



TRUEPANI

# Pitcher Filter, Filter Cartridges, and Water Quality Sampling for Post Lead Service Line Replacement Construction

Event 1245

Due February 24th, 2023 4:00 PM CST

Prepared for Saint Paul Regional Water Services (SPRWS) by TruePani Inc.



**SAINT PAUL**  
**MINNESOTA**

City of Saint Paul  
Saint Paul Regional Water Services  
1900 Rice Street  
St. Paul, MN 55113  
Attn: Queenie Tran

February 17, 2023

To Whom it May Concern,

Thank you for considering TruePani Inc. as a potential contractor for the scope of work outlined in RFP Event 1245 titled “Pitcher Filter, Filter Cartridges, and Water Quality Sampling for Post Lead Service Line Replacement Construction.” We are pleased to submit our team’s qualifications and capacity to Saint Paul Regional Water Services (SPRWS).

TruePani, founded in 2016, is a trusted subject-matter expert in lead in drinking water, having executed lead-focused water infrastructure projects over the past seven years, impacting a population of 1.5M+. TruePani’s team of consultants, engineers, and communications personnel are implementing projects for state and local clients nationwide related to lead in drinking water testing, remediation, and the LCRR. TruePani is 100% female-owned and **DBE-certified**.

**Sample Kit and Pitcher Fulfillment.** TruePani maintains a fulfillment center in Knoxville, TN and has worked with many local and state agencies to provide sample kits that enable homeowners, schools, and child care facilities to collect their own lead in drinking water samples. For state-wide lead testing projects in Texas and Nevada, TruePani prepares customized sample kits for testing the drinking water at schools and childcares for lead. TruePani has provided pitcher filter fulfillment on several past projects.

**Efficient Data Management.** TruePani utilizes an online database management system to manage communications with customers, track shipment updates, organize lead testing results, and display key performance indicators on client-facing portals. TruePani will develop a dashboard for SPRWS that can be used to track program progress and is updated in real-time with new information.


**Lead in Drinking Water Expertise.** Because TruePani is specialized in lead in drinking water projects, all staff that are assigned to this project are well-versed in LCRR requirements and have hands-on experience with lead in drinking water regulations.

**Engineering with a Focus on Communications.** TruePani applauds the concerted effort of the Lead Free SPRWS initiative, as the initiative is a model for replacement programs nationwide. Our communications team will work with the SPRWS team to provide support and will positively represent the program when making sample collection reminder calls. The communications team will work with SPRWS to develop clear, easy to understand instructions for proper filter use and sample collection.



A commitment to client satisfaction, the highest quality work, transparency, and timely deliverables are at the center of all TruePani projects. Please do not hesitate to reach out with any questions. We appreciate your consideration and hope to become the SPRWS's preferred partner for RFP Event 1245.

Respectfully,



Shannon Evanchec  
Co-Founder, Director of Lead in Drinking Water Programs, TruePani Inc.  
O: (865) 346-6737 | M: (724) 584-7192 | [shannon@truepani.com](mailto:shannon@truepani.com)

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## Tab 1 - Description of Proposer's Overall Approach or Solution

### *A. Project Approach and Rationale*

TruePani Inc. (“TruePani”) is an environmental engineering, data management, and communications firm specialized in providing comprehensive services related to lead in drinking water for water systems, state and local government, school districts, and commercial businesses across nine states. Over the past seven years, TruePani has built a portfolio of lead in drinking water projects including testing programs, LCRR compliance, data management, communications, remediation, and sample kit and pitcher fulfillment.

TruePani’s approach to the scope of work outlined in Event 1245 is centered around providing a seamless experience for the customers that receive lead service line replacements and the SPRWS staff that manage the construction. TruePani will provide direct-to-customer distribution of pitcher filters and water sample bottles (sample kits) and oversee the laboratory analysis and reporting of sample results.

TruePani has found that successful projects begin with designing and implementing an organized system for data management. TruePani utilizes an online database to store all lead testing project data, including sample kit shipment information and laboratory analytical results. For lead testing projects in Texas, Nevada, New Hampshire, Tennessee, Hawaii, North Carolina, and California, TruePani has used online database systems to automate customer communications and reporting and display program information through digital dashboards.

### *B. Description of Work Process Flow*

TruePani has divided the project into five distinct phases, beginning upon contract award and concluding after one year. The project phases include:

- Phase 1: Project Management
- Phase 2: Dashboard Development
- Phase 3: Pitcher Filter Fulfillment
- Phase 4: Sample Kit Fulfillment
- Phase 5: Results Reporting

The Project Manager will work with SPRWS to coordinate activities with the LSLR construction schedule. The pitcher filter and sampling kit distribution schedule will be housed in TruePani’s online database and connected to the Program Dashboard for SPRWS visibility and real-time adjustments. Managing the project through a centralized database will also allow the fulfillment team to track inventory and schedule sample kits and pitcher filters for shipment.

Proposed schedules for project and inventory management are shown below. Several of the project phases will happen concurrently over the approximately 12-month contract window, with TruePani’s engineering, data management, and communications teams working cross-functionally under the project manager.

Table 1: Project Schedule

PROJECT SCHEDULE														
Phase	23-Mar	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	
1. Project Management	[Gantt bar spanning from 23-Mar to Mar-24]													
2. Dashboard Development	[Gantt bar from 23-Mar to Apr-23]													
3. Pitcher Kit Fulfillment		[Gantt bar from Apr-23 to Nov-23]												
4. Sample Kit Fulfillment						[Gantt bar from Aug-23 to Mar-24]								
5. Results Reporting						[Gantt bar from Aug-23 to Mar-24]								

Table 2: Projected Inventory

TRUEPANI INVENTORY MANAGEMENT													
	23-Mar	Apr-23	May-23	Jun-23	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24
<b>Lead Service Replacements (Planned)</b>		60	100	100	120	120	120	100	60				
Filters Distributed (Outbound to Customer)		60	100	120	120	120	120	100	60				
Filter Orders (Inbound Inventory)	400		400		400		400						
<b>Current Filter Inventory</b>	<b>200</b>	<b>480</b>	<b>280</b>	<b>460</b>	<b>220</b>	<b>380</b>	<b>140</b>	<b>340</b>	<b>220</b>	<b>220</b>	<b>220</b>	<b>220</b>	<b>220</b>
Samples Kits Shipped (Outbound to Customer)						60	100	120	120	120	120	100	60
Prepared Sample Kits (Inbound Inventory)					360		360		360		360	144	
<b>Current Sample Kit Inventory</b>					<b>360</b>	<b>300</b>	<b>260</b>	<b>240</b>	<b>240</b>	<b>240</b>	<b>240</b>	<b>404</b>	<b>84</b>

### C. Overall Project Manager

Shannon Evanchec will serve as the Project Manager for the program and will be responsible for management and performance under the contract, including overseeing the creation of initial project schedules, monthly invoices, and project meetings. She will be the primary point of contact for Saint Paul Regional Water Services and will be available to SPRWS staff via cell phone and email from 7 AM to 6 PM CST, Monday to Saturday.

Shannon has eight years of project management experience and is the Director of Lead in Drinking Water Programs at TruePani. Shannon holds a BS in Environmental Engineering from Georgia Institute of Technology and an MBA with a concentration in Supply Chain

Management from the University of Tennessee. Shannon is currently the project manager for the Texas Lead Testing in School and Child Care Program, overseeing distribution of water quality sampling kits and pitcher filters to thousands of eligible schools and child care programs.

Shannon is based in the Knoxville, TN office and works closely with the local fulfillment center manager to manage inventory and end-to-end logistics. All sample kits and pitcher filters for SPRWS would be distributed direct-to-customer from the Knoxville center. With expertise in environmental engineering and supply chain management, Shannon has a unique skill set to manage the logistics of the scope of work presented in Event 1245.



## Tab 2 - Scope of Services

### Phase 1: Project Management

#### P1 Overview

Upon contract award, TruePani will coordinate with SPRWS personnel to schedule a Project Kickoff meeting, to discuss the approach and schedule for achieving project deliverables. TruePani will set up recurring meetings with the SPRWS team to provide project updates, such as fulfillment metrics and sample kit return rates. TruePani will organize and coordinate day-to-day operations through the online database, which will house all program information.

#### P1 Deliverables

- Project schedule
- Project kickoff presentation
- Meeting agendas
- Meeting minutes
- Monthly invoices

#### P1 Potential Issues and Responses

- Project falls behind schedule
  - Response: TruePani Project Manager will develop an action plan within 48 hours to get the project back on schedule
- Schedule conflicts with monthly meetings
  - Response: TruePani will suggest alternate times within 24 hours

#### P1 Roles and Responsibilities

Responsible Staff Member(s)	Role	Responsibilities	Hours
Shannon Evanchec	Project Manager	<i>Project Kickoff</i>	2
		<i>Monthly Meetings</i>	12
		<i>Monthly Invoices</i>	24
Sam Becker	Data Manager	<i>Project Kickoff</i>	2
		<i>Monthly Meetings</i>	12
Steven McDonough	Project Associate	<i>Monthly Meetings</i>	12
Victoria Jacobs	Outreach Coordinator	<i>Monthly Meetings</i>	12
SPRWS Staff		<i>Project Kickoff</i>	2
		<i>Monthly Meetings</i>	12
		<i>Review Invoices</i>	24
		<b>Est. TruePani Hours:</b>	<b>76</b>
		<b>Est. SPRWS Hours:</b>	<b>38</b>

## Phase 2: Dashboard Development

### P2 Overview

TruePani will begin the development of the Program Dashboard by setting up an online database to house all information, including customer accounts, construction schedules, shipment tracking information, and lead analysis results. Outputs from the database are LIMS-compatible. The Program Dashboard will be populated by information stored within the online database and will feature a dynamic, real-time display that shows the return rate of sample bottles to the lab, dates of pitcher filter and sample kit delivery, and water quality testing results. The Dashboard can also be customized to include additional information as requested by SPRWS. An example of the dashboard is shown below (Figure 1).

