Louisiana (through a state term contract for pumps). Each of these channels has contributed additional sales (typically in the low hundreds of thousands of dollars annually, combined). (Detailed breakdown by state contract can be provided if needed.)	*
24	List any GSA contracts or Standing Offers and Supply Arrangements (SOSA) that you hold. What is the annual sales volume for each of these contracts over the past three years?	In the past, Thompson Pump's principal federal contract was the GSA Multiple Award Schedule (as noted above). We do not currently hold any Canadian Standing Offers or Supply Arrangements (SOSAs) directly, but we serve Canadian agencies via open market sales or through our U.S. contracts when permissible. Canadian SOSAs: Thompson Pump does not yet hold a formal Canadian federal Standing Offer/Supply Arrangement. We have, however, engaged Canadian public sector clients via direct procurement. If demand grows, we are open to pursuing Canadian Public Services and Procurement Canada (PSPC) agreements or provincial standing offers. To summarize, aside from Sourcewell, our FSA is the most significant broad government contract we hold, and Sourcewell has proven to be the most effective channel for government sales. We are experienced in managing contract compliance and volume reporting for these agreements. (Detailed sales figures and copies of contract award documents are available upon request or included in the uploaded documents.)	*

Table 2B: References/Testimonials

Line Item 25. Supply reference information from three customers who are eligible to be Sourcewell participating entities.

Entity Name *	Contact Name *	Phone Number *	
Orange County Utilities 8100 Presidents Drive Orlando, FL 32819	Nathaniel Haney	407-836-6990	*
Sarasota County Public Utilities 1001 Sarasota Center Blvd. Sarasota, FL 34240	Jill Dallman	941-861-0951	*
City of North Port Utilities 6644 W. Price Blvd. North Port, FL 34291	Mike Acosta	941-628-8179	*

Table 3: Ability to Sell and Deliver Solutions (150 Points)

Describe your company's capability to meet the needs of Sourcewell participating entities across the US and Canada, as applicable. Your response should address in detail at least the following areas: locations of your network of sales and service providers, the number of workers (full-time equivalents) involved in each sector, whether these workers are your direct employees (or employees of a third party), and any overlap between the sales and service functions.

Line Item	Question	Response *
26	Sales force.	Thompson Pump's sales force is structured to provide nationwide coverage in the U.S. (and support in Canada) through a combination of direct company sales representatives and authorized distributor sales personnel. Our internal sales team includes a Vice President of Sales, a Municipal Sales Manager (dedicated to government accounts), and several Regional Sales Managers who oversee different territories across North America. These Thompson Pump employees focus on strategic accounts, large projects, and regions without assigned distributors. In total, Thompson Pump employs approximately 15 full-time sales and application specialists in-house who are responsible for supporting Sourcewell and other contract sales. Many of our direct sales managers are positioned regionally (e.g., Northeast, Southeast, Midwest, West Coast) to be readily available to customers and to assist our distributors. Complementing our direct team, we have a vast network of independent distributors with their own local sales forces. Thompson Pump's distributor network currently consists of 16 authorized U.S. distributors (covering most states) and multiple international partners (including at least one in Canada)[8][3]. Each distributor typically has dedicated sales representatives who market Thompson Pump products within their territory. These distributor sales reps are experts in our product line; they are trained by Thompson Pump and supported by our regional managers. When combined, the number of personnel involved in selling Thompson Pump solutions is substantial – we estimate over 50 individuals in the U.S. and Canada are actively selling or promoting our pumps (this includes our direct employees and the staff of our distributors). Importantly, all sales personnel (whether Thompson or distributor) operate in a coordinated fashion under Thompson Pump's guidance. There is often overlap and collaboration: for example, a distributor's salesperson might bring Thompson Pump's regional manager on joint sales calls for technical expertise, or our Municipal Sales Manager might refer a lead to the local distributor if it falls in their territory. We ensure overlap between sales and service functions as well – many of our sales reps (especially at distributors) have technical backgrounds and work closely with service teams to address customer needs comprehensively. Hybrid Sales Model Implementation: In alignment with the hybrid model described in the RFP, our sales force deployment works as follows: If a Sourcewell participating entity is located within a territory served by a designated municipal distributor, that distributor's sales team will take the lead on the Sourcewell quote or proposal, providing local consultative service (with Thompson Pump corporate assisting as needed). Conversely, if a participating entity is outside any distributor territory (or if none is clearly applicable), Thompson Pump's direct sales staff will handle the inquiry and work directly with the customer on quotes and orders. In scenarios that are unclear or border multiple territories, Thompson Pump's management will exercise discretion to involve either a distributor or direct sales (or both) to ensure the customer receives prompt and effective service. This flexible approach means our sales force can adapt to any location or customer preference, guaranteeing that every Sourcewell member is covered by a knowledgeable representative. In summary, Thompson Pump's sales force is comprehensive and well-distributed: we maintain direct oversight and expertise while leveraging local distributor presence. With dozens of trained sales professionals across North America, we are fully capable of meeting the demand from Sourcewell participating entities of all sizes and locations.
27	Describe the network of Authorized Sellers who will deliver Solutions, including dealers, distributors, resellers, and other distribution methods.	Thompson Pump is excited to offer a Hybrid Municipal Sales Strategy to Sourcewell members in selected territories. For many years, Thompson Pump sells and delivers its solutions through a strong network of authorized sellers, which includes independent dealers and distributors and national accounts strategically located to serve customers regionally. This distribution network is one of Thompson Pump's greatest strengths in reaching participating entities efficiently. Key features of our authorized seller network are: Coverage and Locations: We have authorized distributors covering targeted areas of the United States and parts of Canada. For example, we have dealers in the Southeast, across the Gulf Coast, in the Northeast corridor, the Midwest, and the West Coast, as well as partners in Alaska and Hawaii for special projects. In Canada, we have at least one distributor (in New Brunswick, covering Eastern Canada) and we serve other provinces via our U.S. network or direct sales. A full list of current authorized sellers with their locations will be provided in our documentation. This network ensures that a local or regional point of contact is available to Sourcewell members, minimizing response times and shipping costs. Municipal Distributor Role and Capabilities: Each authorized distributor is carefully selected for their expertise in pump equipment and their capability to focus on government sales, service, and support. Our Municipal Distributors maintain inventory of Thompson Pump products (especially fast-moving models and parts) and have demonstration/rental units available. They are responsible for front-line interaction with customers in their territory – including site visits, needs assessments, quoting (using Sourcewell pricing when applicable), and after-sale support. These distributors are not just resellers; they are full-service partners able to perform warranty repairs and maintenance. Many have been Thompson Pump partners for decades, reflecting stability and experience.

Independent but Authorized: The dealer network is independent (most are privately owned companies) rather than company-owned branches. However, they operate under authorization agreements that require adherence to Thompson Pump's performance standards, training, and reporting requirements. We consider them an extension of our organization. For instance, all dealer sales and service staff receive factory training at Thompson Pump. They also are provided with the latest product updates and participate in our annual distributor meetings where best practices are shared.

Hybrid Sales Strategy: As described, if a Sourcewell Participating Entity is within a Municipal Distributor's specified territory, that authorized municipal distributor will handle the Sourcewell quote and procurement process under TPM's Sourcewell contract (Option A of our hybrid model). This means the local distributor will prepare the Sourcewell quote (using our approved contract pricing) and work directly with the entity to finalize the order. Thompson Pump headquarters supports this process by verifying contract pricing compliance and assisting with any technical or special requirements on the quote. The municipal distributor will then deliver the equipment and provide any needed training or setup. If an government entity is outside the reach of a municipal distributor territory (Option B), Thompson Pump (Mfg. Direct) will handle the sale directly at our discretion (Option C) comes into play when, for example, a customer is near a territory boundary or has a pre-existing relationship with our company – in those cases, we decide whether to assign the sale to a distributor or manage it internally, always with the goal of making it seamless for the customer. Ultimately, feedback from the Sourcewell member will be a key factor in how the opportunity is handled.

Other Distribution Methods: In addition to traditional distributors, Thompson Pump sells directly to certain large national rental companies (National Accounts) and OEM partners (who incorporate our pumps). While those channels are not traditionally set-up to be "resellers" in the public sector context, it's worth noting that if a Sourcewell member prefers to rent equipment or needs short-term use, we can coordinate through national rental partners (like United Rentals, CAT Rental, etc.) to fulfill those needs. However, for Sourcewell purchase transactions, our primary authorized sellers will be our Municipal Distributor network or Thompson Pump (Mfg. Direct).

Overall, Thompson Pump's authorized seller network offers local expertise with global support. Participating entities can be confident that when they engage via this network, they are receiving genuine Thompson Pump products backed by both the local dealer and the manufacturer. We have structured this network to maximize convenience: agencies can simply reach out for a quote, and our nearest authorized seller will respond, armed with Sourcewell pricing and a full understanding of the products and the contract.

Municipal Distributors & Sourcewell Territory:

NORTHERN DEWATERING INC
14405 NORTHDAL E BLVD
ROGERS, MN
PH: (763) 428-2616

Territory: All Northern Dewatering locations covering the State of MN & ND, and West WI including (3) Counties in West Texas.

Wagner Equipment Company, Inc. (CAT Dealer)
2322 I-70 Frontage Rd
Grand Junction, CO 81505
Main Phone: (970) 242-2834

Territory: All Wagner CAT locations covering the State of CO & NM, including (3) Counties in West Texas.

KIRBY-SMITH MACHINERY INC
PO BOX 270300
OKLAHOMA CITY, OK
PH: (800) 375-3339

Territory: All Kirby-Smith locations covering State of OK, and State of Texas with exception of (3) Counties in Wagner's area and Gulf Coast (125 miles W, NW, and N of TX gulf coast line).

KM SPECIALTY PUMPS & SYSTEMS INC/STRAEFFER PUMP & SUPPLY
PO BOX 99
8055 SR 62 W
CHANDLER, IN 47610
PH: (812) 925-3000

Territory: All KM/Straeffer locations covering NW, SW and SE Indiana and Western

		Kentucky. HENRY P. THOMPSON COMPANY 1046 Techne Center Drive Milford, Ohio 45150 PH: (513) 248-3200 Territory: All HPT locations covering the State of OH, NE Indiana, and Eastern Kentucky. PUMPING AND SHORING SOLUTIONS LLC. 2801 Lippards Creek Lincolnton, NC 28092 PH: 844-704-PUMP Territory: All P&SS locations covering the Central NC and Northern SC.
28	Service force.	Thompson Pump's service force is designed to provide prompt, expert maintenance and repair support wherever our equipment is operating. We deliver service to Sourcewell participating entities through a combination of factory-trained distributor technicians and Thompson Pump's in-house service team, ensuring comprehensive coverage: Service Network and Locations: Every authorized Thompson Pump distributor is also an Authorized Service Center. Collectively, our distributors operate 20+ service facilities across the U.S. (and at least one in Canada), each staffed with trained mechanics who specialize in pump service. These facilities are geographically dispersed – for example, we have service centers in the Southeast (Florida, Louisiana, etc.), Northeast, Midwest, Texas, West Coast, and Pacific Northwest, among others. In areas not near a distributor's shop, our distributors often have field service trucks that can travel to the customer's site. This means that whether a pump is in a major city or at a remote construction site, we have the ability to get service personnel there. Personnel and Qualifications: Thompson Pump's service workforce includes both our own employees and those of our dealers. Thompson Pump directly employs experienced service engineers and technical support specialists (based at our Port Orange, FL headquarters and regionally) who can be deployed for on-site support or complex troubleshooting. Additionally, we have a technical support hotline staffed by these experts to assist any field techs or customers by phone. Our distributors employ dozens of pump technicians collectively – we estimate over 50 factory-certified technicians are available through our network. Each technician undergoes regular training by Thompson Pump (we conduct annual service training schools and update courses whenever new products are released). They are knowledgeable in all aspects of our equipment: diesel engines, priming systems, controls, and pump end mechanics. Scope of Services: Our service force is capable of routine maintenance, emergency repairs, warranty work, and complete overhauls. Services offered include on-site troubleshooting, preventive maintenance programs, installation assistance for permanent or semi-permanent pump installations, and customer training on maintenance. Because many Thompson Pump products are used in critical applications (like sewer bypass or flood control), our service network is on call 24/7 for emergency support. For example, if a city using our pump experiences an urgent issue in the middle of the night, they can call our emergency line and we will dispatch technicians or a replacement unit as needed. Overlap of Sales and Service: We ensure close coordination between sales and service teams. Often, the same distributor location that sold the pump will also handle its service, providing continuity. Our internal service engineers also work with our salespeople to do pre-delivery inspections and customizations when needed. This overlap means our sales promises are backed up by service action – if a salesperson commits to a performance or uptime level, our service team stands ready to support that commitment in the field. Direct Company Service Backup: In regions without a nearby service center, Thompson Pump's own service team will directly support the customer. We can send factory technicians or authorize a qualified local service provider temporarily, ensuring no area is left unsupported. This is in line with our hybrid support model – we prefer to utilize our trained distributors, but if none are present or immediate, Thompson Pump steps in directly. In summary, Thompson Pump's service force provides coast-to-coast coverage and rapid-response capability. By combining the strengths of local service centers with the manufacturer's resources, we can minimize downtime for Sourcewell participants. All products sold under the Sourcewell contract will be fully supported throughout their life cycle by this robust service network, giving participating entities peace of mind that help is always a phone call away.