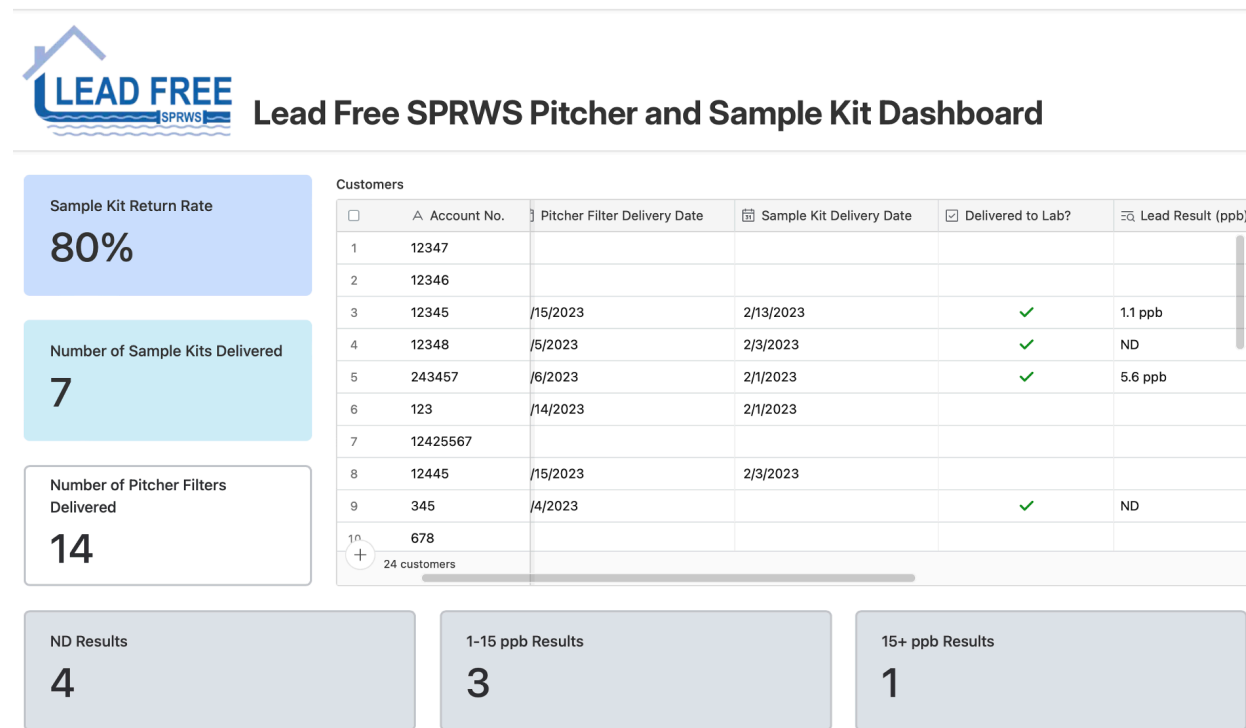


Figure 1: Dynamic Fulfillment Dashboard

TruePani will track all pitcher filter and sample kit shipments through an API connection to a shipping software which will allow for automatic tracking updates and delivery notifications. The data displayed on the Program Dashboard will be dynamic and update automatically once packages are delivered to their destination.

Since the scope of this project is very similar to several of TruePani’s other projects, the expected timeframe for dashboard development is approximately one week from contract award.

## P2 Deliverables

- Online Database
- Program Dashboard

## P2 Potential Issues and Responses

- API connection issue between database and shipment tracking
  - Response: TruePani Data Manager will address the issue within 24 hours. Shipment tracking will be conducted manually in the meantime.
- SPRWS requests additional KPIs to be added to the dashboard
  - Response: TruePani Data Manager will respond to the request within 24 hours and provide an estimated time for completion of the task.

## P2 Roles and Responsibilities

Responsible Staff Member(s)	Role	Responsibilities	Hours
Sam Becker	Data Manager	<i>Online database</i>	<i>40</i>
		<i>Program Dashboard</i>	<i>10</i>
SPRWS Staff		<i>Dashboard review</i>	<i>2</i>
		<b>Est. TruePani Hours</b>	<b>50</b>
		<b>Est. SPRWS Hours</b>	<b>2</b>

## Phase 3: Pitcher Filter Fulfillment

### P3 Overview

All fulfillment activities will be conducted out of TruePani’s fulfillment center in Knoxville, TN. TruePani will provide each resident with a 10-cup capacity Brita Pacifica Pitcher and a 6-month LongLast+ filter (Figure 2) no earlier than 30 days before the lead service line replacement is scheduled to take place. Brita’s LongLast+ pitcher filter has been certified by the Water Quality Administration (WQA) against the NSF/ANSI Standards 42 and 53 and does not remove fluoride or otherwise alter water chemistry. Additional specifications for the pitcher and filter are included below (Figure 3).

TruePani has an established relationship with Brita. TruePani and Brita have partnered on several past projects including distributing pitcher filters to at-risk childcare facilities and providing educational information and pitcher filters at the Center for Black Women’s Wellness Earth Day Event.

TruePani will ensure that filters are not delivered more than 30 days before construction. The online database and Program Dashboard can update in real-time as the LSL replacement schedules change. Tracking information each pitcher filter will be stored within the Program Database and displayed on the Program Dashboard. Outbound filter shipments will be scheduled to leave the fulfillment center 30-days prior to the construction date. Expected transit time is three days. Automated tracking updates can be sent to customers at SPRWS’s request.

Boxes will feature a multi-language “Lead-Free St. Paul” sticker to clearly identify the contents of the box and indicate that the contents are free to the customer. During past projects, TruePani has worked with certified translators to develop materials in multiple languages. TruePani can include instructions on the appropriate use of the filter and how to report a defective or damaged product. Damaged or defective pitcher filters will be replaced within one week of a customer notification and communicated to SPRWS.



Figure 2: Example of filter packaging and Brita Pacifica Pitcher with LongLast+ Filter





**Brita Pacifica Pitcher White w/LongLast  
+ Filter 2/1ct**



Brita

**UPC CODE INFORMATION**

Unit UPC:	060258365153
Case UPC:	10060258365150

**SELLING UNIT SPECIFICATION**

Length (R to L) [in.]:	11.02
Width (F to B) [in.]:	6.14
Height [in.]:	10.28
Weight [lbs]:	2.03

**CASE SPECIFICATION**

Case Dimension	12.95"L x11.65"W x11.02"H
Case Weight [lbs] :	5.40
Case Cube[ft]:	0.962

**UNIT UPC**



**PALLET SPECIFICATION**

Cases/Trays per Layer:	12
Layers per Pallet:	4
Cases/Trays per Pallet:	48
Pallet Weight[lbs]:	
(w/slipsheet)	259.00
(w/CHEP Pallet):	324.00
Pallet Dimension:	
(w/slipsheet-Actual unit load dimensions)	46.61"L x38.86"W x44.53"H
(w/CHEP Pallet):	48.00"L x40.00"W x50.16"H
Pallet Cube[ft.3]:	
(w/slipsheet-Actual unit load dimensions):	46.676
(w/CHEP Pallet):	55.733
Pallets Per Truck:	
Based on 53 ft.truck	60

**CASE UPC**



Product Fact Sheet

MATERIAL NUMBER : 61850

Last Data / Image Update: Jul 07 2021

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Date pdf generated: Jul 7, 2021

Figure 3: Brita Pacifica Pitcher with LongLast+ Filter Specifications



### **P3 Deliverables**

- 1,500 pitcher filters shipped to customers
- Multi-language “Lead Free St. Paul” sticker for pitcher box
- Instructions for proper use of the pitcher filter
- Shipment tracking (outbound)

### **P3 Potential Issues and Responses**

- Pitcher filter is lost in the mail
  - Response: TruePani will verify the customer’s address and send another pitcher to the customer within one week of the original pitcher going missing. If the original pitcher is returned to the fulfillment center, TruePani WILL NOT charge SPRWS for an additional pitcher filter.
- Customer cannot locate a delivered pitcher filter
  - Response: TruePani will verify the customer’s address and send another pitcher filter to the customer after approval by SPRWS. TruePani WILL charge SPRWS for an additional pitcher filter. The second pitcher filter will be sent within one week of approval by SPRWS.