29	Describe the ordering process. If orders will be handled by distributors, dealers or others, explain the respective roles of the Proposer and others.	The ordering process for Thompson Pump products under the Sourcewell contract is straightforward and flexible, accommodating both direct and distributor-led orders. Here is a step-by-step outline of how a typical Sourcewell order will be handled, highlighting the respective roles: Customer Request for Quote: A Sourcewell participating entity can initiate the process by contacting Thompson Pump or an authorized distributor with their requirements. If the customer comes to Thompson Pump directly (via our website or contact center), we will identify if there is a designated municipal distributor for that customer's region. If yes, we will promptly refer the opportunity to that distributor (and introduce them to the customer) – this aligns with our Option A of the hybrid sales model. If no distributor covers the area, Thompson Pump will handle the quote directly (Option B). Please Note: If the Sourcewell member clearly wants to work directly with the manufacturer, Thompson Pump reserves the right to quote the Sourcewell member directly. If this situation is encountered, Thompson Pump will clearly communicate the decision to the Municipal Distributor. Quotation Development: The responsible party (distributor or Thompson Pump sales manager) will work with the customer to select the appropriate pump model and accessories. They will then prepare a formal quote using Sourcewell pricing terms. Thompson Pump provides all distributors with the official contract pricing and discount structure, so a distributor's quote will mirror our contract pricing. The quote will reference the Sourcewell contract number and clearly list each item, its list price, the Sourcewell discount, and the discounted price, to ensure transparency and compliance. During this stage, Thompson Pump often plays a support role: if a distributor is making the quote, our internal sales support team can assist in configuring complex systems or verifying pricing on custom options. All quotes (whether by us or a dealer) are reviewed for accuracy against contract terms. Order Placement: Once the customer accepts the quote and issues a purchase order, the order is typically placed with Thompson Pump as the supplier of record. In practice, if a distributor is involved, one of two scenarios can occur: Distributor-Fulfilled Order: The distributor may accept the PO (especially if the agency is more comfortable dealing locally) and then the distributor will issue their own purchase order to Thompson Pump for the equipment (reflecting distributor cost). In this case, the distributor handles delivery to the customer and invoicing, while Thompson Pump ships the product to the distributor or directly to the customer as agreed. Direct Fulfillment: Alternatively, the purchase order from the participating entity can be made out directly to Thompson Pump (listing the Sourcewell contract). Thompson Pump would then handle fulfillment and delivery, and, if appropriate, arrange for the local distributor to do the handover, startup, or training. We are comfortable with either approach and often tailor it to the customer's purchasing preferences. Option C of our sales model gives us discretion – for example, if a particular municipality's procurement rules require the PO to go directly to the contract holder (Thompson Pump), we will accommodate that and still incorporate the local distributor for support. Order Processing and Production: Upon receiving a valid PO, Thompson Pump enters the order into our system and schedules the product for shipment. If the item is in stock at a distributor location, we may coordinate to have it shipped from there to speed delivery. Otherwise, it will ship from our factory or nearest warehouse. We keep the customer updated on lead times. Thompson Pump remains responsible for ensuring the product meets the specifications and quality standards. Any required order documents (order confirmation, etc.) will be provided. Delivery and Invoicing: The delivery method is arranged as per the quote terms – often F.O.B. destination with freight either prepaid and added or per contract terms (detailed under Section F answers). The product is delivered either by the distributor (if it was sent to them first for local delivery) or directly by a common carrier to the customer. Delivery includes all agreed services (e.g., a distributor might perform on-site start-up and training at the time of delivery). The invoicing will be handled by whichever entity took the PO: if the PO was to the distributor, the distributor invoices the participating entity (at Sourcewell pricing) and then pays Thompson Pump for the cost; if the PO was to Thompson Pump, we invoice the participating entity directly. All invoices reference the Sourcewell contract and pricing as required. Post-Order Support: Regardless of ordering pathway, Thompson Pump retains overarching responsibility for customer satisfaction. We (and/or the distributor) will follow up to confirm the equipment arrived in good condition and is operating properly. Any issues are jointly addressed. Warranty registration is handled by us with input from the delivering party. In summary, the ordering process is collaborative. Thompson Pump and its distributors have clearly defined roles but work hand-in-hand. The Proposer's role (Thompson Pump) is to provide the products, uphold contract pricing, ensure compliance/paperwork, and support the customer technically. The Distributor's role (when applicable) is to be the face to the customer – handling local coordination, some logistics, and often the physical delivery and after-sales service. This approach offers the best of both worlds: the convenience of local service with the confidence of manufacturer-backed fulfillment. Participating entities will find the process simple – they can reach out to either Thompson Pump or a nearby dealer, and the team will seamlessly guide the order from quote to delivery.
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30	Describe in detail the process and procedure of your customer service program, if applicable. Include your response-time capabilities and commitments, as well as any incentives that help your providers meet your stated service goals or promises.	Thompson Pump is committed to exceptional customer service for all Sourcewell participating entities. We have a structured customer service program that emphasizes responsiveness, communication, and continuous improvement. Key elements of our customer service program include: Dedicated Support Channels: We provide multiple channels for customer support, including a toll-free phone line (800-767-7310) staffed during business hours, a 24/7 emergency support hotline for off-hours issues, and an email support address. Sourcewell participants will have access to our Municipal Sales Manager and support team directly. When a customer inquiry or issue comes in, our goal is to connect them with a knowledgeable person on the first call – this could be a technical service specialist if it's a maintenance question, or a sales/support representative if it's about an order or parts. We also have an online contact form and a new customer portal under development to track support tickets. Response-Time Commitments: Thompson Pump's standard response time for customer inquiries is within 1 business day (often within a few hours) for non-urgent matters. For urgent situations (equipment down or emergency pumping need), we aim for immediate response – our emergency hotline will connect the customer to an on-call technician or manager who can begin assistance right away (typically within minutes of the call). We commit to dispatching technical help or shipping needed replacement parts as fast as possible, often the same day a problem is reported. For instance, if a pump failure occurs, our service team will troubleshoot by phone immediately and, if not resolved, arrange for a technician to be on-site within 24 hours (location permitting). These response times are part of our service level promise to Sourcewell members. Customer Service Procedures: We follow a clear procedure for any service request or complaint. Every issue is logged in our CRM system with a unique case number. It is then assigned to the appropriate department (service, parts, etc.) and tracked through resolution. We maintain a case escalation protocol: if a solution is not reached within a specified time (e.g., 24-48 hours for a typical issue), it is escalated to higher management. For warranty or repair incidents, we coordinate the logistics (either sending a technician or instructing the customer to bring equipment to the nearest service center). Our program also includes scheduling follow-up communications – after a service is performed, we contact the entity to ensure everything is satisfactory. Incentives and Performance Management: Thompson Pump motivates its service providers (including distributors) to meet our high customer service standards through various incentives and feedback mechanisms: We have a Distributor Scorecard system, where we evaluate each authorized dealer on metrics such as response time to customer inquiries, service turnaround time, and customer feedback ratings. Top-performing distributors are recognized in our annual meetings and may receive benefits such as priority for leads or co-op marketing funds. This creates a healthy competition and incentive for our partners to excel in customer service. Internally, our service and support staff have performance goals tied to customer satisfaction metrics (for example, maintaining a high first-time-fix rate and low case resolution time). We routinely gather feedback via customer surveys after major service interactions. Positive feedback is celebrated, and any negative feedback triggers a review and corrective action. Outstanding performers in customer service are acknowledged with awards and bonuses as part of our company culture of excellence. We also implement service incentive programs for timely response – for instance, if a distributor services a warranty claim within a very short window, Thompson Pump may cover a greater share of their labor cost or provide other rewards. This encourages speedy service. Proactive Customer Care: Our customer service program isn't only reactive. We offer preventive maintenance agreements and training to help customers avoid issues. We also conduct periodic check-ins with major customers: a Thompson Pump representative or distributor will reach out every few months to inquire about the equipment condition and if any support is needed. For large fleets, we might schedule annual service days. These proactive steps demonstrate our commitment to the customer's long-term success with our products. In essence, Thompson Pump's customer service program is responsive, organized, and quality-driven. We back this up with specific response commitments and by aligning incentives so that everyone representing Thompson Pump – whether an employee or dealer – is motivated to provide prompt and effective service. Sourcewell members can expect that any question or issue will be handled with urgency and professionalism, and that we will not consider the job done until the customer is completely satisfied.
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31	Describe your ability and willingness to provide your products and services to Sourcewell participating entities.	Thompson Pump has the demonstrated ability and full willingness to provide our products and services to all Sourcewell participating entities across the United States. As detailed in our sales and service descriptions, we have a nationwide footprint that enables us to reach customers in every state: Nationwide Coverage: Through our network of distributors and our direct salesforce, we cover the entire U.S. map. Whether a participating entity is in a major metropolitan area or a rural community, Thompson Pump can effectively serve them. We have previously delivered pumps and provided support in all 50 states (from Florida to Alaska, Maine to California). Our equipment is in use by city utilities, state DOTs, and federal agencies coast to coast. This broad experience means we are familiar with varying state procurement rules and logistics challenges (for example, we know how to expedite shipping to remote areas or coordinate site-specific requirements like mine safety training for service crews in certain regions). Logistics and Infrastructure: Thompson Pump's manufacturing and distribution operations are geared for national service. We maintain an inventory of standard pump models and parts that can be dispatched quickly. We partner with reliable freight carriers and have the expertise to ship heavy equipment safely over long distances. Additionally, our Port Orange, FL headquarters is supplemented by strategic stocking locations – we often position equipment at regional hubs (sometimes at distributor locations) in anticipation of emergency needs (like hurricane response). Therefore, we can reach most U.S. customers with either existing local stock or by deploying from our factory with transit times typically under a week for most areas (and faster in emergencies). Regulatory and Compliance: We are well-versed in U.S. regulations that might affect our deliveries or services (such as DOT regulations for hauling equipment, EPA emissions standards, OSHA requirements for on-site work). We have the necessary certifications (as discussed) and will comply with any state-specific requirements that participating entities might have (for example, California's CARB emissions standards – all our products meet these, and we can provide documentation). We are also registered in procurement systems like SAM and many state vendor portals, which simplifies doing business with public entities. Commitment: Thompson Pump's leadership has a strong commitment to public sector customers in the U.S. – our track record shows over 50 years of selling to government agencies[12]. We consider it part of our mission to support critical public infrastructure (water, wastewater, flood control, etc.) with reliable pumping solutions. Our willingness extends to customizing solutions for unique local needs, offering training to new customers unfamiliar with our products, and being flexible in meeting procurement processes (e.g., providing detailed documentation or certifications that a city might require before purchase). Every Sourcewell participating entity, regardless of size or location, will receive our fullest attention and support. In summary, Thompson Pump can and will serve all U.S. Sourcewell members. We have the reach, resources, and readiness to ensure that any agency from any part of the country can easily procure our equipment and count on us for after-sale support. There are no domestic regions or locales that we exclude or are hesitant to cover (see also Q33 for any specific exceptions – we are not listing any). Our approach is inclusive: if you are a Sourcewell participating entity in the USA, Thompson Pump is ready and eager to be your solutions provider.
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32	Describe your ability and willingness to provide your products and services to Sourcewell participating entities in Canada.	Thompson Pump is fully willing and prepared to extend our products and services to Sourcewell participating entities in Canada. While the majority of our current operations are U.S.-based, we have a growing presence in Canada and a system in place to support Canadian customers: Canadian Distribution and Partners: We have at least one authorized distributor located in Canada (currently in New Brunswick, serving Eastern Canada[16]) and are exploring partnerships for Central and Western Canada. Through this distributor and any future Canadian partners, we can provide local sales contact and service support. Additionally, our U.S. distributors near the border (for example, in the northern states) often support Canadian clients just across the border, and we treat those essentially as part of our territory coverage. We have delivered pumps to provinces such as Ontario, Quebec, Alberta, and British Columbia by coordinating through our U.S. offices. Logistics for Canada: Thompson Pump is experienced in international shipping and logistics. We regularly ship equipment to Canada and are familiar with customs clearance, duties, and brokerage processes. We will handle all export documentation, working with the participating entity if they have specific import requirements. Our equipment can be shipped either DAP (Delivered at Place) to the customer's location in Canada or to a specified port of entry, depending on what is most convenient for the member. We maintain product conformity with Canadian standards (for example, engines meet Environment Canada emissions regs, and electrical components can be CSA-certified if required for any permanently installed systems). We ensure bilingual labeling and documentation as needed (English/French) for compliance in provinces like Quebec. Service and Support in Canada: For Canadian customers, we offer the same robust support. Our technical team can travel to Canada for training or complex service jobs when necessary. We also leverage local resources: if a Canadian distributor or service contractor is involved, we supply them with parts and technical guidance to perform repairs swiftly. Many issues can be handled remotely with our guidance – for instance, we've successfully supported Canadian municipalities by diagnosing problems over the phone or via video call and overnighting the necessary parts. Our warranty coverage applies in Canada just as in the U.S., meaning we will cover parts and labor for any defects irrespective of the border (we coordinate currency and labor rate differences appropriately). Willingness and Experience: Thompson Pump has a history of serving Canadian entities. We view Canada as an extension of our North American market, not as a separate or secondary area. This is evidenced by Canadian sales we've made, such as pumps for mining operations in Northern Canada and municipal sewer bypass pumps in Eastern Canada. We welcome all Canadian Sourcewell members and will not impose any unwarranted restrictions or hesitations on supplying them. Our sales team is trained on the nuances of Canadian transactions (e.g., understanding GST/HST taxation, French language needs for documentation in certain cases, etc.). In summary, Thompson Pump has both the ability (distribution, logistics, service) and the willingness (corporate commitment) to provide our pumping solutions and full support to Sourcewell participating entities in Canada. We aim to make the process as seamless for a Canadian customer as it is for a U.S. customer. Canadian agencies can expect the same high level of attention, product quality, and after-sales service under this Sourcewell contract as U.S. agencies do.
33	Identify any geographic areas of the United States or Canada that you will NOT be fully serving through the proposed agreement.	None. Thompson Pump does not exclude any geographic areas of the United States or Canada from service under the proposed agreement. We are committed to fully serving all regions. As described, our hybrid sales and support network allows us to reach customers in all 50 U.S. states and all Canadian provinces/territories. We understand that some remote locations (for example, arctic regions in Northern Canada, or small Pacific islands under U.S. territories) may present logistical challenges, but we have plans in place to cover those as well (via specialized freight and coordination with local partners). To clarify, there are no states, provinces, or territories that Thompson Pump intentionally omits from our service map. Every eligible participating entity can access our solutions. If a situation arises where a remote location requires extraordinary measures (such as airlifting equipment or dealing with limited seasonal access), Thompson Pump will coordinate closely with the entity to overcome those challenges rather than deny service. Thus, there are no geographic exceptions to our coverage – we strive for 100% coverage of the U.S. and Canada under this contract. Sourcewell and its members can be confident that Thompson Pump's commitment to service knows no boundaries within these countries.

34	Identify any account type of Participating Entity which will not have full access to your Solutions if awarded an agreement, and the reasoning for this.	None. Thompson Pump will provide full access to our solutions to all types of Participating Entities eligible under the Sourcewell contract. We impose no restrictions based on account type (e.g., government vs. education vs. nonprofit). Whether the member is a city government, a county, a state agency, a public university, a K-12 school district, a tribal government, or a qualifying nonprofit organization, they will have equal ability to purchase from us through the contract. We have experience serving a variety of public-sector customers. For example, we have worked with municipalities (city utilities and public works), state transportation departments, federal agencies, public hospitals (for infrastructure pumps), public school systems (for portable pump needs in facilities), and nonprofit organizations like conservation authorities. In all cases, Thompson Pump's approach is to treat the entity with the same high level of service and to honor the pricing and terms of the Sourcewell agreement. There is no account type that we would refuse or provide lesser service to. All Sourcewell members are valued customers to Thompson Pump. If any participating entity has unique procurement requirements or organizational needs, we will adapt accordingly rather than restrict their access. In summary, every eligible entity can utilize our Sourcewell contract without exception, and Thompson Pump will fully support them. We want to maximize the cooperative nature of this contract by welcoming the broad spectrum of Sourcewell participants.
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35	Define any specific requirements or restrictions that would apply to our participating entities in Hawaii and Alaska and in US Territories.	Thompson Pump is fully prepared to serve Hawaii, Alaska, and all U.S. Territories, and we will do so with only a few special considerations primarily related to shipping and logistics: Hawaii: We regularly ship equipment to Hawaii and understand the logistics involved. Pumps and parts going to Hawaii are typically sent via ocean freight from the U.S. West Coast. Participating entities in Hawaii can expect slightly longer lead times for delivery (ocean transit can take 2–3 weeks unless air freight is arranged for smaller items) and higher shipping costs compared to the continental U.S. We will quote freight to Hawaii on each order transparently (see Section F on freight). We also ensure any training or service needs are met – for example, we can dispatch a technician to Hawaii for installation/startup if needed, but travel costs would be discussed beforehand. There are no restrictions on which products we'll send to Hawaii; all our equipment can be exported there. We only ask that customers coordinate any necessary import documentation (Hawaii being a U.S. state, this is minimal). Alaska: Serving Alaska is something we have done for pipeline projects and municipal clients. For Alaska, the considerations are similar: equipment usually goes by sea to Anchorage or occasionally by truck through Canada (for some Southeastern Alaska locations, barge from Seattle is common). Harsh weather and remote site conditions in Alaska mean we plan carefully. We might winterize equipment or adjust engine cooling packages for sub-zero climates if required by the customer. No specific restrictions – we will deliver anywhere in Alaska, including the North Slope or remote communities, but will coordinate closely on the means (sometimes employing bush carriers or seasonal ice road deliveries if needed). We will outline any additional costs such as special crating or climate accommodations in the quote. If on-site service is needed in very remote Alaskan locations, we will work out a solution (either sending a tech at the customer's schedule or training a local contractor). U.S. Territories (e.g., Puerto Rico, Guam, U.S. Virgin Islands, American Samoa, Northern Mariana Islands): Thompson Pump is willing and able to supply these territories. We have in fact delivered pumps to Puerto Rico (especially post-hurricane projects) and to Guam for military uses. Shipments to territories typically involve export documentation similar to international, but as they are U.S. jurisdictions, the process is straightforward. For Puerto Rico and the U.S. Virgin Islands, ocean freight from the East Coast is standard (or air freight for urgent small shipments). For Guam, American Samoa, Northern Marianas, ocean freight from the West Coast is used. The main requirement we have is to ensure clarity on import duties or taxes: some territories may have local taxes (for instance, Puerto Rico has excise taxes) – we will clarify in the quote who is responsible for those (usually the purchasing entity). We have no product restrictions; all pumps can be exported to these areas. Electrical power differences (e.g., 60 Hz vs 50 Hz) are not an issue since our pumps are diesel-driven or can be configured for local power as needed. We provide manuals in English (and can provide Spanish documentation for Puerto Rico if needed). For service, we can deploy teams to territories if necessary, though we might also partner with local contractors for quicker response (for example, we have contacts in Puerto Rico who can assist in servicing our equipment under our guidance). Summary of Restrictions: The only "restrictions" for these areas are practical ones: additional shipping time/cost, and advance planning for service or training visits. We do not impose any policy restrictions or refuse service. We will work with each participating entity in these locations to outline any special requirements (e.g., lead time for mobilizing a technician or securing a flight). Thompson Pump's warranty and support apply equally in these areas, though we may handle certain situations (like minor repairs) by coordinating with a local service provider if that gets the issue resolved faster. In conclusion, Thompson Pump will extend the full benefits of the Sourcewell contract to Hawaii, Alaska, and all U.S. Territories. We want those entities to be able to utilize our products just as easily as a customer on the mainland, and we will guide them through any extra steps needed due to geography. All terms and discounts remain the same; we simply communicate transparently about any unique logistical arrangements.
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36	Will Proposer extend terms of any awarded master agreement to nonprofit entities?	Yes. Thompson Pump will absolutely extend the terms of any awarded Sourcewell master agreement to eligible nonprofit entities. Sourcewell's cooperative purchasing program allows certain nonprofit organizations (such as charitable hospitals, clinics, foundations, or other 501(c)(3) entities that qualify under Sourcewell's membership rules) to utilize its contracts, and we welcome those entities as customers. In practical terms, this means that any nonprofit that is a Sourcewell participating entity can purchase Thompson Pump products under the exact same pricing, discounts, and terms as a governmental entity would. We do not differentiate pricing or service based on customer type – our Sourcewell pricing is universal for all participants. Nonprofits will receive the same attention in quoting and project support as any city or county would. We have experience working with nonprofits in contexts such as disaster relief organizations and environmental foundations that required pumping equipment for their operations. For example, we have provided special pricing (through other programs) to Red Cross operations and to nonprofit water trusts; under the Sourcewell contract, the need for separate arrangements is eliminated because the contract pricing is already very favorable. In summary, Thompson Pump fully agrees to extend the master agreement benefits to nonprofit entities that are authorized to use Sourcewell. We see this as an important aspect of the cooperative spirit – enabling not just governments but also allied organizations to procure needed equipment efficiently and cost-effectively. There are no exclusions or reservations in this regard from our side.	*
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Table 4: Marketing Plan (100 Points)

Line Item	Question	Response *	
37	Describe your marketing strategy for promoting this opportunity. Upload representative samples of your marketing materials (if applicable) in the document upload section of your response.	Thompson Pump will use a comprehensive, multi-channel marketing strategy to promote the Sourcewell contract opportunity and maximize awareness among public-sector buyers. As a long-standing Sourcewell-awarded vendor, we rely on proven methods that combine education, digital outreach, targeted municipal engagement, and field-level support. A key component of our strategy is cooperative purchasing education, including lunch-and-learn sessions, narrative specification reviews, and full municipal presentations highlighting the benefits of utilizing Sourcewell for compliant procurement. Approximately 25% of Thompson Pump's total marketing budget is dedicated to municipal outreach, demonstrating our strong commitment to this customer base. We will also maintain high visibility within the municipal sector through participation in water, wastewater, stormwater, public works, emergency management, and government procurement conferences nationwide. Thompson Pump will proudly display Sourcewell branding at these events and provide Sourcewell flyers, brochures, and cooperative purchasing resources during sales calls, jobsite meetings, and technical training sessions. Digitally, Thompson Pump will promote the contract through major updates on our municipal webpage—currently the 7th-most-visited page on our website—and expanded Sourcewell content on the highly trafficked My Water Daily landing page. We will continue to reinforce this visibility through Google Ads, LinkedIn campaigns, general social media outreach (Facebook, Instagram), print advertising, and an expanded YouTube channel featuring new education and training videos. (Please see examples attached of print and digital ads done previously.)	*
38	Describe your use of technology and digital data (e.g., social media, metadata usage) to enhance marketing effectiveness.	Thompson Pump employs robust digital tools, analytics, and platforms to maximize marketing effectiveness and drive awareness of the Sourcewell contract. We use detailed website traffic analytics to improve user experience, refine metadata, and optimize high-traffic areas, including the municipal webpage and the My Water Daily landing page—currently the second most visited page on our site. Search engine insights guide continuous updates to ensure that Sourcewell information is easy to discover. We leverage targeted Google Ads, LinkedIn ads, and retargeting campaigns to reach procurement officials, engineers, public works professionals, and municipal decision-makers. Engagement metrics—including click-through rates, search terms, and audience data—inform campaign optimization. Through LinkedIn, Facebook, Instagram, and our growing YouTube channel, we distribute educational content related to municipal pumping needs, cooperative purchasing, and emergency response. Platform analytics guide content planning and maximize reach. In addition, our email marketing system and CRM allow for segmentation, tracking, and automated follow-ups with Sourcewell members and prospective municipal customers. This helps refine messaging and align outreach with customer behavior. As our upcoming e-commerce platform evolves, it will provide new digital insights into purchasing patterns, product interests, and user behavior—further enhancing marketing effectiveness.	*

39	In your view, what is Sourcewell's role in promoting agreements arising out of this RFP? How will you integrate a Sourcewell-awarded agreement into your sales process?	Sourcewell plays a critical role as a trusted cooperative procurement authority, connecting members with competitively awarded vendors and simplifying the purchasing process. Their contract directory, Marketplace, and procurement portal serve as key discovery tools for public agencies researching compliant purchasing options. Upon receiving a contract renewal, Thompson Pump will conduct company-wide training for all inside sales, outside sales, regional managers, and support teams. Training will cover pricing, eligibility, shipping terms, quoting procedures, fees, and contract responsibilities. All departments will be briefed to ensure clarity, consistency, and compliance. We will integrate the contract into our internal CRM, use a standardized Sourcewell quote template, and flag current and prospective Sourcewell members for targeted follow-up. Sales representatives will introduce the Sourcewell contract early in customer consultations as part of our primary municipal growth strategy. Thompson Pump will also link directly to the Sourcewell contract page, Marketplace listings, and procurement tools to ensure customers can easily navigate the purchasing process. All municipal sales managers will be trained in communicating the value, speed, and compliance benefits of using the cooperative contract.	*
40	Are your Solutions available through an e-procurement ordering process? If so, describe your e-procurement system and how governmental and educational customers have used it.	Thompson Pump is actively building its new e-commerce platform, which will launch with a focused offering and expand over time. Although many governmental and educational customers prefer direct consultation due to the specialized nature of dewatering solutions, our upcoming platform will support simplified online product exploration and purchasing workflows. Currently, Thompson Pump offers a structured online sales contact portal that connects municipal buyers with the appropriate representative and provides contract information, technical support, and purchasing guidance. In addition to our internal resources, Thompson Pump relies on Sourcewell's robust procurement tools, including the contract page, procurement portal, and Marketplace, which many members already use to research and initiate purchases. These tools remain essential parts of the e-procurement landscape for our public-sector customers. We look forward to continued e-procurement expansion and to leveraging both our internal platform and Sourcewell's established digital infrastructure to better serve agencies nationwide.	*

Table 5A: Value-Added Attributes (100 Points, applies to Table 5A and 5B)

Line Item	Question	Response *
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41	Describe any product, equipment, maintenance, or operator training programs that you offer to Sourcewell participating entities. Include details, such as whether training is standard or optional, who provides training, and any costs that apply.	Thompson Pump is strongly committed to training and educating our customers. We offer a variety of training programs for operators and maintenance personnel that can be tailored to the needs of Sourcewell participating entities: Standard Operator Training (Included with Purchase): With each pump or system sold, Thompson Pump (or our distributor) provides a complimentary start-up and operator training session at the time of delivery or commissioning. This training is standard for all customers. During this session, a qualified Thompson Pump technician or representative will go over the equipment's operation, safety features, routine maintenance points, and best practices. For example, if a city purchases a portable bypass pump, our trainer will demonstrate how to prime the pump, how to monitor its running condition, and how to shut it down safely. We ensure that the agency's operators have a chance to ask questions and even run the pump under supervision. This initial training is included at no additional cost. Equipment/Maintenance Training: We also offer more in-depth maintenance training programs for an entity's mechanical staff or technicians. This can be arranged as an optional service. For instance, a utility department's maintenance crew might want to learn how to perform advanced troubleshooting, pump end rebuilds, or engine servicing. Thompson Pump can conduct maintenance workshops either on-site at the customer's location or at our factory training center in Port Orange, FL. Typically, these are one or two-day workshops covering pump theory, component identification, preventive maintenance schedules, and hands-on practice like replacing wear parts. Who provides training: Maintenance training is usually provided by Thompson Pump factory service trainers or senior distributor technicians who have been certified as trainers. We ensure the instructors are very experienced. Costs: We strive to keep costs minimal – often, if the training is at time of equipment delivery or at our facility, we include it for free or at cost (aside from travel expenses). For dedicated on-site workshops after delivery, there may be a nominal fee to cover travel and instructor time; however, for Sourcewell members, we can often incorporate a certain amount of training at no charge as part of the value of the contract. Any costs, if they apply, are clearly identified beforehand. Operator Safety and Certification Programs: Safety is paramount when operating heavy equipment. We incorporate safety training into all our programs. Additionally, if a participating entity requires a formal operator certification (for example, proof that staff have been trained by the manufacturer), Thompson Pump can provide certificates upon completion of training modules. While pump operation typically doesn't have a legal certification requirement like say a crane, having documentation can be good for the agency's records. Our training covers safe operation procedures, emergency shutdown steps, and any site-specific safety concerns (like operating near traffic or within confined spaces for sewage pumping). Ongoing and Refresher Training: Thompson Pump offers refresher courses and new operator training on an ongoing basis. We understand that over time, staff may change or new features get added to equipment. We can schedule annual or biannual refresher trainings (these can be done virtually via webinar for convenience, or in person). We also provide digital resources such as operation manuals, how-to videos, and troubleshooting guides on our website. We are developing an e-learning platform that Sourcewell participants will be able to access for free, covering the basics of pump operation and maintenance in self-paced modules. Specialized Training Programs: For more advanced pump applications, such as wellpoint dewatering systems or complicated sewer bypass setups, we have special training programs. For example, we run a "Pump School" for wellpoint system operation, which some contractors and municipal engineers have attended. If a Sourcewell member undertakes a major project using our equipment, we can deploy our specialists to train their team on designing the pumping system layout, monitoring groundwater drawdown, etc. Another example is our training on environmental considerations (like how to check for fuel leaks, noise mitigation techniques when operating pumps in residential areas, etc.). In summary, Thompson Pump's training offerings are comprehensive and flexible. Training can be standard (included) or optional (for more extensive programs), provided by seasoned experts, and can cover everything from basic operations to advanced maintenance and safety. Our goal is to ensure every Sourcewell customer feels confident and competent in using our equipment. We believe that well-trained operators not only operate the equipment more safely but also get more efficiency and longevity out of it – a win-win that maximizes the value of their purchase.
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42	Describe any technological advances that your proposed Solutions offer.	Thompson Pump continuously integrates technological advancements into our pumping solutions to improve performance, efficiency, and user-friendliness. Some notable technological advances and features in our proposed product line include: Advanced Priming Systems: Our pumps utilize state-of-the-art priming technologies. For example, many Thompson Pump models feature a compass® compressor-assisted priming system (dry-prime system) that can achieve rapid priming and re-priming even with significant air entrainment. We also have pumps with vacuum-assisted priming that include high-capacity rotary vane vacuum pumps to quickly evacuate air from the suction line. These systems are designed to be maintenance-friendly – oil-less vacuum pumps in some models eliminate the need for daily oil checks, reducing maintenance and environmental risk (no oily discharge). The result is a pump that can run unattended without losing prime, which is a technological leap over older diaphragm priming systems. Intelligent Control Panels: Many of our pumping units come equipped with digital control panels and automation. Our control systems can automatically start/stop pumps based on level or pressure sensors, throttle the engine to match demand (saving fuel), and provide real-time alerts. For instance, an optional Thompson Pump auto-start control will turn the pump on when liquid level in a wet well rises and shut it off when the level drops – perfect for wastewater bypass applications. These panels also monitor critical engine and pump parameters (oil pressure, temperature, vacuum level, etc.). If an abnormal condition is detected, the system can safely shut down the pump to prevent damage. We offer telemetry and SCADA integration options as well – participating entities can have pumps report status remotely or tie into their existing SCADA systems. This kind of technology gives operators much more oversight and convenience, essentially enabling “smart” pumps. Emission-Controlled, Fuel-Efficient Engines: Technological advancement in our solutions also comes from the power units. All our diesel-driven pumps use modern EPA Tier 4 Final engines, which incorporate advanced fuel injection, turbocharging, and aftertreatment systems (like diesel particulate filters) to drastically cut emissions. These engines are not only cleaner but also more fuel-efficient than older models. Combined with our pumps’ efficient hydraulic designs, customers see lower fuel consumption per gallon pumped, saving operational costs. Additionally, some of our models can be offered with alternative power options such as electric motors. For electric-driven units, we design using high-efficiency motors with variable frequency drives (VFDs) to allow adjustable pump speeds. This level of control is a technological step forward for fixed pumping installations, offering fine-tuned performance and energy savings. High-Performance Materials and Design: Thompson Pump integrates advanced materials in our pump construction for improved longevity and performance. For example, many impellers and wear plates are made of abrasion-resistant high-chrome iron to extend life when pumping sandy or abrasive fluids. We use improved mechanical seal designs (e.g., tungsten vs. silicon carbide seal faces) to better handle dry-running conditions and sewerage. Our pumps are designed using computational fluid dynamics (CFD) modeling to optimize flow paths and minimize NPSH requirements. The result is highly efficient pumps that can handle solids and tough conditions with fewer clogs and breakdowns. This design technology translates into tangible benefits: higher uptime and lower operating costs. Noise Reduction Innovations: We have made technological advances in noise suppression through our sound-attenuated enclosure designs. Our Silent Knight® pumps feature engineered acoustic enclosures with special baffling, insulation, and low-speed fan technology to drastically reduce noise levels (often down to ~70 dBA at 7m)[17]. This allows our pumps to operate in residential or sensitive areas without causing disturbance. The design of these enclosures (which includes improved airflow for cooling and easy access panels for maintenance) is a result of continuous R&D and improvement over 25+ years[17]. Rotary Wellpoint Pump Technology: A unique technology Thompson Pump pioneered is our Rotary Wellpoint Pump – a rotary-style pump used for wellpoint dewatering that can handle large volumes of air along with water. This is a self-priming, continuous-run pump that doesn't require a separate priming system. The innovation here is in the pump's ability to pump water with high air content (common in wellpoint dewatering) without losing suction. It's an example of tailoring pump technology to a specific application need, resulting in simpler operation for the user (no priming maintenance needed) and reliable performance. Telemetry and Monitoring: As an optional advanced feature, Thompson Pump can equip pumps with telemetry modules that allow remote monitoring via cellular or satellite. This means an operator can check on pump status (running/stopped, fuel level, fault codes) from a computer or smartphone, and even get SMS/email alerts if the pump shuts down or encounters an alarm condition. This technology is especially beneficial for unattended pump sites or widely dispersed pumping operations, enabling proactive management and reduced site visits. In summary, Thompson Pump's solutions incorporate numerous technological advances that make them smarter, cleaner, more efficient, and easier to use than older-generation equipment. These innovations directly benefit Sourcewell participants by reducing labor (automatic operation), lowering costs (fuel efficiency and reliability), and improving outcomes (fast priming, consistent performance). We remain committed to continual improvement and will introduce new technology to Sourcewell and its members as it becomes available.
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43	Describe any “green” initiatives that relate to your company or to your Solutions, and include a list of the certifying agency for each.	Thompson Pump is committed to environmental responsibility both in our operations and in the design of our products. Our “green” initiatives encompass sustainable business practices, eco-friendly product features, and compliance with environmental standards. Key green initiatives and related certifications include: ISO 14001 Environmental Management: Thompson Pump has implemented an ISO 14001:2015 certified Environmental Management System[4]. This internationally recognized certification (awarded by a third-party registrar) verifies that we have a systematic approach to reducing environmental impact in our operations. Under ISO 14001, we have set goals and procedures for waste reduction, pollution prevention, and resource efficiency at our manufacturing facilities. For example, we have programs to recycle metal scraps, waste oils, and coolant from our manufacturing process. We also monitor and aim to reduce energy consumption and water use in our plant. This certification demonstrates a company-wide commitment to sustainability. Clean Diesel Technology – Emissions Compliance: As mentioned earlier, all our current production diesel pumps meet EPA Tier 4 Final and CARB emissions standards. This is a significant “green” aspect of our products, as these engines dramatically cut harmful pollutants (like NOx and particulate matter) compared to older tiers. For participating entities concerned with air quality and regulatory compliance, our equipment will help them meet environmental mandates. The certifying agencies here are the U.S. Environmental Protection Agency (EPA) and the California Air Resources Board (CARB), which certify our engine models for emissions. We can provide the EPA Certificate of Conformity for each engine family upon request. Fuel Efficiency and Carbon Footprint Reduction: By engineering more fuel-efficient pumps (through advanced hydraulics and engine controls), we indirectly contribute to lower carbon emissions per gallon pumped. Additionally, we have introduced options for using biofuels in our engines – most of our diesel engines are warranted to run on biodiesel blends (typically up to B20, 20% biodiesel) without modifications. Using biodiesel, especially from waste-oil sources, can reduce net CO2 emissions. While not a certification per se, it is a green practice we encourage. If an entity desires, we can guide them on using renewable diesel or biodiesel in our pumps. Noise Pollution Reduction: Noise pollution is an often-overlooked environmental and community issue. Our sound-attenuated pumps significantly lower noise levels, which contributes to a better environment for humans and wildlife in the vicinity of operations. For example, a municipality can run our Silent Knight pumps overnight in a residential area with minimal disturbance, which is better for community well-being. This aligns with green principles of reducing nuisance pollution. We design to standards like the European Union's outdoor equipment noise directive when applicable (some of our models carry a CE marking with a declared sound power level in compliance with EU norms). Spill Containment and Water Protection: Thompson Pump's trailer-mounted pumps come standard with environmental features such as integral fluid containment. This typically includes a fully bunded chassis or a containment basin that can hold any spills of fuel or oil (often 110% of all fluids on board) to prevent ground contamination. We also offer “Enviroprime” systems on certain models that avoid discharging any pump priming fluid (older pumps sometimes expelled oily water during priming – ours do not). These measures protect soil and water from contamination. While there isn't a single certifying agency for these features, they often help customers comply with local environmental regulations (for instance, NPDES permit requirements on construction sites). Green Manufacturing Initiatives: On the corporate side, we have undertaken initiatives like switching to energy-efficient LED lighting in our facilities, installing smart HVAC controls to reduce energy waste, and evaluating the potential for solar panel installation on our factory roof to offset electricity use. We also encourage carpooling and have designated parking for fuel-efficient vehicles at our office (though modest, it is part of promoting a green culture). In terms of supply chain, we work with suppliers who have similar environmental values whenever possible and encourage reduction of packaging waste (for example, using returnable packaging with key suppliers). Certifying Agencies and Acknowledgments: In addition to ISO 14001 and emissions certifications, Thompson Pump has been recognized in the industry for our culture of environmental and employee well-being (as noted with awards like the Cigna Well-Being Award, which, while focused on wellness, also overlaps with community health)[2]. We are members of the Diesel Technology Forum, which promotes clean diesel innovations. If specific eco-labels or ratings (like an Environmental Product Declaration) become relevant in our industry, we are open to pursuing them. Currently, heavy-duty pumps do not have widely adopted eco-labels like ENERGY STAR (which is more for home appliances), but we stay attuned to any such programs. In conclusion, Thompson Pump's green initiatives are both operational (internal sustainability) and product-oriented (environmentally friendly equipment). By choosing Thompson Pump, Sourcewell participants align with a vendor that actively works to reduce environmental impact and offers solutions that help them meet their own sustainability goals. We continuously seek to enhance these green efforts and will gladly collaborate with customers on any specific environmental objectives they have.
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44	Identify any third-party issued eco-labels, ratings or certifications that your company has received for the Solutions included in your Proposal related to energy efficiency or conservation, life-cycle design (cradle-to-cradle), or other green/sustainability factors.	Thompson Pump's products fall into a category where formal third-party "eco-labels" are not as common as in consumer goods, but we do have relevant certifications and ratings that speak to the environmental aspects of our solutions: EPA and CARB Engine Certifications: As mentioned, each of our pump engines has a certification from the U.S. Environmental Protection Agency (EPA) and, where applicable, the California Air Resources Board (CARB) for meeting Tier 4 Final emission standards. These are effectively third-party certifications confirming that the engines meet rigorous energy efficiency and pollution control standards. The certification numbers and details can be provided for any specific model. While this is a regulatory compliance item, it is a strong indicator of environmental performance (fuel efficiency and low emissions). ISO 14001 Certification (Environmental Management System): Thompson Pump's ISO 14001 certification (certified by an accredited external body) is a third-party validation of our company's environmental management practices[4]. It covers how we design and manufacture our products with environmental considerations. This certification can be provided to demonstrate our commitment to sustainability in operations. Green/Sustainability Ratings: Although pumping equipment doesn't have a common "eco-label" like Energy Star, some government procurement programs have sustainability criteria. We can state that our pumps meet or exceed typical sustainability requirements for construction equipment, such as: EPA Verified Engine Technology: The EPA's SmartWay program, while focused on transportation, underscores the value of cleaner engines. Our use of Tier 4 Final engines means our equipment could qualify under programs that seek out cleaner diesel technology. Noise Certification: In Europe, pumps (if sold there) may carry a CE mark with a declared noise level per the EU Outdoor Noise Directive 2000/14/EC. We have tested sound levels for our quiet models to comply with international standards. For example, our sound-attenuated units have been measured and would meet strict local ordinances and possibly EU noise standards if needed (we can provide these test results, which are effectively a certification of low noise output). Material Recycling and End-of-Life: We design our products such that a high percentage of the material (steel, iron, aluminum) is recyclable at end-of-life. While there isn't a formal label for this, it's part of life-cycle design (cradle-to-cradle considerations). We can provide data on material composition if requested for environmental reporting. Eco-Label for "Clean Idle": Some states (like California) require a "Clean Idle" label on off-road equipment indicating the engine meets certain emission standards even at idle. Our engine manufacturers provide those decals, and our units are compliant, meaning they can idle without exceeding strict emissions thresholds (this ties to CARB requirements for stationary equipment). At present, Thompson Pump has not pursued specific eco-certifications like LEED product certifications or EPEAT, since those are more relevant to building materials or electronics. However, the eco-friendly aspects of our pumps are certified by the relevant agencies (emissions, noise, quality systems). If Sourcewell or its participating entities have a particular sustainability certification requirement for equipment (for example, some may ask if we have an Environmental Product Declaration or a carbon footprint analysis for our products), we are prepared to work on providing such documentation or analysis. In summary, while our industry does not have a plethora of consumer-facing eco-labels, Thompson Pump's solutions carry the important environmental certifications from governmental and standards organizations. These include EPA/CARB emissions certifications and ISO 14001, which together ensure that our products are among the most eco-conscious in the pumping sector. We remain open and proactive about obtaining any additional sustainability certifications that become relevant to our products and customers.
45	What unique attributes does your company, your products, or your services offer to Sourcewell participating entities? What makes your proposed solutions unique in your industry as it applies to Sourcewell participating entities?	Thompson Pump offers several unique attributes that set us apart in the industry and provide exceptional value to Sourcewell participating entities. These distinguishing factors include: Over 50 Years of Specialized Expertise: Thompson Pump is a third-generation family business with more than half a century of focus exclusively on pumps[18]. This longevity and specialization mean that we bring deep knowledge to every customer situation. We're not a general equipment company; we are pump experts. Sourcewell entities benefit from this because we can accurately assess their needs and recommend the optimal solution – even customizing designs if necessary. Our engineering team and application specialists have encountered virtually every pumping scenario (flood control, sewer bypass, wellpoint dewatering, industrial spill, etc.), which is a level of expertise few competitors can match. High-Touch Service and Support – "Local Presence, Global Backing": One of our most unique attributes is our hybrid sales/service model combining local distributor presence with direct manufacturer support (as detailed earlier). For Sourcewell members, this means they get the personal service of a local rep who can be on-site quickly, plus the confidence and resources of the OEM supporting that rep. We often say you get "small company customer care with big company capabilities." We provide continued service in training, local representation, and extensive experience to ensure the best overall value for our government customers[12]. This approach results in superior support: if a pump goes down at 2 AM, the local distributor might be there in an hour, and if needed, Thompson Pump can be on the line with additional technical backup or shipping parts by morning. Few competitors offer this dual layer of support. Comprehensive Product Range within Our Niche: Under this RFP category (pumps and related equipment), Thompson Pump's line is one of the broadest and deepest available from a single manufacturer. We offer everything from small 2" portable trash pumps up to huge 18" heavy-duty pumps, including wet-prime, dry-prime (vacuum-assisted), hydraulic submersibles, and high-pressure jet pumps. We also supply the related accessories (hoses,

fittings, wellpoint equipment, etc.), making us a one-stop shop[19][20]. The advantage to Sourcewell entities is they can outfit an entire pumping operation with compatible equipment from one contract – simplifying procurement and maintenance. We even provide engineering support for pump system layout (e.g., how many pumps and wellpoints needed to dewater a site), which is a value-add not every vendor supplies. The breadth of our solutions means we can address multiple sub-needs of an agency (stormwater, wastewater, portable pumping for emergency, etc.) with a unified approach.

Innovative and Custom Solutions: Thompson Pump isn't just selling off-the-shelf products; we pride ourselves on our ability to innovate and customize. For unique project requirements, our engineering team can modify or custom-build equipment. For example, we've developed custom pump station bypass systems on trailers for municipalities, and permanently installed backup pump systems that integrate with existing lift stations. Our willingness to customize solutions (in terms of features, materials, mountings, etc.) is a unique benefit – many competitors offer only standard catalog items. Through Sourcewell, an entity could approach us with a challenging problem, and we would collaborate to create a tailored solution under contract terms.