### **P3 Roles and Responsibilities**

<b>Responsible Staff Member(s)</b>	<b>Role</b>	<b>Responsibilities</b>	<b>Hours</b>
Shannon Evanche	Project Manager	<i>Manage Shipment Schedule</i>	104
Kurt Bonilla, Hamsah Al-Tobasi	Fulfillment Technician	<i>Assemble Filter Boxes</i>	50
		<i>Ship Pitcher Filters</i>	200
Victoria Jacobs	Outreach Coordinator	<i>Address Verification Calls</i>	40
SPRWS Staff		<i>Review Customer Addresses</i>	Unk.
		<i>Provide Updates on Replacement Schedule</i>	Unk.
		<b>Est. TruePani Hours</b>	<b>394</b>
		<b>Est. SPRWS Hours</b>	<b>Unk.</b>

## Phase 4: Sample Kit Fulfillment

### P4 Overview

Sample kits will be provided to each resident four months after their lead service line (LSL) replacement. The kit will include a 1L HDPE wide-mouth sample bottle, a chain of custody form, instructions on how to collect the sample, and pre-paid return postage for shipping the sample to the lab for analysis (Figure 4). The outside of the box will feature a multi-language “Lead Free St. Paul” sticker that clearly identifies the contents of the box.

TruePani’s communication team will follow-up with the customer one week after sample kit delivery to make sure that the kit was delivered and to answer any questions on the sample collection procedure. For return postage, TruePani will utilize USPS and select a box or poly mailer that fits in a standard mailbox for ease of return.

TruePani’s software will monitor the tracking number of the return packages and automatically update the database once a sample kit is shipped to and received at the lab. Both outbound and return tracking information (status, tracking numbers) will be visible to SPRWS on the Program Dashboard. Upon arrival at the lab, samples will be acid preserved and analyzed for lead via EPA Method 200.8. Upon receipt of the chain of custody, TruePani will ensure that the sample was collected properly by the resident (proper stagnation period, etc.). Should it be warranted, TruePani will re-ship a kit in situations where the sample was not collected properly, after approval by SPRWS.



Figure 4: Example of Sample Kit that TruePani would provide and accompanying materials

## **P4 Deliverables**

- 1,500 sample kits shipped to customers
- Outreach phone calls to 1,500 customers
- Sample analysis via EPA 200.8
- Multi-language “Lead Free St. Paul” sticker for sample kit box
- Sample collection instructions
- Program-specific chain of custody form
- Shipment tracking (outbound and return)

## **P4 Potential Issues and Responses**

- No contact information is available for the customer or phone number is disconnected
  - Response: TruePani will provide SPRWS with a list of customers that are missing contact information at the onset of the project. During sample collection calls, TruePani will mark any customers with disconnected phones in the database and provide a list to SPRWS
- Customer does not answer when TruePani calls for the sample collection reminder
  - Response: TruePani will leave a voicemail, if possible. If not possible, TruePani will attempt to contact the customer again within 2 business days.
- Sample Kit is lost in the mail
  - Response: TruePani will verify the customer’s address and send another kit to the customer within one week of the original kit going missing. If the original kit is returned to the fulfillment center, TruePani WILL NOT charge SPRWS for an additional sample kit.
- Customer cannot locate a delivered sample kit
  - Response: TruePani will verify the customer’s address and send another kit to the customer after approval by SPRWS. TruePani WILL charge SPRWS for an additional sample kit. The second kit will be sent within one week of approval by SPRWS.
- COC review indicates that the customer collected the sample incorrectly
  - Response: TruePani will alert SPRWS of the issue and confirm that a new sample kit can be shipped to the customer. Upon approval, TruePani will reach out to the customer to explain why the sample was collected incorrectly and determine if they would like to collect another sample. If yes, TruePani will send another sample kit within one week.



## P4 Roles and Responsibilities

Responsible Staff Member(s)	Role	Responsibilities	Hours
Kurt Bonilla, Hamsah Al-Tobasi	Fulfillment Technician	<i>Assemble Sample Kits</i>	<i>100</i>
		<i>Ship Sample Kits</i>	<i>150</i>
Victoria Jacobs	Outreach Coordinator	<i>Sample Collection Calls to Customers</i>	<i>250</i>
		<i>Address Verification Calls</i>	<i>40</i>
Steven McDonough	Project Associate	<i>QAQC of COC</i>	<i>125</i>
SPRWS Staff		<i>Supplement Missing Contact Information</i>	<i>Unk.</i>
		<b>Est. TruePani Hours</b>	<b>665</b>
		<b>Est. SPRWS Hours</b>	<b>Unk.</b>

## ***Phase 5: Results Reporting***

### **P5 Overview**

Upon receipt of analysis results, TruePani will upload the EDD to the database for display on the Program Dashboard. An automatic notification will be sent to SPRWS at [lead@stpaul.gov](mailto:lead@stpaul.gov) within 24-48 hours of a lead exceedance reported by the lab.

A letter detailing the results of the testing and a physical copy of the laboratory report will be sent to the resident within 24-48 business hours of receiving the report from the lab. All resident-facing communications under the project will be developed by TruePani's communications team in collaboration with SPRWS to ensure that residents have a clear understanding of their results and are informed of next steps if elevated levels of lead are found.

### **P5 Deliverables**

- Automatic notifications of exceedances
- 1,500 results letters sent to customers

### **P5 Potential Issues and Responses**

- Results letter is lost in the mail
  - Response: TruePani Outreach Coordinator will collect an email address from the customer and send the results report to them with the letter explaining the results.
- Customer is concerned with their lead testing result
  - Response: TruePani Outreach Coordinator will reach out to the customer to answer any questions that they have.

## P5 Roles and Responsibilities

Responsible Staff Member(s)	Role	Responsibilities	Hours
Steven McDonough	Project Associate	<i>Upload EDDs to Database</i>	125
Kurt Bonilla, Hamsah Al-Tobasi	Fulfillment Technician	<i>Results Letter Template</i>	5
		<i>Customer Inquiries</i>	150
Victoria Jacobs	Outreach Coordinator	<i>Print Letters and Lab Reports</i>	125
		<i>Send Results Letters</i>	50
SPRWS Staff		<i>Customer Inquiries</i>	100
		<b>Est. TruePani Hours</b>	<b>455</b>
		<b>Est. SPRWS Hours</b>	<b>100</b>

## Tab 3 - Previous Work Providing Similar Services to Public and Private Sector

### *A. Client References*

Seth Kramer, Program Specialist  
Texas Commission on Environmental Quality  
12100 Park 35 Circle, Austin, TX 78753  
Phone: (512) 239-6167  
Email: [seth.kramer@tceq.texas.gov](mailto:seth.kramer@tceq.texas.gov)

Michael Miyahira, Acting Chief  
Safe Drinking Water Branch  
Hawaii State Department of Health  
2385 Waimano Home Road, Suite 110  
Uluakupu Building 4  
Pearl City, HI 96782  
Phone: (808) 586-4258  
Email: [michael.miyahira@doh.hawaii.gov](mailto:michael.miyahira@doh.hawaii.gov)

Lea Anne Atwell, Program Manager  
Lead in Schools and Child Care Facilities  
New Hampshire Department of Environmental Services  
29 Hazen Drive, Concord, NH 03302  
Phone: (603) 271-6147  
Email: [lea.a.atwell@des.nh.gov](mailto:lea.a.atwell@des.nh.gov)

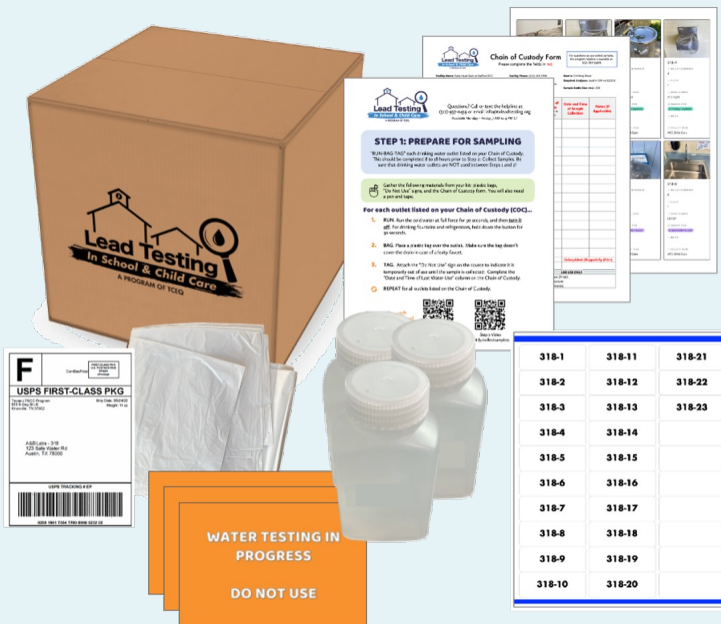
Jennifer Carr, Deputy Administrator  
Nevada Division of Environmental Protection  
901 S. Stewart Street, Suite 4001  
Carson City, Nevada 89701  
Phone: (775) 687-9302  
Email: [jcarr@ndep.nv.gov](mailto:jcarr@ndep.nv.gov)

### *B. Work Samples*



# TruePani Work Sample 1

## Sample Kit Materials



## Pre-Printed Bottle Labels

318-1	318-11	318-21
318-2	318-12	318-22
318-3	318-13	318-23
318-4	318-14	
318-5	318-15	
318-6	318-16	
318-7	318-17	
318-8	318-18	
318-9	318-19	
318-10	318-20	



## Program Branded Stickers

### Learn About Lead

Typically, lead enters drinking water through the corrosion (the wearing away) of plumbing products, such as pipes, solder and fixtures that contain lead. Even when the water you receive from a public water supplier meets all federal and state public health standards for lead, older plumbing materials may contribute lead to the water you drink. The same is true for water coming from a private well with no or low amounts of lead.