Reliability and Uptime – Proven Performance: A key attribute of Thompson Pump products is their reliability in critical situations. Our pumps have been tested in extreme events – from working around the clock during hurricane flood responses to handling the dirtiest sewage bypasses without failure. Sourcewell members can trust that when they deploy a Thompson Pump unit, it will perform as expected. This reliability stems from our engineering standards, quality manufacturing, and rigorous testing (every pump is factory-tested before shipment). We often hear from customers that our pumps run “when others quit.” This resilience is a unique differentiator that isn't just marketing: for example, our rotary wellpoint pumps unique design allows them to run dry without damage, an attribute few can claim. Also, our company's rental roots (until 2019) meant we designed pumps that we ourselves had to maintain in rental fleets – so they are built for longevity and serviceability, which is a huge plus for end users.

Warranty and After-Sales Confidence: Thompson Pump stands behind its products with one of the industry's most comprehensive support schemes. Not only do we offer strong warranties (see Q75), but we also maintain parts availability for decades and provide quick turnaround on support. Our corporate culture is very customer-satisfaction oriented – being a family business, our name and reputation are on the line, so we go above and beyond to make things right. For Sourcewell agencies, this means choosing Thompson Pump is choosing peace of mind. If any issue arises, however rare, we respond swiftly and fairly. Our customer testimonials and long-term repeat clients in the government sector attest to this commitment.

Commitment to Public Sector Partnership: Thompson Pump has a unique understanding of the procurement and operational needs of public sector clients. We don't just sell and walk away; we aim to build partnerships. For instance, we help agencies with emergency preparedness by staging equipment or doing training drills with them. We provide technical seminars to municipal engineers on pump station design and pump selection (essentially free education). We actively participate in associations like the American Public Works Association (APWA) and Water Environment Federation (WEF) to stay aligned with public sector challenges. This focus means Sourcewell members get a manufacturer who speaks their language and anticipates their needs, not just a vendor pushing products.

In summary, Thompson Pump's unique attributes – deep expertise, hybrid support network, broad product range, innovation capability, rock-solid reliability, and a partnership approach – make us an exceptional value for Sourcewell participating entities. We aim to not only meet the needs outlined in the RFP but to exceed them by delivering a solution experience that is unmatched in our industry.

46	Describe any product or equipment features that improve operator safety.	Thompson Pump designs its equipment with operator and public safety as a top priority. We incorporate numerous safety features and ergonomic design elements to protect those using the equipment. Here are key product features that improve operator safety: Sound Attenuation (Hearing Safety): Our sound-attenuated pump models significantly reduce noise exposure for operators[17]. Prolonged exposure to loud engine noise can harm hearing; by enclosing the pump in an acoustic canopy, we keep noise levels low so operators can work around the running pump without immediate risk of hearing damage (and often without needing hearing protection for short durations, though we still recommend it). Lower noise also reduces stress and fatigue, contributing to overall safety on the job site. Fully Guarded Rotating Components: All Thompson Pump equipment comes with guards and shields on moving parts to prevent accidental contact. For example, our trailer-mounted pumps have belts and couplings that are fully enclosed by belt guards/coupling guards. These guards meet OSHA requirements for finger-safe openings, eliminating pinch-point hazards. Additionally, hot surfaces like exhaust manifolds are shielded or insulated to prevent burn injuries. Central Lifting Points and Stability: Each of our portable pumps features a dedicated lifting bail or central lifting point engineered for balance. This allows safe lifting of the pump with a crane or hoist. The lifting point is designed to keep the unit level when suspended, preventing swing or tilt that could endanger operators during loading/unloading. Our skid-mounted pumps have forklift pockets as well, making it safer to move them with a forklift (reducing risk of tip-over). Trailer-mounted units have properly balanced axle placement and tongue weight for stable towing, with safety chains and breakaway brakes per DOT for safe transport. Emergency Shutdowns and Alarms: Our pumps are equipped with emergency stop buttons that are easily accessible on the control panel. In case an operator needs to quickly shut down the equipment, a large red E-stop switch will immediately kill the engine/pump. Moreover, our intelligent control panels include alarm systems with indicator lights or sirens for conditions like low oil pressure or engine overheating. This alerts operators promptly so they can intervene before a failure escalates to a dangerous situation. On automatic pumps, we often include floats or transducers that will stop the pump if suction or discharge conditions become unsafe (e.g., deadhead or run-dry scenario), thereby protecting both the equipment and personnel nearby. Safe Fueling and Spill Containment: Operator safety extends to environmental safety – we incorporate spill containment basins under engines and fuel tanks to catch any leaking fuel or oil. This not only protects the environment but also prevents slippery conditions around the pump (oil on the ground can cause slip-and-fall accidents). Fuel tanks have lockable fill caps and are vented to avoid pressure build-up. We provide clear labeling of fuel type (diesel) to avoid refueling mistakes. By containing fluids and guiding operators on proper fueling, we reduce fire hazards and direct contact with hazardous substances. Ergonomic Controls and Access: Thompson Pump designs controls and service points with ergonomics in mind. Control panels are generally chest-height and mounted on the road side of trailers (away from traffic) for safe access. Valves (for priming or draining) have extended handles so an operator doesn't have to reach into tight spots or near hot parts. Our larger pumps feature ladder steps or platforms (with railings as needed) if the operator must climb to access certain areas, ensuring three-point contact and fall protection. Routine maintenance points (oil dipsticks, filters) are reachable without awkward postures, reducing strain injuries. Operator Training and Documentation: While not a physical feature, our thorough training (as noted in Q41) and clear product manuals improve safety by educating operators on correct procedures. We emphasize lockout-tagout practices in maintenance, proper PPE usage, and safe operational limits. The decals on our equipment include all required safety warnings (ANSI Z535-compliant pictograms) about rotating parts, hot surfaces, no entry (for confined spaces like inside a tank), etc. By communicating hazards clearly on the machine and in documentation, we greatly enhance operator awareness and safety compliance. Engineered Stability and Structural Integrity: Our pump units are designed to be stable during operation. For instance, trailer units have drop-down support jacks to stabilize the trailer when decoupled from a vehicle, preventing unintentional movement. Skid units have broad bases that lower the center of gravity. We also ensure discharge and suction connections are positioned such that attaching hoses doesn't create tipping forces. This attention to design means operators can work around a running pump confidently without fear of it shifting or rolling. In essence, every aspect of Thompson Pump equipment – from design and guards to alarms and ergonomics – is considered through the lens of safety. We strive for a “safety by design” philosophy, aiming to eliminate hazards where possible and guarding or warning against those that remain. Sourcewell entities using our pumps can trust that operator safety has been proactively built into the product, helping them maintain a safe working environment.
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47	Describe any product or equipment innovations that increase uptime and operator productivity.	Thompson Pump's products are engineered not only for durability but also with innovative features that maximize uptime (equipment availability) and boost operator productivity. These innovations minimize downtime due to maintenance or malfunctions and allow operators to accomplish more with less effort. Key examples include: Automatic Self-Primer Systems (Reduced Manual Intervention): Our dry-prime and vacuum-assisted pumps effectively prime and re-prime themselves, which is a huge productivity booster. Operators do not need to manually fill pump casings or continually monitor suction lines. For example, if a pump handling sewage in a bypass gets some air in the line, the integrated vacuum pump will purge it and keep pumping without operator action. This automation means the operator can tend to other tasks instead of babysitting the pump. It also prevents downtime that used to occur with older pumps that might lose prime and stop – our pumps recover automatically, keeping the job running. Proven "Run-Dry" Capability and Robust Design (Increased Uptime): Many Thompson Pump models are designed to handle running dry for periods without damage, especially our rotary wellpoint pumps and some vacuum-assisted models with run-dry mechanical seals. This is a critical innovation for uptime – in applications where flow might stop (e.g., a wellpoint runs dry or a suction inlet gets temporarily blocked), an ordinary pump could overheat and fail. Ours can tolerate that until flow resumes, meaning less chance of a sudden breakdown. Additionally, heavy-duty features like high-chrome wear parts and large solids passage (often 3" or more) allow our trash pumps to pass debris that would clog or damage lesser pumps. This translates to fewer instances of the pump stopping to clear clogs – thereby maintaining continuous operation and productivity. Quick-Change Wear Parts (Faster Maintenance): When maintenance is required, we incorporate designs for speedy service. For instance, our pumps often have a front clean-out door or easy-access impeller cover that an operator can open (with proper shutdown and lockout) to remove any large debris or inspect the impeller. We design our impellers and wear plates to be replaceable without needing special tools – many can be swapped with a standard wrench set in the field. Seals and bearings are in cartridge assemblies on some models, simplifying replacement. These design choices drastically reduce the time needed to perform maintenance or repair tasks, getting the pump back online faster (higher uptime). An operator can complete common tasks in an hour that might take half a day on other equipment, thus saving labor and downtime. Long Runtime Fuel Tanks and Efficient Operation (Less Frequent Attention): Our portable pumps feature oversized fuel tanks (often sized for 24+ hours of runtime at full load). Combined with efficient engines and automatic throttling (on some models), this means the pump can run a full day or more without refueling. Operators do not have to frequently stop work to refuel units, which increases effective work time and scheduling flexibility. It's especially valuable for overnight jobs – the pump runs through the night without a need for staff to come refuel at 3 AM. This keeps projects moving and reduces idle time. Telemetry & Remote Monitoring (Proactive Maintenance): With optional telemetry (as mentioned earlier), supervisors or mechanics can monitor pump performance remotely. They can see if a pump's fuel is low, or if the engine is running hot, etc., and take action before a failure. This predictive aspect increases uptime by preventing minor issues from becoming major outages. For example, if remote data shows a steadily dropping discharge pressure (indicating a possible blockage developing), maintenance can be scheduled at a convenient time rather than after a complete stoppage. The ability to remotely start/stop some units (if equipped) also means operators don't have to travel to site for every operation adjustment, thereby making them more productive with their time. Multi-Point Monitoring and Protective Shutdowns (Protecting Equipment): Our pumps include multiple sensors (oil pressure, coolant temp, vacuum, float switches, etc.) that not only alert operators but can safely shut down equipment to prevent catastrophic damage. While a shutdown might seem like downtime, it's actually preventing a much longer downtime from a major failure. These protective features ensure that a minor issue (like low oil) doesn't escalate to an engine seizure – the pump stops, the issue is addressed quickly, and the unit can be restarted. This design approach keeps overall uptime high by avoiding prolonged repairs. High Performance and Fast Pumping = Quicker Job Completion: Productivity is also about how quickly a pump can do its job. Thompson Pump's equipment is designed for high performance – high flows and heads relative to size, meaning tasks can be completed faster. For example, our 6" trash pump might move water at rates other 6" pumps can't, or pump higher up a hill without needing booster pumps. For an operator, this means fewer pumps or less time required to achieve the desired result (draining an area, bypassing a line, etc.). A specific case: our high-head 4" and 6" jet pumps can replace what used to require multiple pumps in series, simplifying setups and reducing total equipment to manage. Operator-Friendly Features (Reducing Human Error and Fatigue): We design controls and indicators to be intuitive – clearly labeled control switches, easy-to-read gauges, and now even digital displays that show engine hours, diagnostic codes, etc. This user-friendly interface reduces the chance of operator error (which can cause downtime) and speeds up training. Less fatigue and confusion for operators equates to more consistent operation and oversight, further enhancing overall productivity. In conclusion, Thompson Pump's innovations directly contribute to keeping the pumps running longer and with less hassle. Continuous self-priming, durable run-dry designs, rapid maintenance features, extended run capabilities, remote monitoring, and high performance all work together to maximize uptime and let operators focus on the job rather than the tool. For Sourcewell participants, this means projects stay on schedule and manpower is used efficiently – significant added value beyond just the specifications of the pump.
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Table 5B: Value-Added Attributes

Line Item	Question	Certification	Offered	Comment	
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48	Select any Women or Minority Business Entity (WMBE), Small Business Entity (SBE), or veteran owned business certifications that your company or hub partners have obtained. Upload documentation and a listing of dealerships, HUB partners or resellers if available. Select all that apply.		☒ Yes ☐ No	- Woman/Minority Business Enterprise (WMBE): No. Thompson Pump and Manufacturing Co. is not a woman-owned or minority-owned business. It is a family-owned company (owned by the Thompson family) and does not fall under the WMBE classifications. We have not obtained any WMBE certifications. Additionally, none of our major corporate affiliates or subsidiaries are WMBE. However, we highly respect the value of WMBE partners and, where possible, we include such businesses in our supply chain (for example, we purchase components from some WMBE-certified suppliers). Small Business Enterprise (SBE): Yes (self-classified). Thompson Pump can be considered a small business under U.S. Small Business Administration (SBA) size standards for our NAICS code 333911category. We have approximately 128 employees, which is under the typical 500-employee threshold for manufacturing small businesses. While we have not specifically pursued an official SBE certification from a state or federal program, we are registered as a small business in certain contexts (for instance, our SAM registration identifies us as a small business for NAICS 333911). We are willing to provide documentation of our size status if needed. It's noteworthy that many of our authorized distributors are also small businesses – our distribution network largely consists of independent small firms operating regionally. This means that by engaging Thompson Pump through Sourcewell, agencies are indirectly supporting numerous small businesses across the country. Veteran-Owned Business Enterprise (VBE) / Service-Disabled Veteran-Owned (SDVOSB): No (for Thompson Pump as a whole). Thompson Pump is not veteran-owned. The ownership is held by the founding family and other private stakeholders, none of whom qualify as veterans for certification purposes. We do not hold a VBE or SDVOSB certification. However, we do employ veterans in our workforce and we appreciate the skills and dedication they bring. Additionally, one of our smaller authorized dealers is a veteran-owned company (in the Midwest region). If needed, we can provide details on that dealer and their certification, so that Sourcewell members in that area can count their pump purchases as contributing to VBE spend. Disabled-Owned Business Enterprise (DOBE): No. Thompson Pump does not have ownership that would qualify as disabled-owned. We have not obtained DOBE certification. Similarly, we are not aware of any current major dealer partners who hold a DOBE status, though we remain open to partnerships that increase representation of disabled-owned businesses. Hub/Partner Network Diversity: As part of this response, we want to note that while Thompson Pump itself isn't classified under these categories, we absolutely support diversity in subcontracting. If a Sourcewell participating entity has diversity goals or requirements, we are willing to work with WMBE/SBE partners for services like transportation, installation, or ancillary products whenever feasible. For example, if a city has a goal for minority participation, we can, with the city's guidance, involve a local MBE firm for some aspect of the project (perhaps site prep or piping work related to the pump installation). We have historically participated in contracts where subcontracting plans were required and have met those goals. In summary, Thompson Pump is not WMBE/MBE/WBE/VBE certified; we qualify as a small business under federal guidelines but have not needed formal SBE certification outside of self-representation. We will gladly provide any needed documentation or fill out any necessary forms to verify our status for Sourcewell's records. We also affirm that we will support Sourcewell's inclusive procurement objectives by working with diverse partners whenever the opportunity arises. (Documentation for our small business status and a list of our distributor network with notes on any diverse certifications among them can be provided in the upload section if required.)
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49		Minority Business Enterprise (MBE)	☐ Yes ☒ No	No. Thompson Pump is not a Minority Business Enterprise. The company's ownership is not held by individuals from minority groups (as defined by certifying agencies). We have not obtained MBE certification from any jurisdiction. While Thompson Pump itself is not MBE, we maintain an inclusive workplace and frequently collaborate with minority-owned vendors and service providers in our supply chain. If needed for specific projects, we are open to partnering with certified MBE subcontractors to help our customers meet diversity goals.	*
50		Women Business Enterprise (WBE)	☐ Yes ☒ No	No. Thompson Pump is not a Women Business Enterprise. The ownership and executive leadership are not majority female, and we do not hold WBE certification. We support women in the workforce (women serve in key roles in our finance, HR, and engineering departments), but the company is not woman-owned. For projects requiring WBE participation, we can involve our women-owned business partners in areas such as marketing services or local support functions where applicable.	*
51		Disabled-Owned Business Enterprise (DOBE)	☐ Yes ☒ No	No. Thompson Pump is not a Disabled-Owned Business Enterprise. We have no certifications as a DOBE, but we comply with all ADA and related regulations in employment and facility accessibility. While not owned by persons with disabilities, Thompson Pump values contributions from persons of all abilities and would welcome collaboration with DOBE-certified suppliers if opportunities arise within the scope of our contract work.	*
52		Veteran-Owned Business Enterprise (VBE)	☐ Yes ☒ No	No. Thompson Pump is not a veteran-owned business and is not certified as a VBE. We honor and thank veterans among our staff and in our distributor network. One of our regional distributors is a veteran-owned small business, which indirectly makes some of our sales count towards VBE participation. Thompson Pump itself, however, does not meet the criteria for VBE certification. We remain supportive of veteran causes and would happily team with veteran-owned enterprises for support services if beneficial to Sourcwell or its members.	*
53		Service-Disabled Veteran-Owned Business (SDVOB)	☐ Yes ☒ No	No. Thompson Pump is not a veteran-owned business and is not certified as a SDVOB. We honor and thank veterans among our staff and in our distributor network. One of our regional distributors is a veteran-owned small business, which indirectly makes some of our sales count towards VBE participation. Thompson Pump itself, however, does not meet the criteria for VBE certification. We remain supportive of veteran causes and would happily team with veteran-owned enterprises for support services if beneficial to Sourcwell or its members.	*
54		Small Business Enterprise (SBE)	☒ Yes ☐ No	Yes (qualification). Thompson Pump qualifies as a small business based on employee count under SBA guidelines. We are not formally certified through a specific SBE program, but by size standards, we are a small business. Comment: We consider our small-business culture as a strength – it means we offer personalized service and agility. For any reporting purposes, Thompson Pump's size status can be counted towards small business utilization. We will provide verification of our employee count or SBA profile as needed. (Any additional lines or specific categories beyond 53 would be addressed similarly. In conclusion, Thompson Pump is committed to diversity and will cooperate with Sourcwell's diversity and inclusion objectives despite not being classified in those categories ourselves.)	*
55		Small Disadvantaged Business (SDB)	☐ Yes ☒ No	No. Thompson Pump is not a SDB due to the overall revenue the company generates.	*
56		Women-Owned Small Business (WOSB)	☐ Yes ☒ No	No. Thompson Pump is not WOSB.	*

Table 6A: Pricing (400 Points, applies to Table 6A and 6B)

Provide detailed pricing information in the questions that follow below.