Some buildings have lead pipes that connect the building to the water main. These pipes include service lines and goosenecks. Lead service lines are typically the most significant source of lead in drinking water. Among buildings without lead service lines, the most common problems arise from plumbing containing lead solder.



## Online Trainings

Subject: Notification of Sampling for Lead in Drinking Water

Dear Parent or Guardian,

We are sharing information with you about our participation in a program that helps us test for lead in the drinking water at [School/Child Care Name].

This program is provided by Texas Commission on Environmental Quality (TCEQ). It is a voluntary initiative with a goal of reducing exposure to lead in drinking water. Support is made possible by the TCEQ and the U.S. Environment

We anticipate collecting drinking water samples within the next

- Identifying outlets used for drinking and food prep
- Collecting water samples at those outlets
- Analyzing collected samples using an accredited lab
- Reviewing results and taking action to reduce exposure
- Communicating the results to our community
- Contributing to work on reducing any potential lead

Lead is a heavy metal, and some drinking water pipes, taps, and faucets can contain lead. For more information about the sources of lead in your water, visit the EPA's Basic Information about Lead in Drinking Water website.

Results will be available on TCEQ's LTSC Program website.

For more information, visit [Website].

Sincerely,

[Name]  
[Title]

### Laboratory Analysis Report

Client Project Name: LTSCOP Heavy Duty CDS DRG (D-C)

Client Name: TruePani Inc. | Client Address: 147 Technology Park, Suite 100, Houston, TX 77058

Sample Collected By: [Name] | Date Collected: 05/23/22

Client Sample ID	Matrix	AMP Sample ID
4.1	Water	2008052101
4.2	Water	2008052102

PREPARED IN COOPERATION WITH THE TEXAS COMMISSION ON ENVIRONMENTAL QUALITY AND U.S. ENVIRONMENTAL PROTECTION AGENCY. Last updated: May 2022.

### How to Understand Test Results and Create an Action Plan

Lead Testing in School and Child Care  
A Program of TCEQ  
Draft prepared for San Antonio EHS pilot program

If at any point while reviewing this guide or creating your action plan you would like support from the program team, please contact the program helpline via phone: (512)-957-0439 or email info@tceqleadtesting.org. Helpline hours are 6 AM - 5 PM.

Kit ID	Shipping Address	Kit Shipped?	Date Shipped	Date Delivered	Date Received at Lab	Number of Bottles Shipped	Initial First Draw Results Above 15ppb (Y/N/Blank)	Max Result (ppb)
1	0876 439 Tree Rd San Antonio, TX 78207	checked	1/6/23	1/9/23	1/12/23	31 N	ND	
2	0481 99 Vanda Ave Lubbock, TX 79403	checked	1/20/23	1/23/23	1/27/23	2 N	ND	
3	0271 221 Almond St Taft, TX 78390	checked	1/20/23	1/20/23	2/6/23	4 N		1.3
4	7989 27 N Main Ave San Antonio, TX 78212	checked	11/10/22	11/17/22	11/21/22	18 N		7.2
5	7740 87 N Main Ave San Antonio, TX 78205	checked	11/10/22	11/14/22	11/18/22	26 N		ND
6	7689 2123 Mustache Ave San Antonio, TX 78201	checked	11/13/22	11/17/22	11/21/22	27 Y		26
7	7422 5100 Sam St Houston, TX 77098	checked	11/28/22	12/7/22	1/30/23	35 N		7
8	7239 2601 Check Ln San Antonio, TX 78235	checked	11/10/22	11/14/22	11/18/22	32 N		ND
9	6965 87 Steven Way Munday, TX 76371	checked	12/19/22	12/27/22	1/16/23	32 N		4.3
10	6400 701 Victoria St San Antonio, TX 78212	checked	11/16/22	11/21/22	11/29/22	68 Y		18
11	6128 400 Birdy Ln San Antonio, TX 78210	checked	11/16/22	11/21/22	11/29/22	68 N		2
12	6096 723 Denmark Ave San Antonio, TX 78201	checked	11/16/22	11/21/22	11/28/22	63 N		ND
13	5899 687 S Main Ave San Antonio, TX 78205	checked	11/15/22	11/18/22	11/22/22	60 Y		16
14	5752 1002 Saint Paul St San Antonio, TX 78204	checked	11/15/22	11/18/22	11/28/22	59 Y		23
15	5638 621 W Eggs San Antonio, TX 78212	checked	12/15/22	12/20/22	12/22/22	21 N		ND
16	5406 1000 Elvin St San Antonio, TX 78210	checked	11/16/22	11/21/22	11/28/22	65 N		ND
17	5272 415 Hurley St San Antonio, TX 78202	checked	11/13/22	11/17/22	11/21/22	26 N		6.8
18	5048 679 Elmwood St San Antonio, TX 78207	checked	12/14/22	12/19/22	12/21/22	26 N		ND

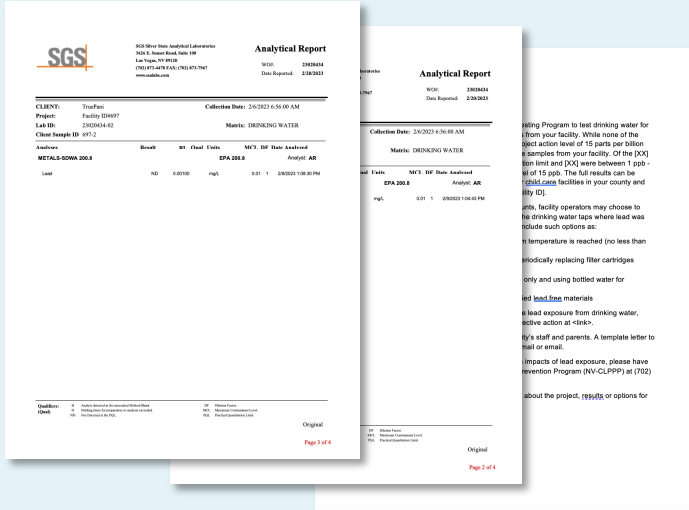
## Lab Results and Letters

## Excel Export with Kit Tracking Info

# TruePani Work Sample 2

## Program Branded Stickers

## Lab Results and Letters



## Instructional Videos



## Online Database with Kit Tracking



Views	222 hidden fields	Filtered by ISK Box Type, Enrollment					
A	T...	ype	ISK Outbound Weight	ISK Return Weight	Sample Kit Tracking Number	Sample Kit Trackin...	Lab Drop Off Date (ISK)
76			0.5497	1.9298	92001901755477300165501820	Delivered, In/At Mailbox	2023-02-15T18:55:00Z
697			0.7180	3.4782	92001901755477300165501332	Delivered, Parcel Locker	2023-02-08T19:53:00Z
27R			3.4512	25.5327	92612901755477300014783825	Delivered, Front Desk/Re...	2023-02-06T19:56:00Z
413			0.5497	1.9298	92001901755477300165502995	Delivered, In/At Mailbox	2023-02-02T18:22:00Z
232			0.9704	5.8007	92001901755477300161374022	Delivered, Front Desk/Re...	2023-01-31T18:56:00Z
655			0.6338	2.7040	92001901755477300155054060	Delivered, Front Door/Por...	2023-01-30T20:16:00Z
665			0.6338	2.7040	92001901755477300155050888	Delivered, Parcel Locker	2023-01-25T19:01:00Z
117R			0.8021	4.2523	92001901755477300142862807	Delivered, Front Door/Por...	2022-12-23T20:11:00Z
111			0.8021	4.2523	92001901755477300086551980	Delivered, Front Desk/Re...	2022-11-04T19:27:00Z
227			1.4769	9.0675	92612901755477300006421117	Delivered, Left with Individ...	2022-10-19T19:44:00Z
439			0.6338	2.7040	92001901755477300072247743	Delivered, Parcel Locker	2022-10-12T19:11:00Z
490			0.6338	2.7040	92001901755477300045991994	Delivered, Front Desk/Re...	2022-09-20T18:24:00Z
281			2.5256	17.0166	92612901755477300003116535	Delivered, Front Door/Por...	2022-09-06T20:19:00Z
379			1.5897	9.8703	92612901755477000027306201	Delivered, In/At Mailbox	2022-07-27T20:37:00Z

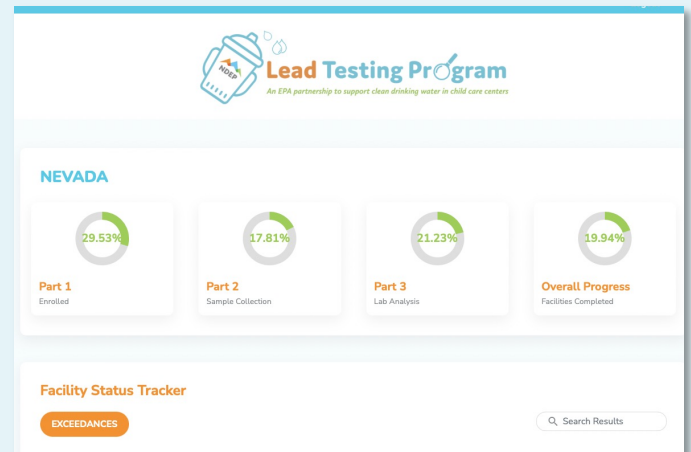
## Sample Kits

### Lead Testing Results

The interactive table below shows all testing results, photos, source locations, and remediation recommendations. Drinking water sources with testing results over 15 ppb show a red "Fail" status unless corrective action has successfully been taken, in which case the status will show "Corrected".