Line Item	Question	Response *
57	Describe your payment terms and accepted payment methods.	Our standard payment terms are Net 30 days from the date of invoice. This means Sourcewell participating entities will have 30 days to remit payment after we invoice for delivered products or services. We find Net 30 to be a common government practice and it aligns well with public entity payment cycles. However, we are willing to discuss alternate terms if required by a participating entity's regulations (for example, some entities have statutory Net 45 or Net 60 – we can accommodate if mutually agreed). Accepted payment methods include: - Checks: We accept company or government checks. Checks should be made payable to Thompson Pump and Manufacturing Co., Inc. (or to the authorized distributor if they are invoicing the sale). - ACH / Wire Transfers: We encourage electronic payments for efficiency. We can provide ACH instructions and banking details on our invoices. Many of our customers pay via ACH which ensures timely receipt. - Electronic Funds Transfer (EFT): For federal or certain state entities that use EFT systems, we are registered and can receive payment through those systems (such as the U.S. Treasury's IPP or state vendor payment systems). - Credit Cards / P-Cards: We do accept major credit cards (Visa, MasterCard, American Express) and procurement cards for payments (see Q60 for details on P-Card acceptance). This can be useful for smaller purchases or parts orders especially. If an entity chooses to pay via credit card, we typically charge the card at time of shipment or completion of service. - Letter of Credit (for international): In the rare case of an international order (e.g., a Canadian entity) or a very large purchase, if a Letter of Credit is needed as a payment mechanism, we can arrange to accept that, though it's generally not necessary for domestic government orders given their creditworthiness. We do not require advance deposits on standard equipment orders for Sourcewell members – we will produce and ship the equipment and then invoice, except in unusual cases (like a highly customized build or extremely large quantity) where we might discuss progress payments. But as a rule, we follow the contract's expectation that pricing is firm and payment is after delivery. Additionally, we do not offer early payment discounts in our standard terms (e.g., 2% 10 Net 30) unless a specific agency requests it and it's advantageous to both parties. We have found most government finance departments prefer to pay net with no discount complications. That said, if a participating entity is interested in an early payment discount, we can negotiate that individually. In summary, Thompson Pump's payment terms are net 30 and we are flexible in accepting various payment methods including modern electronic forms. Our goal is to make the transaction smooth for the participating entity's accounts payable process. All these terms will be clearly stated on our quotations and invoices.

58	Describe any leasing or financing options available for use by educational or governmental entities.	Thompson Pump understands that some government or educational buyers may prefer or require financing arrangements or leasing options to acquire equipment. We offer and facilitate several leasing/financing solutions tailored for the public sector: Municipal Lease-Purchase Financing: We can arrange tax-exempt municipal lease-purchase agreements through third-party financing partners. In a municipal lease-purchase, the participating entity makes payments (usually annually or quarterly) over a set term (commonly 3 to 5 years) and owns the equipment at the end of the term for a nominal buyout (often \$1). This structure is very popular with governmental entities because the interest rates are typically lower due to the tax-exempt interest to the lender. Thompson Pump has relationships with reputable financing companies that specialize in municipal leases. For example, we partner with leasing firms that have A or higher ratings and understand state/local government requirements (non-appropriation clauses, etc.). If a Sourcewell member is interested in this, we will gather a financing quote from our partner to include as an option in our proposal. The lease-purchase can cover the pump, accessories, and even ancillary costs like delivery or extended warranty. Traditional Equipment Leasing: For entities that prefer not to own the equipment at all, we can assist in setting up an operating lease or long-term rental. Through Thompson Pump's network (including United Rentals for rentals, since they carry Thompson pumps, or other lessors), we can facilitate leases where the customer pays a monthly or yearly fee to use the pump and returns it at lease end. This might be beneficial for project-based needs. While Thompson Pump itself is no longer in the rental business (post-2019 sale of rental division[6]), we collaborate closely with rental partners to ensure our customers have leasing options. In-House Financing Plans: In select cases, Thompson Pump can offer an in-house financing plan. For example, for a large purchase, we might agree to installment payments directly to Thompson Pump over a year or two. This is decided case-by-case and usually would require credit approval through our finance department. We have done this for some domestic municipal clients who needed to align payments with budget cycles. There is typically a modest interest or carrying charge for such arrangements, but we try to keep it very competitive. Deferred Payment or Trial Periods: For educational institutions or new customers, we occasionally can structure a deal where the first payment is deferred (say 90 days) or allow a short "try before buy" rental period that can apply towards purchase. This is not a formal program but something we are willing to discuss to meet the entity's needs. Financing for Educational Entities: Schools and universities might access financing via bonds or internal funds; however, if needed, the same municipal lease options apply (most universities qualify for similar rates if public, and if private, we can still do standard finance leases). We ensure any financing option for an educational customer complies with their procurement rules and fiscal policies. It's important to note that any leasing or financing is optional – we provide it as a convenience. The Sourcewell price of the equipment remains the same; the financing cost (interest) is the only addition, transparently shown by the third-party lessor. We make no markup on financing; it's purely at cost of capital. By offering these options, Thompson Pump enables agencies with limited upfront capital to still acquire needed equipment immediately and pay over time. We handle the administrative legwork of setting up these programs to make it as easy as purchasing outright. In conclusion, yes, we offer leasing/financing options tailored for government/education. Specifically, tax-exempt municipal lease-purchase is a popular and readily available method we support, alongside flexible rental or in-house financing solutions. We will work with any participating entity to find a payment plan that fits their budget while still leveraging the Sourcewell contract benefits.
59	Describe any standard transaction documents that you propose to use in connection with an awarded agreement (order forms, terms and conditions, service level agreements, etc.). Upload all template agreements or transaction documents which may be proposed to Participating Entities.	Thompson Pump utilizes a straightforward set of transaction documents in connection with the awarded Sourcewell agreement. We endeavor to keep paperwork minimal and in harmony with Sourcewell's contract terms. The standard documents we propose to use include: Quotation/Proposal Document: Each transaction typically begins with a written quote or proposal from Thompson Pump (or our authorized distributor) to the participating entity. This quote will reference the Sourcewell contract number and clearly outline the equipment, quantities, prices (list price, Sourcewell discount, and net price),

delivery terms, and any included services (training, etc.). It will also state the validity period of the quote. The quote form includes basic terms like FOB point, estimated delivery time frame, and any assumptions. We have a standardized quote template for Sourcewell to ensure consistency. (This is not an agreement the customer signs, but it becomes an attachment to the PO to confirm details.)

Purchase Order (from the Participating Entity): We expect the participating entity will issue their Purchase Order (PO) referencing Sourcewell Contract # and our quote. The PO is the formal offer to buy. Thompson Pump (or distributor) will then acknowledge the PO. We do not require the customer to sign any separate contract at this stage; the PO and the master Sourcewell agreement cover the terms.

Order Acknowledgement/Confirmation: Upon receiving a PO, Thompson Pump will provide an Order Confirmation document. This is a short form that mirrors the items on the PO, confirms receipt, and notes the scheduled delivery date, etc. It serves as our acceptance of the order. Typically, our confirmation will also reference that the sale is governed by Sourcewell Contract terms.

Terms and Conditions of Sale: We have standard Terms and Conditions of Sale that generally apply to our commercial transactions (covering warranty, liability limitations, payment terms, etc.). However, because the Sourcewell Master Agreement will govern the relationship, any standard terms we use are adjusted to defer to the Sourcewell contract. We will upload our baseline terms for transparency, but importantly, where there is any conflict, the Sourcewell Master Agreement terms take precedence (and we are fine with that). One key point: Our standard terms include warranty statements and return policies, which align with what we're stating in this proposal. We do not intend to impose any onerous terms on Sourcewell members beyond what's in the Master Agreement. For example, our standard terms disclaim consequential damages and specify FOB factory, but under Sourcewell we will follow the freight terms as agreed and the liability as per Master Agreement Article 11, etc. In summary, the transaction will largely be governed by the Sourcewell Master Agreement terms, with our sales order documents serving to document specifics of the purchase.

Service Level Agreements (SLAs): If a participating entity requires a Service Level Agreement for ongoing maintenance or emergency support (for instance, if they engage us for an on-call maintenance contract for pumps), we can provide a simple SLA document. This would outline response times, preventive maintenance schedules, etc. We currently manage some SLA-style commitments via purchase orders or contracts for certain cities (especially for permanent installations). These can be negotiated on a case-by-case basis and will adhere to the Master Agreement framework.

Warranty Documentation: We include a Warranty Statement with each equipment delivery (which is also in our user manual). This document spells out the warranty coverage (what's covered, duration, how to obtain service). It's not a contract the buyer signs, but an important part of the transaction documents. We have uploaded our standard warranty statement as part of the proposal for reference.

Others (if applicable): If financing is used (as per Q58), there would be lease documents, but those are between the financing company and the customer (Thompson Pump just facilitates). If a customer wants to negotiate any specific additional terms, we handle that via a written addendum or amendment to the PO, which we sign along with the customer's representative, all within the allowable scope of the Master Agreement.

All these template agreements or transaction documents—quote template, order acknowledgment, standard T&Cs, warranty form—have been uploaded with our response in the document section for Sourcewell's review. We want to ensure transparency that nothing in our documents contradicts Sourcewell terms. In fact, we have reviewed the Sourcewell Master Agreement and find its terms acceptable, so we expect little need for additional contractual paperwork beyond the normal ordering documents.

In summary, the process is: Sourcewell member issues PO -> Thompson Pump acknowledges -> equipment is delivered with invoice and warranty doc. The existing Sourcewell contract covers legal terms, so no separate contract signing is needed per transaction. This simplicity and clarity in documentation should make it easy for all parties.

60	Do you accept the P-card procurement and payment process? If so, is there any additional cost to Sourcewell participating entities for using this process?	Yes, Thompson Pump accepts procurement cards (P-Cards) and credit card payments for purchases under the Sourcewell contract. We have the infrastructure to process Visa, MasterCard, American Express, and Discover. Many of our smaller transactions (especially parts orders or service jobs) are already handled via credit card, and we are comfortable extending this to larger orders as needed. Regarding additional cost: There is no additional cost or surcharge to Sourcewell participating entities for using a P-Card. We do not add any credit card processing fee or penalty for using this payment method. The price quoted is the price the customer pays, regardless of payment method. If a customer opts to pay by card, we absorb the standard merchant transaction fees as a cost of doing business, in compliance with Sourcewell expectations and card network rules (which often prohibit surcharging in government contexts anyway). The only practical limitation to note is that some credit cards have transaction limits. If a purchase is very large (e.g., a \$200,000 multi-pump order), we'd work with the entity to possibly split the charge or ensure their card program can handle it. We have processed large credit card orders in the past, so it's usually just a coordination point with the card issuer. Our process: when a P-Card is to be used, we will typically get the card information at the time of order or invoice. We run the charge at shipment (for equipment sales) or after work is completed (for services). We can also accept card payment via our secure online payment portal or a phone authorization, whichever the entity's policy allows. We provide a receipt to the cardholder for their records. Additionally, if a participating entity uses a P-Card portal or electronic procurement system, our team will accommodate that. For example, some large city clients require vendors to enter invoices into a bank's portal for P-Card settlement—our accounting department is experienced with those systems and will comply so that it's seamless for the customer. Using P-Cards can speed up payment and reduce paperwork for our customers, and we welcome that efficiency. Rest assured, choosing P-Card will not affect warranty, support, or any terms; it's purely a payment convenience. In summary: Yes, we accept P-Cards with no extra fees. We have a "no surcharge" policy for credit card use for our government customers, treating it the same as cash/ACH in terms of pricing. This policy aligns with our goal to make purchasing from Thompson Pump easy and frictionless for Sourcewell members.
61	Describe your pricing model (e.g., line-item discounts or product-category discounts). Provide detailed pricing data (including standard or list pricing and the Sourcewell discounted price) on all of the items that you want Sourcewell to consider as part of your RFP response. If applicable, provide a SKU for each item in your proposal. Upload your pricing materials (if applicable) in the document upload section of your response.	Thompson Pump is submitting (2) Sourcewell Price Lists: TPM Direct Pricing & Municipal Distributor Pricing (1) TPM Direct Pricing Both Sourcewell Price List will utilize a discount-off-MSRP/List pricing model for our Sourcewell contract offering. We have established a uniform discount percentage applied to our Manufacturer's Standard Retail Price (MSRP) list for all products covered. This makes pricing transparent and easy to calculate for any item in our catalog. We are offering a 25% discount off MSRP on all Thompson Pump equipment and related accessories to Sourcewell participating entities. In other words, the Sourcewell price is 75% of the list price (i.e., a 25% reduction). This discount is applied across the board to pumps, engines on the pumps, and standard configuration accessories included with those pumps. Consistent Pricing Structure: Our price list (MSRP) is standardized nationally and is updated periodically (no more than once annually, typically). We have uploaded our complete price list as part of this proposal, which includes model numbers, descriptions, MSRP, and the net Sourcewell price after the 25% discount for each line item. Spare Parts, Service Labor, and Consumables: Generally, a 15% discount applies to service labor rates and spare parts. For spare parts and consumables, our pricing approach is to also offer a discount (often the same 15% off list, except where a part is very low margin or controlled pricing like engines or third-party components). For any open market spare part not listed, the agency can assume at least 15% off the MSRP/List price, but we will confirm case-by-case. Optional Equipment and Upgrades: Many pumps have optional add-ons (e.g., sound enclosure on an otherwise open unit, automatic start/stop kit, float controls, special trailer options). These options are listed with their list prices in our catalog. The Sourcewell discount applies to those as well, unless otherwise noted. We want customers to be able to configure a pump with needed options and still enjoy

the contract discount. These add options are also discounted at 25% off our MSRP/List Pricing.

Stationary Thompson Pump Installations: Maintaining the pricing formula, we would be offering a 41% discount to the installation services in the State of Florida. Generally, this service would not be defined as Cost+, but using the MSRP – Manufacturers Standard Retail Price formula creates consistency with these added value services.

(2) Municipal Distributor Pricing:

We are offering a 12% discount off MSRP/List on all Thompson Pump equipment and related accessories to Sourcewell participating entities. In other words, the Sourcewell price is 88% of the MSRP/List price (i.e., a 12% reduction). This discount is applied across the board to pumps, engines on the pumps, and standard configuration accessories included with those pumps.

Consistent Pricing Structure: Our price list (MSRP) is standardized nationally and is updated periodically (no more than once annually, typically). We have uploaded our complete price list as part of this proposal, which includes model numbers, descriptions, MSRP, and the net Sourcewell price after the 12% discount for each line item.

Optional Equipment and Upgrades: Many pumps have optional add-ons (e.g., sound enclosure on an otherwise open unit, automatic start/stop kit, float controls, special trailer options). These options are listed with the same 12% discount off MSRP/List. The Distributor Sourcewell discount applies to those as well, unless otherwise noted. We want customers to be able to configure a pump with needed options and still enjoy the contract discount.

Used or Demo Equipment: If used or demo units are offered (subject to availability and if allowable), we would price those separately at a case-by-case negotiated price. The contract mainly covers new equipment pricing. But we mention this because sometimes an entity might inquire about a lower-cost used pump; if we provide it, it would be clearly identified and priced distinctly (likely well below MSRP, given depreciation). However, that's outside the standard pricing data.

Price List Updates: We will maintain the pricing data with Sourcewell. Typically, our MSRP may adjust due to material costs or new model introductions. Any price list updates would be submitted to Sourcewell for approval per the contract terms (likely annually). The discount percentage (TPM Direct -25%, Muni Distributor -12%) is intended to remain fixed through the contract term, providing consistent savings.

By providing detailed line-item pricing like this, we ensure that Sourcewell members can "audit" the pricing – seeing that they are indeed getting the contract discount off the standard list. It also simplifies procurement, as they can pick items out of our catalog, apply the discount and know the exact cost.

Uploaded Pricing Materials: We have uploaded both comprehensive price lists which contains all the items TPM Direct or Muni Distributor will propose to our respective customers. This serves as the reference for any pricing questions. We will also honor requests for quotes if agencies prefer us to do the calculation, but the data is fully available.

In summary, our pricing model is transparent and based on a fixed discount off MSRP/List prices. All Sourcewell participants, regardless of size or location, receive the same favorable discount structure, ensuring equity and ease of use. We believe this approach, combined with our detailed price documentation, will make evaluating and purchasing Thompson Pump products through Sourcewell efficient and trust-inspiring.

62	Quantify the pricing discount represented by the pricing proposal in this response. For example, if the pricing in your response represents a percentage discount from MSRP or list, state the percentage or percentage range.	The TPM Direct Pricing proposal in our response represents a 25% discount off the Manufacturer's Suggested Retail Price (MSRP) for Thompson Pump products. This means Sourcewell participating entities receive a 25% reduction from our standard list prices on all items. In percentage terms: Sourcewell Discount = 25% off list price. The Municipal Distributor Pricing proposal in our response represents a 12% discount off the Manufacturer's Suggested Retail Price (MSRP) for Thompson Pump products. This means Sourcewell participating entities receive a 12% reduction from our standard list prices on all items. In percentage terms: Sourcewell Discount = 12% off list price. To provide further context, this discount is consistent across the product range (pumps, accessories, parts as offered). There are no hidden variations; it is a flat rate discount for simplicity and fairness. In some cases, we may offer even deeper discounts for exceptionally large volume purchases or special promotions, but 25% and 12% is the baseline guaranteed discount. (If needed, we can confirm that our list prices are genuine baseline prices charged to non-contract customers, ensuring that the 25% off is a true discount. We maintain price integrity so Sourcewell members are getting a real advantage.) In summary: 25% off MSRP is the discount percentage or range (it is a fixed percentage in this case) that defines the pricing advantage in our proposal when TPM sells direct to municipalities, and 12% off MSRP/List Prices when our Municipal Distributor sells to the municipality.
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63	Describe any quantity or volume discounts or rebate programs that you offer.	In addition to our standard Sourcewell discount, Thompson Pump offers additional savings for high-volume purchases as well as rebate incentives for sustained usage of the contract. These programs are designed to reward participating entities who purchase in large quantities or dollar volumes: Quantity Discounts: For one-time large quantity orders, we provide incremental discounts on top of the standard 25% off: If a single purchase order includes 10 or more pump units (of any combination of models) that are 12-inch size or smaller, we offer an additional 2% discount on those pumps[22]. This means the effective discount becomes 27% off list for that order volume. This threshold and discount are intentionally set to encourage fleet purchases or cooperative buys among multiple departments. For extremely large orders (e.g., outfitting an entire regional fleet with 20+ pumps, or a very high dollar value over \$1 million in one order), Thompson Pump is open to negotiating a custom discount above and beyond the 2%. We have, on rare occasions, given around 5% extra off for extraordinary orders. While not a formal tier in our pricing, we mention this flexibility – any such arrangement would be cleared with Sourcewell to ensure transparency and fairness. We also consider quantity discounts on accessories: For example, if an entity orders hoses or parts in bulk (say 100 hoses), we might apply a small extra discount on those items or perhaps throw in some spare parts at no charge as an incentive. Those can be handled case-by-case in quotes. Volume Rebate Program: Thompson Pump is prepared to offer a rebate program tied to annual sales volumes achieved through the Sourcewell contract: If a single participating entity (e.g., a large city or a state agency network) spends more than \$500,000 in a calendar year with us under the Sourcewell contract, we will provide a year-end rebate of 1% of the total sales back to that entity. This rebate can be given as a refund check or, if the entity prefers, as a credit toward future purchases. For annual volumes exceeding \$1,000,000 by a single entity or a collaborative group purchase, we would increase that rebate to 2% of the total. This is our way of sharing the economies of scale. These rebates are contingent on the payments being made on time and are calculated at year-end, then processed in the first quarter of the following year. We will coordinate with the entity to ensure compliance with any of their rules regarding accepting rebates (alternatively, some may want it as a credit on account). Note: Rebates would not affect the pricing per item at purchase (which remains 25% off); they are an additional benefit after the fact for high volume. Cooperative Purchasing / Group Buys: If multiple participating entities combine their orders (for instance, a consortium of several counties decide to buy pumps together to get better pricing), Thompson Pump is happy to treat that as one volume for discount purposes. We can either have each entity issue their own PO referencing a master quote with volume pricing, or one lead entity do it. The quantity discount above would apply as if it were one order. This encourages collaborative buying and further savings. We can also be flexible in shipping to multiple locations under one order. Special Promotions: From time to time, Thompson Pump may run special promotions (e.g., end-of-year sale, new model introduction deals). If such promotions occur, we will extend them to Sourcewell participants on top of contract pricing where allowable. For example, if we have a factory promotion of an extra \$1,000 off a certain model in Q4, a Sourcewell buyer would get that \$1,000 off in addition to the 25% off list. We would notify Sourcewell of any such promotions to ensure clarity and equal opportunity for all members. In summary, beyond the standard contract pricing, we offer a 2% additional discount for orders of 10+ pumps (<=12") on one PO[22], and we have a rebate program of 1–2% for high annual spend volumes. These incentives are aimed at maximizing value for heavy users of the contract and encouraging economies of scale. We believe this approach provides meaningful savings and demonstrates Thompson Pump's partnership approach – as our volume with a customer grows, we share more savings with them.
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64	Propose a method of facilitating "sourced" products or related services, which may be referred to as "open market" items or "non-contracted items". For example, you may supply such items "at cost" or "at cost plus a percentage," or you may supply a quote for each such request.	Thompson Pump recognizes that occasionally a participating entity might require ancillary products or services that are outside the strict scope of our Sourcewell contract offerings (so-called "open market" or non-contracted items). We are committed to accommodating these needs in a transparent and fair manner. Our proposed method for handling such items is as follows: Same formula for MSRP will be calculated based on all direct/indirect costs, and for consistency, the same 25% discount will apply. If a customer needs an item that we do not officially list on our contract (for example, a related piece of equipment or a third-party accessory that complements our pump, like a generator, lighting for a pump station, specialized fittings, etc.), Thompson Pump will supply that item at "non-contract item" with the same pricing structure listed above. Specifically, our general policy is to provide non-contract items with the same discount as other contract items. Separate Quote Line and Disclosure: Any open market item will be clearly delineated on our quotations and documentation as "Non-Contracted Sourcewell Add Option" – not on Sourcewell contract. We want to ensure the agency's purchasing file is clear which items are within the Sourcewell contract scope and which are not. We will list the price as described above, and note that it is provided per the entity's request as an additional convenience. Competitive Sourcing of Open Market Items: When fulfilling open market requests, we typically get multiple quotes from our suppliers to ensure we're giving the best possible value to the customer. For instance, if they ask for a certain valve or flow meter that we don't make, we'll check our network for the best cost and quality, then provide that. If the customer has a preferred brand or spec, we'll adhere to that. Option to Exclude: We will inform the participating entity that the non-contracted item is optional and not part of the Sourcewell contract. If they prefer, they can procure it separately through their own processes. We include it merely as a convenience. We ensure they know there's no obligation to buy that item through us if they have a better source. Documentation: For any such non-contracted item, we will maintain documentation of our cost in our records and make it available to Sourcewell upon request to verify we adhered to the agreed method. This ensures transparency. Example Scenario: A county wants to buy a Thompson Pump trailer-mounted pump (contract item) and also asks for 300 feet of specialty high-pressure hose that we don't list. We will quote the pump at contract price and the hose as non-contracted Sourcewell Add Option: "300 ft High-Pressure Hose – at MSRP - 25%." The county can then decide to include it or procure separately. In summary, Thompson Pump's approach to non-contract "sourced" products is to accommodate them with transparency and with pricing that is in-line with the overall contract discount structure. This one-stop-shop ability is an added service to our customers, allowing them to complete their procurement in one go if they wish. Our goal is to meet all the customer's needs while honoring the integrity of the contract. By supplying non-contracted items, we ensure the participating entity is getting a fair and consistent value, thereby making this approach a win-win. The same MSRP - 41% discount structure would apply for all Installations that require Non-Contracted items and/or work added to the Scope of Work. We realize that very Sourcewell member will want something a little different, so this will be the best way to make sure the Sourcewell member get the exactly what they want and the best possible value. The same MSRP - 12% discount structure will apply for Municipal Distributor Price List for Non-Contracted items.
65	Identify any element of the total cost of acquisition that is NOT included in the pricing submitted with your response. This includes all additional charges associated with a purchase that are not directly identified as freight or	Thompson Pump's pricing is straightforward and intended to be as inclusive as possible. However, there are certain elements of total acquisition cost that might be outside the base price of the equipment. We want to be very clear on what, if anything, is not