#### HOW TO INTERPRET RESULTS

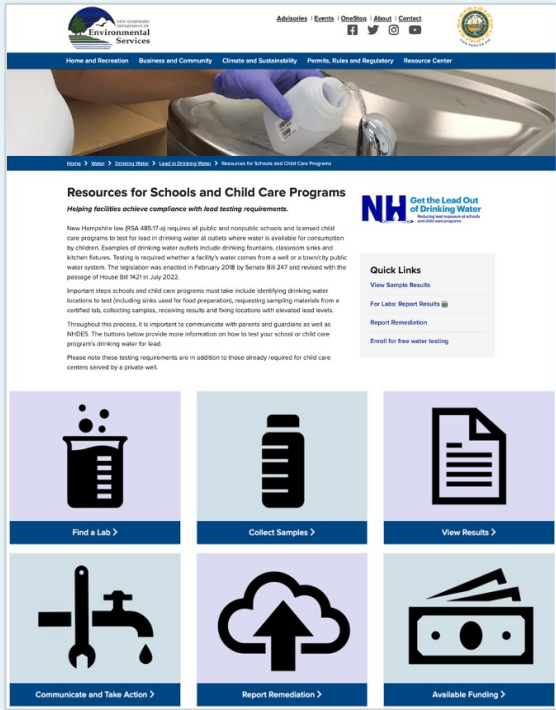
Source ID	Source Type	Source Location (Floor & Room #)	Initial Lead Result	Status
10-1	Classroom Faucet	Floor 1, F	22 ppb	CORRECTED
10-10	Bathroom Faucet	Floor 1, B bathroom	< 1 ppb	PASS
10-11	Bathroom Faucet	Floor 1, Employee bathroom	1 ppb	PASS
10-12	Drinking Fountain	Floor 1, Hallway	< 1 ppb	PASS
10-13	Drinking Fountain	Floor 1, Hallway	< 1 ppb	PASS



## Program Dashboards

# TruePani Work Sample 3

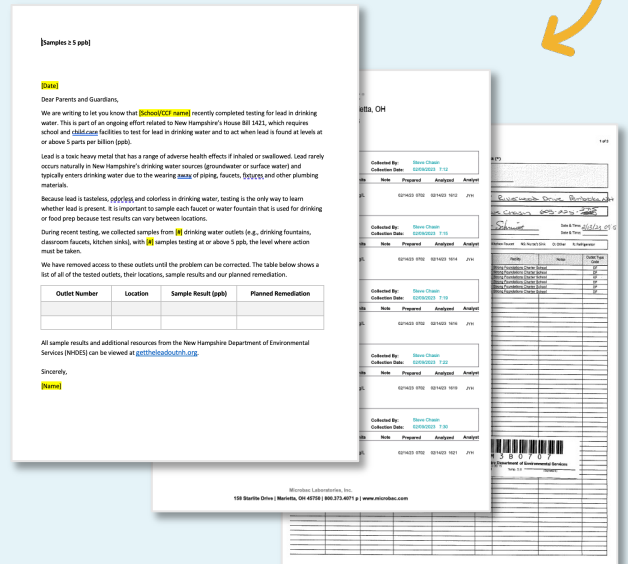
## Program Webpage Redesign



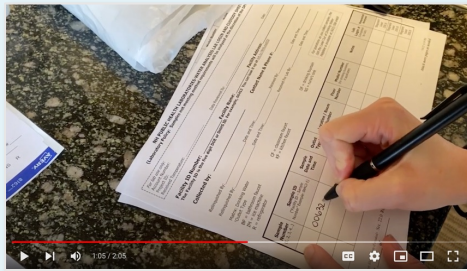
## Program Branded Stickers



## Lab Results and Letters



## Instructional Videos



## Online Public Results Database

R1 All School Data

R1 Outlet ID	Facility Name	Location / Room Number	Result(s) (ppb)	Remediation
<b>2nd Nature Academ:</b> Count: 32				
1	R128405-1	2nd Nature Academy/Nature of ...	8 ppb	Fixture / outlet replacement - Planned
2	R128405-2	2nd Nature Academy/Nature of ...	BRL	
3	R128405-3	2nd Nature Academy/Nature of ...	BRL	
4	R128405-4	2nd Nature Academy/Nature of ...	BRL	
5	R128405-5	2nd Nature Academy/Nature of ...	BRL	
6	R128405-6	2nd Nature Academy/Nature of ...	BRL	
7	R128405-7	2nd Nature Academy/Nature of ...	BRL	
8	R128405-8	2nd Nature Academy/Nature of ...	BRL	
9	R128405-9	2nd Nature Academy/Nature of ...	BRL	
10	R128405-10	2nd Nature Academy/Nature of ...	BRL	
11	R128405-11	2nd Nature Academy/Nature of ...	BRL	
12	R128405-12	2nd Nature Academy/Nature of ...	6 ppb	Fixture / outlet replacement - Planned
13	R128405-13	2nd Nature Academy/Nature of ...	BRL	
14	R128405-14	2nd Nature Academy/Nature of ...	BRL	

13,714 records

### NH Get the Lead Out of Drinking Water

#### STEP 3) Label Samples and Complete COC



Labeling each bottle and completing the Chain of Custody (COC) form helps the laboratory keep track of your samples. You will need to complete a row on the COC form for every sample you collect.

Once all bottles are labeled and the COC is complete, drop off your sample kit at the lab or mail as soon as possible. Follow the instructions from the lab on how to properly pack and ship samples.

The Station ID is the five-digit DOK or DHS ID number with the abbreviated prefix. For example, CB-06422 or S04-26584.

Stagnant Lead by EPA Method 200.8  
Station ID \_\_\_\_\_ Sample # \_\_\_\_\_  
Date \_\_\_\_\_ Time \_\_\_\_\_  
Outlet Type (circle one): BF CF DF IM KF NS R

The first sample you collect is #1, the second is #2, etc. If you previously completed an outlet inventory, the numbers should match.

You can look it up at [bit.ly/NHLeadID](http://bit.ly/NHLeadID)

## Sample Collection Instructions



## Tab 4 - Organizational Qualifications

### A. Corporate Qualifications

#### Firm Background

TruePani, Inc. (“TruePani”), is an environmental consulting and communications firm specialized in providing comprehensive services related to lead in drinking water. Past clients include state, county, and municipal entities, school districts, non-profits, and private organizations. TruePani’s areas of expertise include:

- Lead and Copper Rule Revisions Compliance
- Water Utilities Services
- State Regulatory Compliance
- Data Management
- Drinking Water Sampling
- Sample Kit and Pitcher Filter Direct-to-Customer Fulfillment
- Project Management
- Communications and Marketing

TruePani was established in 2016 by a team of civil and environmental engineers and is headquartered in Knoxville, Tennessee. TruePani has worked with clients in 11 states and is one of the most experienced firms in the country as it relates to lead in drinking water projects. TruePani brings subject matter expertise and a thorough understanding of lead testing at the point-of-use. TruePani is currently conducting sample kit and pitcher filter fulfillment for statewide projects in Texas and Nevada.

TruePani is 100% female-owned and operated and disadvantaged business enterprise (DBE) certified (NAICS 541620 Environmental Consulting Services / NIGP 91843) through the Georgia Department of Transportation (GDOT), the Texas Department of Transportation (TXDOT), the Maine Department of Transportation (MaineDOT), the New York State Department of Transportation (NYSDOT), the Nevada Department of Transportation (NVDOT) the Indiana Department of Transportation (INDOT), the Connecticut Department of Transportation (CTDOT), and the California Department of Transportation (Caltrans).

TruePani is an active member of many industry organizations and has been invited to speak on panels and conduct presentations regarding lead in drinking water nationwide. TruePani also maintains a strong network of advisors including individuals who have worked on EPA legislation for laws such as the Safe Drinking Water Act and the Lead and Copper Rule. Most recently, TruePani spoke at the EPA Public Meeting on Environmental Justice Considerations for the Development of the Proposed LCRI, and previously at the EPA National Stakeholder Roundtable for the Lead and Copper Rule Revisions. Involvement in stakeholder discussions allows TruePani to bring informed ideas and resources to its work with lead in drinking water.

## **Featured Projects**

### **City of Martinez *Lead Service Line Inventory***

The City of Martinez, California selected TruePani through a competitive bid process to develop their lead service line inventory that is required under the EPA's Lead and Copper Rule Revisions. TruePani is responsible for completing the lead service line inventory, developing a compliance and replacement plan, and designing the school and childcare sampling program.

TruePani is developing an initial inventory framework, organized in a database format, that will house all information examined during the initial review of historical data. TruePani will assist the City in preparing a plan to identify unknown service line materials and will assist with field verifications as needed.