shipping charges. For example, list costs for items like pre-delivery inspection, installation, set up, mandatory training, or initial inspection. Identify any parties that impose such costs and their relationship to the Proposer.

included in our submitted pricing and could result in additional charges. These elements include:

Freight/Shipping Charges: Standard pricing in our proposal typically is F.O.B. Origin (factory) unless otherwise stated, which means delivery/freight is not included in the unit price (freight is addressed separately in Q66). The cost of freight will be an additional line item charge on quotes/invoices, calculated based on actual shipping rates to the destination. We do not pad our equipment prices to cover shipping, because freight can vary widely by location. Instead, we quote it explicitly. So, while not part of the product "price," customers should budget for shipping if they are not picking up the unit themselves.

Installation or On-Site Setup: For most Thompson Pump products (which are portable or mobile pumps), installation is minimal – usually just offloading and connecting hoses, which the customer's staff or our delivering technician can handle. Thus, we do not include a separate installation charge in pricing. However, if a participating entity requests Thompson Pump or our distributor to perform a complex installation (say mounting a permanent backup pump into a lift station, integrating controls, etc.), that would be an additional service cost. Such costs would be quoted in advance as either a flat fee or time & materials rate. Typically, this would involve labor charges for technicians, any needed rental equipment (like a crane or lifting device), etc. These are not included in the equipment price since not every purchase needs them. They will only apply if the entity explicitly wants that service.

Pre-Delivery Inspection (PDI): All Thompson Pump units undergo comprehensive testing and inspection at our factory before shipment (this is part of our manufacturing process and included in the price). If a customer requests an additional third-party inspection or certification (for instance, a certified pump curve test by a UL lab, or a customer witness test beyond standard), that could incur an extra cost. But under normal circumstances, no extra charge for PDI; it's already included.

Training Beyond Standard: Our pricing includes basic on-site training at delivery. If a customer wants extensive training sessions or multiple days of training beyond what we normally provide for free, we might charge for the extra days. For instance, one short operator training is free, but if an entity asks for a week-long training program, we would quote that separately (covering trainer's time and travel). This scenario is rare and would be clearly communicated beforehand as not included in base price.

Extended Warranty or Service Plans: The standard equipment warranty (which covers parts and labor as described elsewhere) is included in the price. However, if a customer wishes to purchase an extended warranty or a service/maintenance plan (e.g., an extra 2 years of coverage, or scheduled maintenance contract), that would be an additional cost outside of the base product price. We would develop a cost for such an extension based on the equipment and term. No such extended programs are automatically included in the base price.

Technician Travel for Warranty Service: Our warranty administration covers replacement parts and labor. Labor is typically provided by our nearest service provider. In most cases, travel time/mileage for technicians is covered under warranty if within a reasonable area. If a piece of equipment is located in an extremely remote location, out of our normal service radius, there might be additional travel cost (or the customer can opt to bring it to a service point). We strive to absorb travel costs, but extreme situations would be discussed. This is mentioned for completeness, though generally it's not a separate charge in normal scenarios.

Taxes: Sales or use taxes are not included in our pricing (since tax obligations vary by state and entity tax-exempt status). Any applicable taxes would be added to the invoice unless a tax-exemption certificate is provided by the participating entity. Government entities often are tax-exempt, but if not, they should be aware taxes are extra.

Parties imposing costs & relationships: The freight charges might be imposed by our logistics providers (carriers) – Thompson Pump simply passes that through, possibly pre-paying and adding it. The installation or extended service costs would be imposed by either Thompson Pump or our distributor (whoever is performing the service). In cases of distributor involvement, the distributor is acting as an authorized partner to Thompson Pump; any charges they impose would be communicated via our quote and rolled into the Sourcwell purchase to maintain transparency and contract compliance. Examples of Additional Charges:

Freight: e.g., \ \$1,500 freight charge for a trailer pump to be shipped cross-country.
Optional on-site install: e.g., \ \$2,000 for a technician team to mount and wire a permanent pump.
Extended warranty: e.g., \ \$3,000 to extend full warranty by 2 years on a large pump.
None of these would be surprise charges; all would be listed and agreed upon in the quote stage.
To sum up, Thompson Pump's base pricing is comprehensive for the equipment itself and standard support. Additional costs not in the base price are primarily freight and any optional value-added services like special installation, extended maintenance, or non-standard training. We will always identify these costs in detail and obtain approval from the purchasing entity before proceeding. Our philosophy is "no hidden fees" – everything is upfront so participants can evaluate total cost of acquisition accurately.

66	If freight, delivery, or shipping is an additional cost to the Sourcewell participating entity, describe in detail the complete freight, shipping, and delivery program.	Yes, in most cases freight/delivery is an additional cost to the participating entity (not bundled into the product price), and Thompson Pump has a well-defined program to manage these charges fairly and efficiently: Freight Quotation: When providing a quote to a participating entity, we will calculate and include a line item estimate for freight. This calculation is based on the destination zip code, the equipment dimensions/weight, and the mode of transport. We have corporate accounts with reputable carriers for LTL (less-than-truckload), FTL (full truckload), and specialized haulers (for oversized loads). We solicit freight rates at the time of quote to give the customer a firm or not-to-exceed freight cost. If the actual ends up being a bit lower, we charge the lower amount; if higher, we honor the not-to-exceed (unless something changed like expedited shipping was later requested). Pre-Pay and Add: Our standard freight terms are "FOB Origin, Freight Prepaid and Added." This means Thompson Pump will arrange the shipping, pay the carrier, and then add the freight charge to the customer's invoice. This approach leverages our negotiated volume rates with carriers (which are often better than one-off rates a customer might get)[23]. It also simplifies things for the entity, as they don't have to coordinate logistics unless they prefer to. We do not mark up freight costs; what we are charged is what the customer pays (we will provide carrier invoices as proof if ever requested). Customer Pickup Option: If a participating entity has the means and desire, they can opt to handle freight themselves (e.g., send a truck to our factory). We are flexible: we would then quote the equipment without freight and label it "EXW" or "FOB Origin – Customer to arrange pickup." We'll coordinate loading during business hours at no cost. Many nearby entities or those with their own flatbeds take advantage of this to save on freight. Delivery Scheduling: Once an order is ready to ship, our logistics team contacts the customer to arrange a convenient delivery window. For large equipment, we ensure the site can receive a semi-truck or if a liftgate or crane is needed for offload (if the entity doesn't have a dock or forklift, we discuss that upfront and can arrange a truck with lift-gate service or a local boom truck, which may have an extra fee relayed at cost). We aim to tailor the delivery to the agency's facility requirements – e.g., call ahead, limited delivery hours, etc. Packaging and Handling: All shipments are properly crated or secured. Trailer pumps are usually shipped as is on their wheels (in a dedicated truck or flatbed); skid-mounted pumps might be crated. There's no separate handling fee – it's part of freight coordination. We factor any special packaging into our freight quotes. For example, overseas shipments to Hawaii/Alaska might require containerization or special wrapping which we include. Insurance: We insure all shipments for full value until delivery. The cost of insurance is included in the freight quote (or covered by us if minimal). This ensures that if any transit damage occurs, it's handled without cost to the participating entity. We'll either repair, replace, or otherwise make it right expediently. Tracking and Communication: We provide tracking information once the item is dispatched. Our team monitors the shipment and keeps the customer informed of ETA. Upon delivery, we advise the consignee to inspect the equipment. If anything is amiss, we handle the freight claim process. Freight Rate Structures: For reference, smaller parts orders can often go via UPS/FedEx ground – we would charge actual rates for that (e.g., \$50 for a set of gaskets). Larger pallets go LTL – we negotiate discounts typically 70% off carrier tariff rates thanks to our volume. Full pumps on dedicated trucks – often we get competitive bids from a few carriers or use our regular logistics partner. We strive for cost-efficiency in freight since we know our customers are often municipalities mindful of budgets. No Freight Profit: We reiterate that we do not treat freight as a profit center; it's a pass-through expense[24]. Any volume rebates we get from carriers are reflected in lower quotes to customers. Our focus is reliable, safe delivery at the lowest practical cost. In summary, Thompson Pump's freight and delivery program is full-service and transparent. We handle the heavy lifting of logistics, quote a fair price upfront, and guarantee delivery in the agreed condition. The participating entity can trust that we've taken all steps to deliver their equipment efficiently, whether it's across the state or across the country. If there are any special delivery challenges (rural roads, restricted access times), we incorporate solutions into our plan so that the process is smooth on arrival day.
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Specifically describe freight, shipping, and delivery terms or programs available for Alaska, Hawaii, Canada, or any offshore delivery.

Shipping to Alaska, Hawaii, Canada, or offshore U.S. territories requires additional considerations, and Thompson Pump has experience arranging deliveries to these locations. Below are the specific freight terms/programs we offer for these areas:
Alaska: For Alaska, most large shipments (pumps on trailers or skids) go via ocean freight from the Port of Tacoma/Seattle to Anchorage (or other ports like Fairbanks via rail from Anchorage, etc.). Our freight quotes to Alaska will typically be Through Bill of Lading including ocean transport and any necessary transloading. We handle all coordination with ocean carriers. Smaller shipments (parts or very small pumps) can sometimes go via air freight if timing is critical, or via barge services for remote coastal communities. We ensure our quotes clarify mode: e.g., "Ocean freight Seattle to Anchorage, then truck to your location, included." We also consider seasonality – if an area is only reachable in summer by barge, we plan accordingly. Customs: Since Alaska is U.S., no customs, but we ensure compliance with any Alaska-specific regulations (like Alaska Railroad if used).

Hawaii: Shipments to Hawaii are typically via ocean container or roll-on/roll-off (RoRo) service from Los Angeles or Seattle. We will containerize equipment as needed (often a 20' or 40' container depending on size). Our freight quotes to Hawaii are port-to-port plus delivery: meaning we include ocean freight to Honolulu (or the appropriate island's port) and then local drayage to the entity's site if requested. Timing to Hawaii is usually 2-3 weeks on water. We consolidate shipments if possible to reduce cost. In some cases, if the timeline is urgent, we can quote air freight for smaller items, but it's expensive for heavy goods, so usually ocean is chosen. We make sure all items are properly crated and protected for the long sea journey (desiccants in enclosure to avoid corrosion, etc.). Freight to Hawaii is given as a flat quote that includes all handling up to delivery.

Canada: Freight to Canada can be done overland (truck) to most provinces or by ocean for far provinces if needed (e.g., maybe barge to some far north areas). Our freight quotes to Canada will include border brokerage and customs clearance. Thompson Pump is familiar with export documentation; we prepare commercial invoices, NAFTA/USMCA certificates, etc. If the participating entity has a customs broker they prefer, we coordinate with them; otherwise, our logistics partner will handle brokerage and we include that fee in the quote. Delivery terms to Canada are usually DDP (Delivered Duty Paid) or DAP (Delivered at Place) depending on what the entity wants – often Canadian municipalities appreciate DDP so it arrives without hassle and we take care of duties/taxes, then invoice those. We can factor GST/HST into the quote or invoice it separately as needed. We ensure compliance with Canadian import regulations (for example, engines have EPA stickers which Canada accepts, and we provide emission certificates if needed at the border). Essentially, we aim to make it a door-to-door service, with all import formalities handled by us, so the Canadian customer just receives the equipment like a domestic shipment.

Offshore U.S. Territories (Puerto Rico, Guam, etc.): We treat these similar to international shipments. For Puerto Rico, shipments go ocean freight (Jones Act carriers from Jacksonville or Miami). We handle the manifest and any excise tax paperwork (Puerto Rico has some specific tax on equipment – if the entity is tax-exempt, we coordinate that). For Guam, likely via ocean from West Coast with transshipment in Honolulu or directly. We include in quotes any additional costs like island handling fees or special customs territory issues. We'll partner with a freight forwarder experienced in that region. Time frames are longer (Guam can be several weeks). For these territories, as they are U.S., we still often have to go through a slightly different process (e.g., Guam might require Department of Defense clearance if going through military channels – we handle as needed). We will provide the entity with tracking and expected arrival not just to port but to their specific location.

Insurance and Risk: For all these remote shipments, Thompson Pump continues to carry insurance until delivery (CIF terms usually – cost, insurance, freight). The equipment is our responsibility in transit until the customer signs for it in good condition. This is important because ocean/long transport can have more risk; we remove that risk from the customer.

Special Packaging: We pay extra attention to packaging for these destinations: corrosion protection for ocean, sturdy crating, sometimes shrink wrapping the entire machine. These practices are part of our service and their costs are rolled into the freight/handling line item.

		Communication and Approvals: We know shipping to these areas can raise questions for customers. We work closely with the purchasing entity's logistics or procurement team to get any needed approvals. For example, some Canadian agencies may prefer to use their government freight contracts – we can accommodate that if they direct us (like shipping to a consolidation point). Same with U.S. territories; sometimes FEMA or other agencies have preferences – we'll coordinate if needed. To summarize, Thompson Pump's freight terms for Alaska, Hawaii, Canada, and offshore are turnkey: we figure out the optimal shipping mode, cover the needed documentation, include the costs in a clear quote, and deliver reliably. We take the complexity of international/offshore logistics off of the customer's shoulders. The customer will see maybe a higher freight line than domestic (simply due to distance), but with the assurance that it encompasses all necessary steps for a successful delivery to their doorstep (or dock). We've done it many times, and we'll ensure Sourcewell members in these regions are served just as well as those in the continental U.S.
68	Describe any unique distribution and/or delivery methods or options offered in your proposal.	Thompson Pump offers some unique and flexible distribution/delivery options to meet the needs of different customers and situations. These methods go beyond standard truck delivery, ensuring that our products can be delivered or made available in the most effective way. Some of these unique options include: Factory-Direct Expedite Program: In urgent cases (like emergency response scenarios), Thompson Pump can leverage its multiple factory and warehouse locations to expedite delivery. We maintain an emergency response inventory of key pump models that can be mobilized 24/7. If a participating entity needs a pump immediately due to a flood or infrastructure failure, we have a program where we can dispatch a pump within hours via dedicated truck or air freight. This is not standard shipping, but a special service. For example, we could put a 4" pump on a plane or hot-shot truck to get it to a disaster area next day. We coordinate these deliveries closely with the entity's emergency management team. While expensive, sometimes it's invaluable – and because we manufacture and stock our own products, we have this capability in-house (whereas some distributors might not). This program is part of our promise to Sourcewell of being a responsive partner in critical times. Drop-Shipping to Job Sites: Rather than delivering to a central warehouse, we can arrange drop-shipments directly to a job site or remote location. We often do this for contractors or utility crews that are out in the field. We work with carriers to find the nearest drop-off point accessible by truck. If needed, we'll utilize smaller local delivery vehicles to shuttle equipment from a freight terminal to a hard-to-reach site. This saves the customer from having to haul it themselves from their facility to the site. We have, for instance, delivered pumps directly to a levee or a construction site using flatbed tow trucks for the last mile. Dealer/Service Point Pickup: Because we have a network of authorized dealers and service centers, a customer can also choose to pick up equipment from a local dealer if that's convenient. We might ship bulk equipment to a regional dealer who then stages customer pickups. This can save on individual freight costs and time. For instance, if several nearby agencies order pumps around the same time, we might consolidate the shipment to the dealer who then calls each to pick up at their leisure (or the dealer might do local delivery). It's a hub-and-spoke approach that can be efficient. Rental Fleet Availability with Purchase Option: A unique option we offer is if a customer needs something immediately but the procurement process is still ongoing, we can supply a rental unit from our allied rental partners (like United Rentals, who has Thompson Pumps) to bridge the gap. Then when the purchased unit arrives, we swap them. In some cases, if the rental unit meets their needs, we can even convert that rental into a sale (with appropriate pricing adjustments). This distribution method ensures no downtime – they get a unit in use right away through rental channels, then smoothly transition to ownership under Sourcewell contract terms. We manage the logistics of that so it's seamless for the customer. Training at Delivery and Joint Commissioning: As part of delivery, we sometimes employ a unique approach where our technician travels with the equipment to perform setup and training on the spot. This is sort of a "white glove" delivery. Instead of just a freight drop-off, our tech ensures the pump is placed correctly, does a test run, and hands it over in fully operational state to the customer. It's particularly useful for complex systems or for customers who might be new to the equipment. While not a distribution method in terms of physical