Upon completion of the initial service line inventory, TruePani will develop a plan for compliance with the revised Lead and Copper Rule requirements, including a list of updated Tier sites for compliance sampling and developing a strategy for lead service line replacements, should any be identified. Once the EPA has released additional guidance with the Lead and Copper Rule Improvements (LCRI), TruePani will develop a plan for the City to complete the school and childcare sampling requirements.

**Relevant Experience to Event 1245 SOW:** Working with comparable water utilities in the public sector

### **City of Crossville *Lead Service Line Inventory***

The City of Crossville, Tennessee selected TruePani through a competitive RFQ process as the sole contractor to complete their Lead Service Line Inventory and Replacement Program. TruePani will assist the City in completing a service line inventory, developing a compliance and replacement plan, and conducting public education and outreach.

TruePani will develop an initial inventory framework, organized in a database format, similar to the one proposed in this scope of work, that will house all information examined during the initial review of historical data. TruePani will assist the City in preparing a plan to identify unknown service line materials and will assist with field verifications as needed.

Upon completion of the initial service line inventory, TruePani will develop a plan for compliance with the revised Lead and Copper Rule requirements, including a list of updated Tier sites for compliance sampling and developing a strategy for lead service line replacements, should any be identified.

**Relevant Experience to Event 1245 SOW:** Working with comparable water utilities in the public sector

### **Brownsville PUB Lead Service Line Inventory**

Brownsville Public Utilities Board selected TruePani through a competitive RFP process as the sole contractor to complete their lead service line material inventory, conduct all required customer notifications under the LCRR, and prepare their lead service line replacement plan. TruePani will review the system's historical records and organize them into an online database that will ultimately be used to deliver the final lead service line inventory to the primacy agency.

**Relevant Experience to Event 1245 SOW:** Working with comparable water utilities in the public sector

### **Texas CEQ Lead Testing in School and Child Care Program**

The Texas Commission on Environmental Quality (TCEQ) selected TruePani through a competitive RFP process as the sole contractor to design and manage their Lead Testing in School and Child Care Program. The scope of Texas's program includes a fully digital approach, where TruePani provides participants with sample kits and resources to collect drinking water samples, including:

- A customized testing website to identify, organize, and display records
- An interactive web portal to complete program and training
- Fulfillment of sampling kits and laboratory analysis services
- Assistance with the development of an inventory and sampling plan
- Ongoing assistance through direct outreach, web, and phone services
- Public communication and media support (i.e., notification templates, press releases, etc.)

All 26,000+ schools and licensed childcare facilities in the State of Texas are eligible for the program, with priority placed on the most at-risk facilities. TruePani provides initial and follow-up kit fulfillment for all Participants. For child care facilities with elevated lead, TruePani is providing pitcher filter fulfillment.

The foundation for this effort is provided by the Water Infrastructure Improvements for the Nation (WIIN) Act, Section 2107.

**Relevant Experience to Event 1245 SOW:** Inventory Management, Packaging & Instructions Graphics, Logistics, Deliveries to Customer, Water Quality Data Dashboard, Laboratory Management

### **Nevada DEP Lead Sampling Kit Fulfillment**

The Nevada Division of Environmental Protection (NDEP) contracted TruePani to design and manage their state-wide program to test for lead in drinking water at childcare facilities across the state. TruePani has developed a sample kit, including a program chain of



custody, sample instructions, sample collection training videos, preprinted bottle stickers, and return postage. Sample kits are currently being fulfilled out of TruePani's fulfillment center in Knoxville, TN. Pitcher filters are provided to child care facilities where testing shows elevated lead in the drinking water.

**Relevant Experience to Event 1245 SOW:** Inventory Management, Packaging & Sampling Instructions Graphics, Logistics, Deliveries to Customer, Water Quality Data Dashboard, Laboratory Management

### **Hawai'i DOH *Lead in Drinking Water Program***

The Hawai'i Department of Health (HDOH)'s Safe Drinking Water Branch (SDWB) selected TruePani to design and conduct a state-wide program to reduce childhood lead exposure. The project involved meter and service line inspections, outlet inventories, and sample collection at 402 residential daycares, schools, and commercial child care centers across six islands.

TruePani was responsible for outreach, coordination, and communication of inventory and sampling schedules with the designated facility contacts and with the Board of Water Supply. Despite participation in the program being voluntary, TruePani was able to maintain a 99% participation rate.

TruePani also created a customized database solution to support the project. Separate views were created for public facing results, with all reports published within five days of receiving results from the State of Hawai'i Department of Health Laboratories. Using the database solution, TruePani automated results emails to principals, maintenance staff, daycare providers, and other administrators.

**Relevant Experience to Event 1245 SOW:** Working with comparable water utilities in the public sector, Logistics, Water Quality Data Dashboard, Laboratory Management

### **New Hampshire DES *Lead Testing Outreach and Data Management***

The New Hampshire Department of Environmental Services (NHDES) selected TruePani to manage their SB247 Lead Testing Program, which is a state-wide effort requiring all schools and licensed child care facilities to test all sources of drinking water for lead every 5 years. TruePani was retained to develop a data management system to organize existing SB247 data and create a method for introducing new rounds of lead testing results into the dataset.

The data management system developed by TruePani for the project also has the capability to manage and automate all program communications, which include branded educational resources covering basic information on lead in drinking water, sampling instructions, results notifications, remediation options, best practices, and funding availability. All

materials are specific to the New Hampshire program and build upon the State's previous messaging around lead in drinking water.

**Relevant Experience to Event 1245 SOW:** Packaging & Sampling Instructions Graphics, Logistics, Water Quality Data Dashboard, Laboratory Management

## ***B. TruePani Staff Expertise and Project Partners***

### **TruePani Staff**

The following individuals will be part of the TruePani management team for this project, and will be supported by additional TruePani staff, as needed:

- Shannon Evanchec, Project Manager
- Samantha Becker, Data Manager
- Steven McDonough, Project Associate
- Victoria Jacobs, Outreach Coordinator



**Shannon Evanchec**  
Project Manager

Shannon will serve as Project Manager for the project and will be responsible for the overall management and performance under the contract, including overseeing the creation of initial project schedules, monthly invoices, and hosting project meetings with project partners. She will be the primary point of contact for SPRWS. Shannon will oversee the Project Associate and Fulfillment Technicians. All invoices will be provided by the Project Manager. Shannon brings six years of experience at TruePani in managing projects of similar size and scope. She holds an MBA with a concentration in supply chain concentration from the University of Tennessee and a BS in Environmental Engineering from Georgia Institute of Technology.

- City of Crossville, TN Lead Service Line Inventory
- City of Martinez, CA Lead Service Line Inventory
- Texas Lead Testing in School and Child Care Program
- Hamilton County Department of Education Water Sampling



**Sam Becker**  
Data Manager

Sam will serve as the Data Manager and will be responsible for the setup, implementation, and maintenance of the database and Program Dashboard. Sam holds an MPH from the University of Michigan and a BS in Civil Engineering from the Georgia Institute of Technology.

- City of Crossville, TN Lead Service Line Inventory
- City of Martinez, CA Lead Service Line Inventory
- Texas Lead Testing in School and Child Care Program
- Hawai'i Lead in Drinking Water Program



**Steven  
McDonough**  
Project Associate

Steven will serve as the Project Associate and will be responsible for uploading results upon receipt from the laboratory, and working with the project manager to oversee sample kit and pitcher fulfillment activities. At TruePani, Steven has worked on creating and managing large- and small-scale project data sets, interfacing with laboratory staff to ensure timely delivery of results, and performing data quality checks. Steven holds a BS in Environmental Science from the University of Vermont.

- City of Crossville, TN Lead Service Line Inventory
- City of Martinez, CA Lead Service Line Inventory
- Texas Lead Testing in School and Child Care Program
- Hamilton County Department of Education Water Sampling Project



**Victoria Jacobs**  
Outreach  
Coordinator

Victoria will serve as the Outreach Coordinator and will be responsible for overseeing outreach efforts and developing communication materials in coordination with SPRWS. She is experienced in managing outreach teams for both service line inventory and testing projects. Victoria brings an abundance of experience communicating with stakeholders about lead in drinking water. She holds an AS in Communication from Georgia Highlands College and a BA in Technical Communication from Kennesaw State University.

- Texas Lead Testing in School and Child Care Program
- Hawai'i Lead in Drinking Water Program
- Hamilton County Department of Education Water Sampling Project

## **EMSL Analytical, Inc.**

As the nation's leading environmental testing firm, EMSL Analytical, Inc. has been providing quality analytical services since 1981. EMSL offers a wide array of analytical testing services to support environmental investigations focused on asbestos, microbiology, lead paint, environmental chemistry, indoor air quality, industrial hygiene and food testing. Additionally, they provide materials testing, characterization, and forensic laboratory services for a wide range of commercial, industrial, regulatory, and law enforcement clients.

EMSL unmatched capacity coupled with a company-wide focus on customer satisfaction makes no project too large or too small. Our corporate research and development capabilities allow us to bring new methodologies online quickly to meet new industry challenges and client needs. In recruiting and retaining talented and motivated scientists on a national scope, our expertise is marshaled throughout a nationwide network of analytical laboratories. EMSL is committed to providing reliable, defensible data in a standardized and user-friendly format. Rapid turnaround and competitive prices make the dependable results you get that much more valuable.