		shipping, it's a value-add in how delivery is executed at site, blending logistics with service. Consignment Stock and Rapid Deployment Trailers: For large customers (for example, a state emergency management agency), we offer the concept of pre-positioned consignment stock. We can place a trailer at their location loaded with a few pumps and accessories for emergency use. These remain Thompson Pump property until they're needed/used (like consignment). When an emergency strikes, they pull what they need and then we settle the purchase after the fact or replenish the trailer. This is a novel distribution strategy to ensure immediate availability in disaster-prone regions. We have done similar things with hurricane-prone utilities—stockpiling pumps nearby before hurricane season. It's a unique offering that Sourcewell members could leverage for preparedness. International Export Handling: In cases where a Sourcewell member might be doing a project overseas (some U.S. territories or grant projects in other countries through a state university, etc.), Thompson Pump can deliver to freight forwarders or handle export logistics. We have delivered pumps to U.S. Navy in Guam, or Army Corps projects abroad by coordinating through their channels. This isn't typical "distribution" but does reflect our flexibility in delivering where needed around the globe, not just within US/Canada. Communication and Flexibility: Overarchingly, our distribution is not one-size-fits-all. We ask the customer "what is the easiest way for you to receive this?" and adapt. Whether it's delivering after-hours, on a weekend (we've done that when a city needed to avoid business hours downtown traffic), or using specialized vehicles (like a crane truck to drop a pump into a vault on delivery), we have the network and willingness to do so. We consider those unique methods because many manufacturers might simply curb-side deliver and leave; we go further. In summary, Thompson Pump's distribution/delivery flexibility – from rapid emergency deployment, hub delivery via local partners, integrated rental solutions, to specialized on-site handoffs – is a unique strength. It ensures that Sourcewell participating entities can get the equipment when, where, and how they need it without being constrained by typical freight limitations. This customer-centric approach to delivery ultimately results in faster and more convenient access to our solutions.
69	Specifically describe any self-audit process or program that you plan to employ to verify compliance with your proposed agreement with Sourcewell. This process includes ensuring that Sourcewell participating entities obtain the proper pricing.	Thompson Pump is committed to full compliance with our Sourcewell contract pricing and terms, and we have instituted a robust self-audit process to regularly verify that participating entities are receiving the proper contract pricing and that we are adhering to all contract requirements (including reporting and fee payment). The components of our self-audit program include: Centralized Contract Management: We have a dedicated Contract Manager assigned to the Sourcewell agreement. This individual (or team) acts as the internal gatekeeper for all Sourcewell transactions. Part of their role is to maintain the official contract pricing list in our ERP system and to review all Sourcewell quotes and orders for accuracy. Whenever a quote is prepared under the Sourcewell contract, our system flags it and our Contract Manager or pricing analyst double-checks that the correct discount (25% off list)[21] is applied to every line item, and that any open market items are handled as per policy (cost-plus minimal). This front-end check helps prevent mispricing from the outset. Periodic Internal Audits: On a quarterly basis, our finance department runs a report of all Sourcewell contract sales in that quarter. They then randomly select a sample of transactions (or in some cases, review all transactions if volume is modest) to audit: They verify the unit prices charged match the contract-approved pricing (comparing invoice line items to the contract price list). They verify that the Sourcewell administrative fee has been calculated on the sale correctly and earmarked for payment. They check that no unauthorized charges or deviations (like less discount) were applied. If any discrepancy is found, it is flagged for correction. The results of this internal audit are documented. If errors are discovered, we take immediate corrective action such as issuing a refund/credit to the participating entity for any overcharge, and retraining the sales rep if it was an error. Fortunately, our system and checks catch most issues before invoicing, so such incidents are rare. Pricing Database Integrity: We maintain a pricing database for Sourcewell items that is locked from unauthorized changes. Only the Contract Manager or senior management can update it (e.g., when a

new price list is approved by Sourcewell). We audit this database whenever an update is made to ensure it aligns exactly with the approved pricing. We also compare our published price list online (if we have one for contract) with what's in the system to ensure consistency.

Sales Training and Acknowledgment: All our sales and customer service reps who handle quotes are trained on the contract's pricing rules and are required to acknowledge in writing that they understand that pricing compliance is mandatory. We also use our CRM to automatically apply Sourcewell terms when a quote is tagged as a Sourcewell deal, to minimize manual error. Our self-audit includes ensuring that all relevant team members have up-to-date training (we do refreshers annually or when any contract change occurs).

Admin Fee Tracking: Each Sourcewell sale in our accounting system is coded with a contract identifier. Our finance team generates a sales report for Sourcewell at the end of each reporting period (likely quarterly). As part of our self-audit, we reconcile this report to our internal sales records to ensure all applicable transactions are captured and that the administrative fee (e.g., 1%) is correctly calculated[25]. If any sale was miscoded or missed, we catch it in this reconciliation and include it. This ensures Sourcewell receives the full fee due and that all contract usage is reported (which also indirectly confirms that customers got contract pricing on those, since if they didn't, it wouldn't have been flagged as a Sourcewell sale).

Customer Feedback Loop: We consider our customers an important part of verifying compliance. We proactively reach out to select participating entities post-purchase (especially on first orders) to ask, "Did you receive everything as expected, including the pricing and discount per Sourcewell contract?" This not only is good customer service but also serves as a check. If a purchasing agent said "Actually, our invoice didn't reflect the contract discount on one line," that would trigger an immediate investigation and correction. To date, feedback has been positive that all is in order, but we keep that channel open intentionally.

Records and Accessibility: We keep organized records of all Sourcewell-related quotes, POs, invoices, and communications. If Sourcewell or an auditor requests to review any transaction, we can quickly retrieve the documentation. Part of our self-audit is verifying that documentation is filed properly and is complete (quote matches PO matches invoice, etc.). This readiness to be audited externally keeps our internal focus sharp.

Continuous Improvement: If our self-audit ever uncovers a systematic issue (say, a particular accessory was not in the price list and got sold at list by mistake, or a rep forgot to apply freight terms correctly), we use that finding to improve our processes. For example, we would update our system to include that accessory with contract pricing, and communicate out a notice to all sales team members to prevent recurrence. We view the audit not just as compliance check but as a way to strengthen our contract management practices.

Annual Management Review: Senior management (VP of Sales, CFO) reviews the Sourcewell contract performance annually, including compliance metrics. They look at audit findings, if any, and ensure adequate resources are allocated to maintain compliance. This top-down attention underscores its importance within our organization.

In summary, Thompson Pump's self-audit program for the Sourcewell contract is thorough and ongoing – from each quote validation to quarterly formal audits, and built-in system safeguards. Our aim is to ensure that every Sourcewell participating entity always gets the correct contract pricing (and thus the proper value), and that Sourcewell receives accurate reports and fees. This disciplined approach minimizes errors and builds trust that Thompson Pump is a reliable, compliant partner under the cooperative agreement.

70 If you are awarded an agreement, provide a few examples of internal metrics that will be tracked to measure whether you are having success with the agreement.

If awarded a Sourcewell agreement, Thompson Pump will actively monitor several key performance indicators (KPIs) to measure our success and ensure we are meeting both our own business goals and Sourcewell's expectations. Some examples of internal metrics we will track include:

Total Sales Volume through the Contract: We will track the cumulative dollar volume of sales under the Sourcewell contract on a monthly, quarterly, and annual basis. This metric is fundamental to gauging the contract's utilization. We'll set targets (for example, a certain percentage increase each year or a specific dollar goal) and monitor progress. Achieving growth in this metric indicates we are successfully marketing the contract and satisfying customers. It's also directly tied to Sourcewell's interest, since higher sales volume

means a higher admin fee return to Sourcewell as well.

Number of Participating Entities Served: We will count how many unique Sourcewell participating entities make purchases from us. Our aim is to broaden the user base of the contract. For instance, if in Year 1 we serve 20 agencies and by Year 2 we serve 50, that's a clear success indicator. We will track this by agency type (e.g., cities, counties, education, etc.) and geography to see where we're penetrating. If we notice certain regions or sectors are underrepresented, we can adjust our outreach accordingly. This metric shows contract adoption breadth.

Quote-to-Order Conversion Rate (Hit Rate): Internally, we log every quote we issue referencing Sourcewell. We will measure what percentage of those quotes convert into actual orders. A high conversion rate suggests that our pricing is competitive and our value proposition is strong; a lower conversion might indicate need for follow-up or perhaps issues in meeting customer needs. For example, if our hit rate is 70%, that's quite strong – we'd strive to maintain or improve that. We'll also solicit feedback on lost quotes to understand why (maybe a budget issue or they delayed purchase, etc.) as part of continuous improvement.

Delivery/Lead Time Performance: We consider on-time delivery as a success metric. We will track the average lead time for fulfilling Sourcewell orders and the percentage of orders delivered by the promised date. Our goal would be something like 95% on-time delivery. If we observe slippage (perhaps due to supply chain issues), we'll take corrective action such as adjusting inventory levels. This metric ensures we are meeting our commitments to Sourcewell members in terms of responsiveness.

Customer Satisfaction and Repeat Business: We will use qualitative metrics too, such as customer satisfaction ratings. After each significant delivery, we may send a brief survey or at least log any compliments/complaints. We can quantify this by a satisfaction score or simply track repeat business rate – e.g., how many entities come back and order again. A high repeat rate or positive survey scores (like average 9/10 satisfaction) will indicate success. We'll also track if any Sourcewell member formally registers a complaint and how quickly we resolve it.

Marketing and Outreach Activities: Internally, we will measure our efforts to promote the contract – e.g., number of Sourcewell-focused webinars we host, trade show leads related to Sourcewell, website traffic on our Sourcewell info page, etc. These are leading indicators of contract success (they feed into usage). For instance, we might set a metric of reaching out to 100 potential agency customers per quarter with contract info, and track that we did so.

Administrative Compliance Metrics: While not "success" in sales terms, it's critical to track metrics like 100% on-time reporting and fee remittance to Sourcewell. We will internally log each quarterly report submission and fee payment date to ensure we hit those deadlines, maintaining a perfect record. This is a measure of our contract management success.

Profitability/Margin on Contract Sales: From a business standpoint, we will also track the overall margin we achieve on Sourcewell transactions. Ensuring that the contract is financially sustainable for us is also a measure of success (we want a win-win where customers get great pricing and we still have a healthy business model). If margin dips or is inconsistent, we'd analyze why and adjust cost structures or product mix accordingly. However, we don't compromise service to chase margin – it's just one holistic metric in our dashboard.

By monitoring these metrics, Thompson Pump's leadership will have a clear view of how well the Sourcewell contract is performing. We will share pertinent metrics with Sourcewell as requested (like usage numbers, success stories). Additionally, these metrics will guide our strategy – for example, if the number of entities is growing but sales per entity are small, maybe we need to improve cross-selling; or if one region lags, we might do a targeted push there.

In summary, our internal scorecard for the contract will feature sales volume, customer count, conversion rates, delivery performance, customer satisfaction, compliance, and financial metrics. Regular reviews of these metrics will ensure we stay on track to maximize the value and success of the partnership between Thompson Pump and Sourcewell.

71	Provide a proposed Administration Fee payable to Sourcewell. The Fee is in consideration for the support and services provided by Sourcewell. The proposed Administrative Fee will be payable to Sourcewell on all completed transactions to Participating Entities utilizing this Agreement. The Administrative Fee will be calculated as a stated percentage, or flat fee as may be applicable, of all completed transactions utilizing this Master Agreement within the preceding Reporting Period defined in the agreement.	Thompson Pump proposes an administrative fee of 2% (two percent) of all sales made under the Sourcewell contract. This fee will be calculated as 2% of the total dollar value of each completed transaction (excluding any taxes or any freight charged separately), if Sourcewell prefers to exclude freight – we will abide by the Master Agreement's definition of reportable sales). This 2% Administration Fee is built into our pricing structure and will not be added as an extra charge to the customer. In other words, when we gave our pricing (25% off MSRP/List, and 12% off MSRP/List), it already accounted for the cost of this fee. We understand Sourcewell uses these funds to support its operations and provide value to the membership, and we are committed to providing this fee on every applicable sale. If Sourcewell's standard or preferred fee is different (for instance, if Sourcewell had a standard 1% or 1.5% fee on certain contracts or a flat fee arrangement, etc.), Thompson Pump is open to discussing and aligning with that. However, our understanding from the RFP is that the offer of an administrative fee is typically around 2%. We believe 2% is a fair and competitive rate that helps fund Sourcewell while still allowing us to offer attractive pricing. We confirm that the administrative fee is not separately charged to any participating entity. It is solely a responsibility of Thompson Pump. All our quotes and invoices to customers will be at the agreed product prices; we will internally account for the 2% fee from our proceeds and pay Sourcewell directly. We will pay the fee on time as specified (no later than 30 days after each reporting period's close, as the Master Agreement typically requires). Our finance department has this process well integrated with our sales reporting, so Sourcewell can rely on timely payments. In summary, our proposed admin fee is 2%, and we are fully prepared to fulfill this obligation on all contract sales, providing Sourcewell with a consistent return to support its mission. We value our partnership with Sourcewell and view the admin fee as an investment in that partnership.
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Table 6B: Pricing Offered

Line Item	The Pricing Offered in this Proposal is: *	Comments
72	The pricing offered is consistent with standard market pricing typically offered to individual municipalities, universities, or school districts.	The discount offered off MSRP/List price is very competitive for government purchases.

Table 7A: Depth and Breadth of Offered Solutions (200 Points, applies to Table 7A and 7B)

Line Item	Question	Response *
73	Provide a detailed description of all the Solutions offered, including used Solutions if applicable, offered in the proposal.	Thompson Pump offers a comprehensive range of pumping equipment and related solutions under this contract, tailored to meet a variety of municipal and industrial needs. Below is a detailed description of our offerings: Trash/Dewatering Pumps (Wet-Prime and Dry-Prime): These are the backbone of our product line. We manufacture portable centrifugal trash pumps ranging from 2-inch to 18-inch discharge sizes. Our trash pumps are capable of handling high volumes of water with solids (debris, sewage, silt) making them ideal for dewatering construction sites, open pit mines, sewer bypass projects, flood control, and emergency pumping. We offer both wet-priming pumps (where the pump casing needs initial fill) and dry-priming pumps equipped with automatic priming systems (vacuum-assisted or compressor-assisted priming. Dry-prime models (often called "compressor-assisted" pumps) can prime quickly and run unattended, which is a major benefit for municipalities. For instance, our popular 6" and 8" dry-prime trash pumps can move thousands of gallons per minute and pass 3"+ solids, making them suited for sewer bypass jobs. These pumps are typically trailer-mounted for easy towing to job sites and are powered by diesel engines (Tier 4 Final compliant). High-Pressure (Jetting) Pumps: We provide high-head pumps (4-inch and 6-inch primarily) for applications requiring high discharge pressure. These are used for pushing water long distances or to significant elevations, as well as for fire suppression stand-by, water jetting for wellpoint systems, and hydraulic fracturing water supply, etc. Our high-pressure pumps can achieve discharge heads of 300+ feet. They often feature multi-stage impellers or a single high-efficiency impeller design and are typically offered in sound-attenuated enclosures due to higher noise from higher

speeds. Many water utilities use these for emergency backup at water plants or for filling elevated tanks.

Sound Attenuated Pumps: We offer sound-attenuated (enclosed) versions of most of our pump models. These units come with acoustic canopies that reduce noise levels dramatically (often 30+ dB reduction), making them suitable for residential or noise-sensitive areas. The enclosure also provides added security and weather protection. For example, our Silent Knight series includes 4" to 12" pumps in enclosure, which allow nighttime work in neighborhoods (like sewer repair bypass) without disturbing residents.

Diaphragm Pumps: For smaller scale dewatering, sludge, or viscous fluid handling, we offer diaphragm pumps (often 3" and 4" sizes). These positive displacement pumps excel at handling muddy slurries, thick liquids, and can run dry without damage. They are perfect for applications like slurring bentonite, pumping out vaults with heavy silt, or any situation with low flow but high solids. Our diaphragm pumps are typically diesel or gasoline-driven and trailer or skid-mounted portable units.

Hydraulic Power Units & Submersible Pump Heads: We supply hydraulic power packs (diesel-driven hydraulic power units) along with submersible pump heads that can be driven by those hydraulics. The submersible pump heads (available in sizes from 4" to 12") are ideal for situations where suction lift is an issue or there's limited space for a priming pump. You can lower the submersible head into a manhole or excavation, and the surface hydraulic power unit drives it. These are used extensively in sewer bypass (drop-in the manhole) or in quarry/mining pits to get deep water out. The advantage is robust solids-handling and ability to operate in potentially explosive environments (with the power unit at a safe distance).

Wellpoint and Vacuum-Assisted Wellpoint Pumps: We have specialized pumps for wellpoint dewatering systems. Our rotary wellpoint pumps (like the Thompson 12RW series) are designed to continuously handle air and water mixtures drawn from wellpoint dewatering systems without losing prime. These allow contractors to dewater shallow aquifers effectively for excavation projects. We also offer vacuum wellpoint systems – essentially a combination of our pump with a high-capacity vacuum pump and header tank to maintain vacuum on wellpoints. This is a niche but critical solution for construction dewatering.

Permanently Mounted Backup Pumps (Stationary Thompson Pumpss): We provide permanent or semi-permanent pumping systems for lift stations and treatment plants. This includes engine-driven backup pumps mounted at lift stations (to serve as emergency bypass if the submersibles fail or during power outages). These permanently installed units often come with sound enclosures and auto-start controls tied into the station's SCADA. Under this contract, we can furnish those complete packages (pump, engine, controls, and installation). They can be skid-mounted or trailer-mounted depending on the site preference.

Pump Accessories and Related Supplies: We offer a full complement of accessories that are often needed to make the pump operational in the field. This includes suction and discharge hoses in various diameters (lay-flat hoses, rigid pipe, etc.), strainers (foot valves, basket strainers), quick-connect couplings (camlocks, Bauer couplings), fittings (elbows, tees, reducers), and pipe plugs. We also provide fuel tanks (auxiliary extended-run fuel cells), flow meters, and valve sets if needed for sophisticated bypass setups. While these are not stand-alone "solutions," they are part of the complete solution we deliver to ensure the customer can deploy the pump effectively on arrival.

Control Panels and Automation: Our solutions often come integrated with control panels. For example, auto-start panels with floats or transducers for sewage bypass pumping. We also can include telemetry modules so that operators can remotely monitor and control the pumps. These controls can be considered part of our product offering when we provide a pumping system solution.

Used/Refurbished Solutions: On occasion, we may have used or factory-refurbished pumps available (for instance, from our rental fleet prior to 2019, or trade-ins). If applicable under contract, we can offer these at reduced cost as an option for budget-conscious entities. Each used unit we offer would be fully inspected and refurbished by Thompson Pump technicians and come with a warranty. For example, a city might opt for a refurbished 6" pump at ~70% the cost of new – we would list that as a used solution. However, our primary offering is new equipment; used availability is variable. We included this in scope to provide flexibility if it benefits a participating entity.

In summary, the solutions offered through this contract encompass a broad range of pump types and supporting accessories, effectively covering the subcategories of dewatering pumps, trash pumps, high-pressure pumps, submersibles, wellpoint systems, and related supplies that a municipality or agency might need. Whether it's a single portable pump for general use or a complex multi-pump bypass system, Thompson Pump can deliver a solution. All equipment is backed by our engineering support, training, and service (as described elsewhere in this proposal), making each product offering a complete solution package rather than just hardware.

74	Within this RFP category there may be subcategories of solutions. List subcategory titles that best describe your products and services.	Within the broad category of "Sewer Vacuum, Hydro-Excavation, and Municipal Pumping Equipment with Related Accessories and Supplies," Thompson Pump's offerings can be divided into the following subcategories: Portable Trash Pumps (Diesel Centrifugal Pumps): This subcategory covers our wet-prime and dry-prime portable trash pumps used for high-volume dewatering and solids-handling applications. (Examples: 4"–12" trailer-mounted trash pumps for construction dewatering and sewer bypass.) High-Pressure Jetting and Transfer Pumps: This includes our pumps designed for high head or jetting applications, such as high-pressure pumps used for wellpoint systems, firefighting standby, or long-distance water transfer. (Examples: 4" high-head pump systems, 6" jet pumps.) Sound-Attenuated Quiet Pump Systems: Pumps that are factory-equipped with noise suppression enclosures for use in urban or noise-sensitive environments. (Examples: Silent Knight series pumps, any model in a sound-attenuated canopy.) Diaphragm and Positive Displacement Pumps: This subcategory includes our mechanical diaphragm pumps and other positive displacement style pumps for sludges, slurries, and viscous fluids. (Examples: 3" diaphragm mud pump.) Hydraulic Submersible Pump Systems: Pump systems consisting of hydraulic power units and submersible pump heads for specialty dewatering or bypass. (Examples: Thompson hydraulic power pack with 6" submersible pump.) Wellpoint Dewatering Systems: Equipment specifically for wellpoint groundwater dewatering, including rotary wellpoint pumps and vacuum-assisted dewatering systems, plus header pipe and wellpoint accessories. (Examples: 12" rotary wellpoint pump, vacuum priming tank assemblies.) Lift Station Backup Pumps (Stationary Thompson Pumps): Engine-driven pump packages installed at wastewater lift stations or similar facilities as emergency backup or augmenting pumps. (Examples: skid-mounted backup pump with auto-start control at a sewage lift station.) Pump Accessories and Ancillary Equipment: All related accessories, parts, and supplies that support pump operations. (Examples: hoses, fittings, strainers, valves, control panels, flow meters, hose flotation devices, etc.) By listing these subcategory titles, we capture the range of solutions in a way that aligns with how end-users conceptualize their needs. Essentially: 1. Portable Trash Pumps (general dewatering & bypass), 2. High-Pressure Pumps, 3. Quiet/Enclosed Pumps, 4. Diaphragm Pumps, 5. Hydraulic Submersibles, 6. Wellpoint Systems, 7. Permanent Backup Pumps, 8. Accessories & Parts. These subcategories map neatly to the key usage scenarios and product types in our proposal, ensuring that Sourcewell and participating entities can quickly identify the areas that interest them. Thompson Pump can supply solutions in each listed subcategory under the contract.
75	Describe in detail warranties offered and how they will be administered, including if they cover all products, parts, labor, technician travel, and geographic locations covered.	Thompson Pump provides a comprehensive warranty on all new equipment sold, ensuring our customers have peace of mind regarding the reliability of their purchase. Below is a detailed description of our warranty coverage and administration: Sourcewell Extended Standard Warranty Term: Our standard warranty for new Thompson Pump-manufactured equipment purchased through the Sourcewell Contract is 24 months from the date of shipment. This warranty covers the entire pump unit and any Thompson-supplied accessories against defects in materials and workmanship. We define startup as either the first use or a formal startup by our technician, but essentially customers get a full year of use under warranty. For certain products or components, longer warranty terms apply: for example, the engines on our pumps carry the engine manufacturer's warranty, which is often 2 years or more (depending on brand and model, e.g., John Deere or CAT engines might have 2-year/2,000-hour warranties). We pass through any such extended engine warranties. Additionally, if a customer purchases an extended warranty from us (optional), we extend coverage accordingly (for instance, a second year comprehensive warranty can be purchased). Scope of Coverage: Our warranty is all-inclusive on covered defects – meaning it covers parts, labor, and standard travel expenses needed to repair the equipment. Specifically: Parts: If a component fails due to defect (be it an impeller, seal, bearing, engine part, control panel component, etc.), we will provide a new or remanufactured part at no charge. We use genuine Thompson Pump parts or OEM parts for engines. Labor: Thompson Pump (or an authorized service representative/dealer) will perform the repair work free of charge under warranty. This includes diagnostic labor and the repair labor. Technician Travel: We cover the reasonable travel time and mileage for technicians to come on-site to perform warranty repairs. Given our wide service network, typically the nearest authorized service tech handles it, keeping travel minimal. If a piece of equipment is in a very remote location, we coordinate with the customer to possibly bring it to a service point or we may still send a tech – in either case, the customer is not billed for travel expenses as long as it's related to a legitimate warranty issue. (Our policy is that warranty service will be provided on-site if feasible; otherwise we'll transport the unit to our facility at our cost.) Geographic Coverage: Our warranty coverage is valid throughout the United States and Canada, and even extends to any location where the unit might be deployed by

	the original purchaser (for example, if a US agency takes it to a project in another country, we would work to honor warranty possibly via parts shipment or local arrangement). Practically speaking, our network of authorized service centers across North America allows us to service warranty claims anywhere in that region. All fifty states, all Canadian provinces – we have either our own field service or a partner that can respond. Customers in Alaska, Hawaii, or Puerto Rico (for example) will receive warranty support – we might send parts and guide a local mechanic if faster, or send our tech as needed. The key is, no matter where, the customer is not left without support. What's Covered: Manufacturing defects, premature failures of any covered component, workmanship issues are all covered. For example, if a seal fails well before its normal life due to a machining issue, that's covered. If an engine has a hiccup due to a factory defect, covered by engine manufacturer (with our facilitation). What's Not Covered (normal exclusions): Wear and tear from normal use (e.g., wear on impellers due to abrasive pumping over time) is not considered a defect – however, if it's abnormal wear due to a material flaw, it is covered. Misuse, neglect, or improper maintenance by the user are not covered (though we often assist anyway to get them going). Also, things like routine maintenance items (filters, oil changes) are the owner's responsibility outside warranty. We outline these exclusions clearly in our warranty statement to set proper expectations. Warranty Administration Process: If a customer encounters an issue, they contact us (24/7 emergency line if urgent). We typically involve the nearest authorized service provider. That provider will troubleshoot and confirm if the issue is warranty-related. Once confirmed, they will make the repair and handle paperwork with us directly – the customer isn't invoiced for anything in warranty. We have an internal authorization system so the service center gets reimbursed by us for their work. If a part needs to be shipped, we ship it via next-day air in most cases, at our cost. We strive to minimize downtime for the customer. Extended Warranties: We do offer extended warranty plans for purchase, which many Sourcewell members might be interested in for critical equipment. For example, we can extend the comprehensive warranty to 36-60 months (with or without engine coverage, depending on engine OEM options). These extended warranties would cover parts and labor similarly, just for a longer period. If a customer opts for it, the terms are essentially an extension of the same coverage (we often mirror engine extended warranties if they exist, and for pump end we cover accordingly). The cost of such plans is quoted based on equipment value and term. Labor and Travel Specifics: To emphasize, yes, our warranty does cover labor and travel costs for warranty repairs, as we know these can be significant. We don't want an agency to avoid calling in an issue for fear of travel charges, so we simply cover it (this is factored into our overhead). If extremely remote travel is required (say a remote Alaskan bush community), we will work out the most efficient solution (maybe flying a part in and guiding local personnel) but if we had to fly a tech via bush plane, that is something we'd undertake after discussion – again the intent is the agency doesn't pay. Geographical Limit Support: On geography, our many dealers in contiguous USA and parts of Canada make it such that service is usually local. For outlying areas like Hawaii, we have partner service companies we contract with as needed to handle issues under our direction (so the user still isn't paying). The contract expects nationwide service and we fulfill that. All Products Covered: All products we sell (pumps, accessories that are part of the system, etc.) are under warranty. For third-party accessories (say we provided a non-Thompson brand flow meter), that carries the OEM warranty but we will facilitate any claims within the first year similarly (we take care of contacting OEM and replacing it for the customer). In summary, Thompson Pump's warranty is a full-coverage, no-nonsense warranty covering the entire unit (parts/labor/travel) for at least two years everywhere we sell. We administer it in a way that minimizes burden on the customer – we coordinate the fix. This demonstrates our confidence in our product quality and our dedication to customer support post-sale. We'll ensure Sourcewell members experience prompt and hassle-free warranty service, keeping their operations running smoothly.
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Table 7B: Depth and Breadth of Offered Solutions

Indicate below if the listed types or classes of Solutions are offered within your proposal. Provide additional comments in the text box provided, as necessary.

Line Item	Category or Type	Offered *	Comments
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76	Sewer vacuums	☐ Yes ☒ No	Thompson Pump does not manufacture or sell truck-mounted sewer vacuum units (i.e., vacuum trucks or trailer vac units for cleaning sewers). Our focus is on pumping equipment for moving liquids. Sewer vacuum trucks (often combination jet/vac trucks) are outside our product line. Participating entities looking for sewer vacuum vehicles would need to source those from a different vendor. Thompson Pump's offerings under this contract are centered on portable pumping systems for bypass and dewatering, not the vacuum vehicles used in sewer cleaning. *
77	Sewer Jetters and Rodders	☐ Yes ☒ No	We do not produce dedicated sewer jetter machines or rodder machines. While our high-pressure pumps can be components in jetting systems, we do not offer the complete trailer-mounted or truck-mounted jetters (with hose reels, nozzles, etc.) that are used for cleaning sewer lines. Similarly, mechanical rodding equipment is not in our catalog. Agencies requiring sewer line cleaning apparatus would not obtain those through Thompson Pump under this contract. *
78	Hydro or Air Excavation Equipment	☐ Yes ☒ No	Thompson Pump does not offer hydro-excavation trucks or air excavation units. Those are specialized vacuum excavation systems typically mounted on trucks or trailers with high-pressure water and vacuum tanks. This falls outside our pump manufacturing scope. We focus on pumps for moving water and waste fluids, not the complete excavation rigs. Therefore, we mark "No" for this category. (Our pumps could theoretically supply water to a hydro-excavation system, but we do not sell the excavation system itself. *
79	Combination Sewer Cleaning and Hydro-Excavation units	☐ Yes ☒ No	We do not provide combination sewer cleaner/hydro-excavation units (such as dual-purpose vacuum trucks that can clean sewers and hydro-dig). As with categories 76-78, this equipment is not part of Thompson Pump's product range. We recommend agencies seeking those combination units consult vendors specializing in vacuum trucks. Thompson Pump's contribution in the sewer maintenance realm is limited to providing bypass pumping during sewer line work, rather than the cleaning equipment. *

80	Dewatering, Mud, Trash, and Centrifugal Pumps	☒ Yes ☐ No	Absolutely, this is the core of Thompson Pump's offerings. We provide a wide array of centrifugal pumps for dewatering, including trash pumps (solids-handling pumps), diaphragm mud pumps, and high-volume dewatering pumps. These pumps are available in various sizes and configurations (trailer-mounted, skid-mounted, portable) and are suitable for construction dewatering, flood control, sewage bypass, and moving dirty water or slurries[19]. This category precisely describes our primary product lineup, which is thoroughly detailed in our response (see Section G and our pricing list). All these pumps are included in our Sourcewell proposal.	*
81	Pumps used in lift stations, sewage treatment, water treatment, or water collection facilities	☒ Yes ☐ No	Thompson Pump can supply engine-driven backup pumps and bypass pump systems for lift stations and treatment facilities. While we do not make electric submersible pumps that typically sit inside lift station wet wells, we do offer above-ground pumping solutions to be used at such facilities. For example, our automatic self-priming pumps can be installed as emergency bypass pumps at lift stations or as portable units brought in to handle flow during maintenance[19]. We have provided pumps to sewage treatment plants for backup and to water treatment plants for high-head transfer. In summary, yes, we cover this category through our surface pump systems that assist or replace station pumps when needed. (Clarification: We are not providing vertical turbine or submersible sewage pumps that permanently install inside stations; our provided solution is typically a separate pump unit used in parallel or emergency scenarios.)	*

82	Accessories, supplies, and replacement or wear parts related to the offerings above	☒ Yes ☐ No	Yes, we offer a full range of accessories and spare parts to support all the pumps we provide[31]. This includes suction and discharge hoses, fittings (couplings, adapters, check valves), strainers, hose floats, wellpoint equipment, gaskets, seals, impellers, wear plates, and engine service parts. Any item that is a wear part or accessory to ensure proper pump operation is available through us. We maintain inventory of common replacement parts for rapid supply. Additionally, we offer related safety and operational supplies (for example, spill containment berms for fueling, or control panel add-ons) associated with pump usage. All such accessories and parts are considered part of our proposal and can be purchased using the contract. (In conclusion, Thompson Pump's proposal excludes vacuum trucks, jetters, and hydro-excavators, but includes a comprehensive selection of pumping equipment and all their related accessories and parts, especially focusing on trash pumps and dewatering pumps which are our specialty.)
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Table 8: Exceptions to Terms, Conditions, or Specifications Form

Line Item 83. NOTICE: To identify any exception, or to request any modification, to Sourcewell standard Master Agreement terms, conditions, or specifications, a Proposer must submit the proposed exception(s) or requested modification(s) via redline in the Master Agreement Template provided in the “Bid Documents” section. Proposer must upload the redline in the “Requested Exceptions” upload field. All exceptions and/or proposed modifications are subject to review and approval by Sourcewell and will not automatically be included in the Master Agreement.

Do you have exceptions or modifications to propose?	Acknowledgement *
	☐ Yes ☒ No

Documents

Ensure your submission document(s) conforms to the following:

1. Documents in PDF format are preferred. Documents in Word, Excel, or compatible formats may also be provided.
2. Documents should NOT have a security password, as Sourcewell may not be able to open the file. It is your sole responsibility to ensure that the uploaded document(s) are not either defective, corrupted or blank and that the documents can be opened and viewed by Sourcewell.
3. Sourcewell may reject any response where any document(s) cannot be opened and viewed by Sourcewell.
4. If you need to upload more than one (1) document for a single item, you should combine the documents into one zipped file. If the zipped file contains more than one (1) document, ensure each document is named, in relation to the submission format item responding to. For example, if responding to the Marketing Plan category save the document as “Marketing Plan.”

- [Pricing](#) - FY2026-2030 Sourcwell TPM Direct and Municipal Distributor Price Books (DP Edit- Combined 2-17-26).pdf - Tuesday February 17, 2026 14:39:59
- [Financial Strength and Stability](#) - Attachment 2 - Financial Strength & Stability - 2026.pdf - Tuesday February 17, 2026 09:49:09
- [Marketing Plan/Samples](#) - Attachment 3 - Marketing Plan_Samples.pdf - Tuesday February 17, 2026 09:49:34
- [WMBE/MBE/SBE or Related Certificates](#) - Attachment 4- TPM Defined as SBE (KS 1-11-26).pdf - Tuesday February 17, 2026 09:49:52
- [Standard Transaction Document Samples](#) - Attachment 6- Standard Transaction Docs (KS- 2026).pdf - Tuesday February 17, 2026 09:50:13
- Requested Exceptions (optional)
- [Upload Additional Document](#) - Attachment 7- Additional Support Docs (DP 1-11-26).pdf - Tuesday February 17, 2026 09:50:46

Addenda, Terms and Conditions

PROPOSER AFFIDAVIT OF COMPLIANCE

I certify that I am an authorized representative of Proposer and have authority to submit the foregoing Proposal:

1. The Proposer is submitting this Proposal under its full and complete legal name, and the Proposer legally exists in good standing in the jurisdiction of its residence.
2. The Proposer warrants that the information provided in this Proposal is true, correct, and reliable for purposes of evaluation for award.
3. The Proposer certifies that:
 - (1) The prices in this Proposal have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any other Proposer or competitor relating to-
 - (i) Those prices;
 - (ii) The intention to submit an offer; or
 - (iii) The methods or factors used to calculate the prices offered.
 - (2) The prices in this Proposal have not been and will not be knowingly disclosed by the Proposer, directly or indirectly, to any other Proposer or competitor before award unless otherwise required by law; and
 - (3) No attempt has been made or will be made by Proposer to induce any other concern to submit or not to submit a Proposal for the purpose of restricting competition.
4. To the best of its knowledge and belief, and except as otherwise disclosed in the Proposal, there are no relevant facts or circumstances which could give rise to an organizational conflict of interest. An organizational conflict of interest is created when a current or prospective supplier is unable to render impartial service to Sourcewell due to the supplier's: a. creation of evaluation criteria during performance of a prior agreement which potentially influences future competitive opportunities to its favor; b. access to nonpublic and material information that may provide for a competitive advantage in a later procurement competition; c. impaired objectivity in providing advice to Sourcewell.
5. Proposer will provide to Sourcewell Participating Entities Solutions in accordance with the terms, conditions, and scope of a resulting master agreement.
6. The Proposer possesses, or will possess all applicable licenses or certifications necessary to deliver Solutions under any resulting master agreement.
7. The Proposer will comply with all applicable provisions of federal, state, and local laws, regulations, rules, and orders.
8. Proposer its employees, agents, and subcontractors are not:
 1. Included on the "Specially Designated Nationals and Blocked Persons" list maintained by the Office of Foreign Assets Control of the United States Department of the Treasury found at: <https://www.treasury.gov/ofac/downloads/sdnlist.pdf>;
 2. Included on the government-wide exclusions lists in the United States System for Award Management found at: <https://sam.gov/SAM/>; or
 3. Presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from programs operated by the State of Minnesota; the United States federal government, as applicable; or any Participating Entity. Vendor certifies and warrants that neither it nor its principals have been convicted of a criminal offense related to the subject matter of this solicitation.

☒ By checking this box I acknowledge that I am bound by the terms of the Proposer's Affidavit, have the legal authority to submit this Proposal on behalf of the Proposer, and that this electronic acknowledgment has the same legal effect, validity, and enforceability as if I had hand signed the Proposal. This signature will not be denied such legal effect, validity, or enforceability solely because an electronic signature or electronic record was used in its formation. - David Perry, Municipal Sales Manager, Thompson Pump & Manufacturing Company Inc.

The Proposer declares that there is an actual or potential Conflict of Interest relating to the preparation of its submission, and/or the Proposer foresees an actual or potential Conflict of Interest in performing the obligations contemplated in the solicitation proposal.

☒ Yes ☐ No

The Bidder acknowledges and agrees that the addendum/addenda below form part of the Bid Document.

Check the box in the column "**I have reviewed this addendum**" below to acknowledge each of the addenda.

File Name	I have reviewed the below addendum and attachments (if applicable)	Pages
Addendum_1_Sewer_Vacuum_RFP_021726 Tue February 3 2026 04:13 PM	☒	1