TruePani has a long history of working with and managing laboratory subcontractors, including. TruePani has had discussions with EMSL regarding the scope of work outlined in Event 1245 and EMSL is prepared to meet the project schedule, electronic data deliverable (EDD) requirements (including ability to interface with TruePani's online database) and reporting requirements.

The EMSL location that will work on this project is the Minneapolis, Minnesota location, located at 3410 Winnetka Avenue North, New Hope, MN 55427.

## EMSL DIAMOND STANDARD



Our diverse staff of over 1,000 employees possess a wide range of expertise, educational background, and capabilities. These dedicated employees follow the lead and standard of care demonstrated by the owner and founder of the company, Dr. Peter Frasca, who, as a hands-on owner maintains daily involvement in our laboratory operations, and assures our work is consistent with his *EMSL Diamond Standard*. This "Diamond Standard" includes the following:

- ◆ **Quality Data** – Track, manage, report, and verify that the data from all our accredited testing services are accurate and reliable through quality programs and regulatory requirements.
- ◆ **Customer Dedication** – We strive to create lasting, mutually beneficial relationships with all clients. We solicit feedback from our clients and we are committed to responding quickly to any questions or concerns that may arise before, during, or after an assignment.
- ◆ **Analytical Expertise** – We employ highly qualified and experienced chemists, geologists, physicists, mycologists, microbiologists, biologists, materials scientists, and industrial hygienists to enhance our analytical abilities and expertise.
- ◆ **Integrity and Ethics** – We insist that our employees uphold the highest standard of ethics. We maintain a "no-compromise" policy as it pertains to any ethical issue.
- ◆ **Responsiveness** – We recognize that the timeliness of a report is as important as the quality of the data. We will not however, allow deadlines or the rush needs of a project to adversely impact our quality objectives.
- ◆ **Technology** – We recognize the importance of new technology to better enable us to provide improved services. Online access to your data, customized reports, sample control/processing through our Laboratory Information Management System (LIMS), and analytical instrumentation are continuously upgraded to enable continuous improvement of our services and capabilities.
- ◆ **Value** – We believe that a business relationship with EMSL provides you with an excellent value. We provide you with a complete value package that includes all the components of the *EMSL Diamond Standard*.



## LEAD (Pb) AND METALS LAB SERVICES



EMSL Analytical, Inc. provides Lead (Pb) and other Metals testing for matrices that include: Air, Bulk (paint chips, debris, or materials), Wipes, Drinking Water, Wastewater, Soil and Solid Waste Samples; as well as metals testing on Consumer Products. Each EMSL Metals laboratory has trained and experienced staff along with the necessary laboratory certification(s) to provide analysis by various methodologies, including: NIOSH, OSHA, EPA, ASTM, and Standard Methods. Our laboratory equipment includes Flame Atomic Absorption Spectrometers, and Inductively Coupled Plasma (ICP)/ ICP-Mass Spectrometers.

Each of our Metals Laboratories maintain accreditation by AIHA or A2LA, as well as by State and City regulatory bodies, where applicable. The analytical process for Metals analysis, and reporting of the individual sample, is part of an overall Quality Control program that includes analysis of quality control samples (spikes), instrument QC controls, calibration standard checks, duplicates, and reporting limit controls. All of this to ensure the confidence limits of the data are within the acceptable range, as specified by the method requirements and our Quality Control Programs.

Sample control/processing (log-in, results data-entry, reporting) is facilitated by our computer Laboratory Information Management System (LIMS) which tracks the samples and individual projects to meet our clients' specified due dates and any special requirements. Additionally, the LIMS includes security controls to ensure that information is controlled and locked once the data has been entered by our analysts. Since our laboratories all utilize the same LIMS system, all reports are standardized which allows us to use multiple laboratories on the large capacity projects while ensuring that the work is done and reported in a similar format. The reports are delivered at the choice of the customer which would include email, fax, and/or hard-copy regular mail. Additionally, all clients have 24/7 real-time access to their reports, Chains-of-Custody (COCs), and project invoices via our online account management system, LABConnect™. This is a security enabled extranet feature that provides various search options so that our clients can find all project and invoicing information quickly and easily.

Laboratories operate on a five or six day schedule and all maintain an emergency response plan for off hours and/or weekend operating hours. Samples received during normal work hours and turnaround times (TATs) are tracked on business days from the time samples are received during normal operating hours of the laboratory. Laboratories that maintain extended routine hours will track TATs during all laboratory hours. Lead analysis TATs offered include same day (3 hr. and 6 hr.), 1 day, 2 day, 3 day, 4 day, 1 week, and 2 week TATs. Costs/rates are weighted based on the TAT requested with our 2 week rates being the most economically cost-effective for our customers.




SPRWS



## Brita (the Clorox Company)

Brita is a leading manufacturer of water filtration products for the home, including pitcher filters and replacement cartridges. Over 20 billion liters of water run through BRITA products each year.

Brita and TruePani have maintained a working relationship over the past several years. TruePani currently maintains an inventory of Brita pitchers and filters to supply ongoing fulfillment projects in partnership with Brita (Figure 5).



*Figure 55: TruePani maintains inventory of Brita pitcher filters at the Knoxville fulfillment center*





# Affidavit of Noncollusion

## Affidavit of Noncollusion

I swear (or affirm) under the penalty of perjury:

That I am the Responder (if the Responder is an individual), a partner in the company (if the Responder is a partnership), or an officer or employee of the responding corporation having authority to sign on its behalf (if the Responder is a corporation);

That the attached proposal submitted in response to the Event 1245 Request for Proposals has been arrived at by the Responder independently and has been submitted without collusion with and without any agreement, understanding or planned common course of action with, any other Responder of materials, supplies, equipment or services described in the Request for Proposal, designed to limit fair and open competition;

That the contents of the proposal have not been communicated by the Responder or its employees or agents to any person not an employee or agent of the Responder and will not be communicated to any such persons prior to the official opening of the proposals; and

That I am fully informed regarding the accuracy of the statements made in this affidavit.

Responder's Firm Name: TruePani Inc.

Authorized Signature: 

Date: 2/16/2023

Subscribed and sworn to me this: 16 day of Feb 2023

Notary Public: 

My commission expires: My Commission Expires 10-31-2028



# Conflict of Interest Checklist and Disclosure Form

## Conflict of Interest Checklist and Disclosure Form

**Purpose of this Checklist.** This checklist is provided to assist proposers in screening for potential organizational conflicts of interest. The checklist is for the internal use of proposers and does not need to be submitted, however, the Disclosure of Potential Conflict of Interest form should be submitted in a separate envelope along with your proposal.

**Definition of “Proposer”.** As used herein, the word “Proposer” includes both the prime contractor and all proposed subcontractors.

**Checklist is Not Exclusive.** Please note that this checklist serves as a guide only, and that there may be additional potential conflict situations not covered by this checklist. If a proposer determines a potential conflict of interest exists that is not covered by this checklist, that potential conflict must still be disclosed.

**Use of the Disclosure Form.** A proposer must complete the attached disclosure form and submit it with their Proposal. If a proposer determines a potential conflict of interest exists, it must disclose the potential conflict to the City of Saint Paul; however, such a disclosure will not necessarily disqualify a proposer from being awarded a Contract. To avoid any unfair “taint” of the selection process, the disclosure form should be provided separate from the bound proposal, and it will not be provided to selection committee members. City of Saint Paul personnel will review the disclosure and the appropriateness of the proposed mitigation measures to determine if the proposer may be awarded the contract notwithstanding the potential conflict. By statute, resolution of conflict-of-interest issues is ultimately at the sole discretion of the City of Saint Paul.

**Material Representation.** The proposer is required to submit the attached disclosure form either declaring, to the best of its knowledge and belief, either that no potential conflict exists, or identifying potential conflicts and proposing remedial measures to ameliorate such conflict. The proposer must also update conflict information if such information changes after the submission of the proposal. Information provided on the form will constitute a material representation as to the award of this Contract. The City of Saint Paul reserves the right to cancel or amend the resulting contract if the successful proposer failed to disclose a potential conflict, which it knew or should have known about, or if the proposer provided information on the disclosure form that is materially false or misleading.

**Approach to Reviewing Potential Conflicts.** The City of Saint Paul recognizes that proposer’s must maintain business relations with other public and private sector entities in order to continue as viable businesses. The City of Saint Paul will take this reality into account as it evaluates the appropriateness of proposed measures to mitigate potential conflicts. It is not the City of Saint Paul’s intent to disqualify proposers based merely on the existence of a business relationship with another entity, but rather only when such relationship causes a conflict that potentially impairs the proposer’s ability to provide objective advice to the City of Saint Paul. The City of Saint Paul would seek to disqualify proposers only in those cases where a

potential conflict cannot be adequately mitigated. Nevertheless, the City of Saint Paul must follow statutory guidance on Organizational Conflicts of Interest.

**Statutory Guidance.** Minnesota Statutes §16C.02, subd. 10 (a) places limits on state agencies' ability to contract with entities having an "Organizational Conflict of Interest". For purposes of this checklist and disclosure requirement, the term "Vendor" includes "Proposer" as defined above. Pursuant to such statute, "Organizational Conflict of Interest" means that because of existing or planned activities or because of relationships with other persons: (1) the vendor is unable or potentially unable to render impartial assistance or advice to the state; (2) the vendor's objectivity in performing the contract work is or might otherwise be impaired; or (3) the vendor has an unfair advantage.

**Additional Guidance for Professionals Licensed by the Minnesota Board of**

**Engineering.** The Minnesota Board of Engineering has established conflict of interest rules applicable to those professionals licensed by the Board (see Minnesota Rules part 1805.0300) Subpart 1 of the rule provides "A licensee shall avoid accepting a commission where duty to the client or the public would conflict with the personal interest of the licensee or the interest of another client. Prior to accepting such employment the licensee shall disclose to a prospective client such facts as may give rise to a conflict of interest".

**An organizational conflict of interest may exist in any of the following cases:**

- The proposer, or its principals, own real property in a location where there may be a positive or adverse impact on the value of such property based on the recommendations, designs, appraisals, or other deliverables required by this Contract.
- The proposer is providing services to another governmental or private entity and the proposer knows or has reason to believe, that entity's interests are, or may be, adverse to the state's interests with respect to the specific project covered by this contract. Comment: the mere existence of a business relationship with another entity would not ordinarily need to be disclosed. Rather, this focuses on the nature of services commissioned by the other entity. For example, it would not be appropriate to propose on a City of Saint Paul project if a local government has also retained the proposer for the purpose of persuading the City of Saint Paul to stop or alter the project plans.
- The Contract is for right-of-way acquisition services or related services (e.g. geotechnical exploration) and the proposer has an existing business relationship with a governmental or private entity that owns property to be acquired pursuant to the Contract.
- The proposer is providing real estate or design services to a private entity, including but not limited to developers, whom the proposer knows or has good reason to believe, own or are planning to purchase property affected by the project covered by this Contract, when the value or potential uses of such property may be affected by the proposer's performance of work pursuant to this Contract. "Property affected by the project" includes property that is in, adjacent to, or in reasonable proximity to current or potential

right-of-way for the project. The value or potential uses of the private entity's property may be affected by the proposer's work pursuant to the Contract when such work involves providing recommendations for right-of-way acquisition, access control, and the design or location of frontage roads and interchanges. Comment: this provision does not presume proposers know or have a duty to inquire as to all of the business objectives of their clients. Rather, it seeks the disclosure of information regarding cases where the proposer has reason to believe that its performance of work under this contract may materially affect the value or viability of a project it is performing for the other entity.

- The proposer has a business arrangement with a current City of Saint Paul employee or immediate family member of such employee, including promised future employment of such person, or a subcontracting arrangement with such person, when such arrangement is contingent on the proposer being awarded this Contract. This item does not apply to pre-existing employment of current or former City of Saint Paul employees, or their immediate family members.

*Comment:* This provision is not intended to supersede any City of Saint Paul policies applicable to its own employees accepting outside employment. This provision is intended to focus on identifying situations where promises of employment have been made contingent on the outcome of this particular procurement. It is intended to avoid a situation where a proposer may have unfair access to "inside" information.

- The proposer has, in previous work for the state, been given access to "data" relevant to this procurement or this project that is classified as "private" or "nonpublic" under the Minnesota Government Data Practices Act, and such data potentially provides the proposer with an unfair advantage in preparing a proposal for this project.

*Comment:* this provision will not, for example, necessarily disqualify a proposer who performed some preliminary work from obtaining a final design Contract, especially when the results of such previous work are public data available to all other proposers. Rather, it attempts to avoid an "unfair advantage" when such information cannot be provided to other potential proposers. Definitions of "government data", "public data", "non-public data" and "private data" can be found in Minnesota Statutes Chapter 13.

- The proposer has, in previous work for the state, helped create the "ground rules" for this solicitation by performing work such as: writing this solicitation, or preparing evaluation criteria or evaluation guides for this solicitation.
- The proposer, or any of its principals, because of any current or planned business arrangement, investment interest, or ownership interest in any other business, may be unable to provide objective advice to the state.

### Disclosure of Potential Conflict of Interest

Having had the opportunity to review the Organizational Conflict of Interest Checklist, the proposer hereby indicates that it has, to the best of its knowledge and belief:

X Determined that no potential organizational conflict of interest exists.

     Determined a potential organizational conflict of interest as follows:

Describe nature of potential conflict:

Describe measures proposed to mitigate the potential conflict:

  
\_\_\_\_\_

Signature

February 17, 2023

Date

If a potential conflict has been identified, please provide name and phone number for a contact person authorized to discuss this disclosure form with the City of Saint Paul personnel.

Shannon Evanchec

Name

(865) 346-6737

Phone Number



# Immigration Status Certification

## Immigration Status Certification

By order of the Governor (Governor's Executive Order 08-01), vendors and subcontractors MUST certify compliance with the Immigration Reform and Control Act of 1986 (8 U.S.C. 1101 et seq.) and certify use of the E-Verify system established by the Department of Homeland Security.

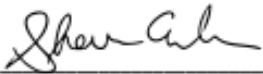
E-Verify program information can be found at <http://www.dhs.gov/ximgtn/programs>.

If any response to a solicitation is or could be in excess of \$50,000.00, vendors and subcontractors must certify compliance with items 1 and 2 below. In addition, prior to the delivery of the product or initiation of services, vendors MUST obtain this certification from all subcontractors who will participate in the performance of the Contract. All subcontractor certifications must be kept on file with the Contract vendor and made available to the state upon request.

1. The company shown below is in compliance with the Immigration Reform and Control Act of 1986 in relation to all employees performing work in the United States and does not knowingly employ persons in violation of the United States immigration laws. The company shown below will obtain this certification from all subcontractors who will participate in the performance of this Contract and maintain subcontractor certifications for inspection by the state if such inspection is requested; and
2. By the date of the delivery of the product and/or performance of services, the company shown below will have implemented or will be in the process of implementing the E-Verify program for all newly hired employees in the United States who will perform work on behalf of the State of Minnesota.

**I certify that the company shown below is in compliance with items 1 and 2 above and that I am authorized to sign on its behalf.**

Name of Company: TruePani, Inc. Date: February 17, 2023

Authorized Signature:  Telephone No: (865) 346-6737

Printed Name: Shannon Evanchec Title: Project Manager

If the Contract vendor and/or the subcontractors are not in compliance with the Immigration Reform and Control Act, or knowingly employ persons in violation of the United States immigration laws, or have not begun or implemented the E-Verify program for all newly hired employees in support of the Contract, the state reserves the right to determine what action it may take. This action could include, but would not be limited to cancellation of the Contract, and/or suspending or debarring the Contract vendor from state purchasing.

**For assistance with the E-Verify Program** contact the National Customer Service Center (NCSC) at 1-800-375-5283 (TTY 1-800-767-1833).

**For assistance with this form**, contact:

Mail: 112 Administration Building, 50 Sherburne Avenue, St. Paul, Minnesota 55155

E-Mail: [MMDHelp.Line@state.mn.us](mailto:MMDHelp.Line@state.mn.us)

Telephone: 651-296-2600

Persons with a hearing or speech disability may contact us by dialing 711 or 1-800-627-3529



## Exhibit D Lobbying Certification

### EXHIBIT D Lobbying Certification

The undersigned certifies, to the best of the undersigned's knowledge and belief, on behalf of Contractor that:

A. No Federal appropriated funds have been paid or will be paid, by or on behalf of Contractor, to any person for influencing or attempting to influence an officer or employee of an agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of any Federal contract, the making of any Federal grant, the making of any Federal loan, the entering into of any cooperative agreement, and the extension, continuation, renewal, amendment, or modification of any Federal contract, grant, loan, or cooperative agreement.

2. If any funds other than Federal appropriated funds have been paid or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract, grant, loan, or cooperative agreement, Contractor shall complete and submit Standard Form-LLL, "Disclosure Form to Report Lobbying," in accordance with its instructions.

3. Contractor shall require that the language of this certification be included in the award documents for all subcontracts at all tiers (including subcontracts, subgrants, and contracts under grants, loans, and cooperative agreements) and that all subcontractors shall certify and disclose accordingly.

This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Submission of this certification is a prerequisite for making or entering into this transaction imposed by section 1352, title 31, U.S. Code. Any person who fails to file the required certification shall be subject to a civil penalty of not less than \$10,000 and not more than \$100,000 for each such failure.<sup>1</sup>

**The undersigned hereby represents and warrants that the undersigned has the authority to sign on behalf of Contractor. The undersigned certifies or affirms the truthfulness and accuracy of each statement of each certification made herein and disclosure, if any. In addition, the undersigned understands and agrees that the provisions of 31 U.S.C. Chap. 38, Administrative Remedies for False Claims and Statements, apply to this certification and disclosure, if any.**

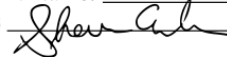
IN WITNESS WHEREOF, the undersigned has caused this Certification to be executed the day and year first above written on behalf of Contractor.

**Contractor Name**

By: TruePani, Inc.

Print Name: Shannon Evanchec

Its



<sup>1</sup> These civil penalty amounts are subject to adjustments for inflation pursuant to the Federal Civil Penalties Inflation Adjustment Act of 1990, as amended by the Federal Civil Penalties Inflation Adjustment Act Improvements Act of 2015.

# Vendor Outreach Program Ordinance Questionnaire

## Business Inclusion Data – Mandatory Submission



**CITY OF SAINT PAUL**  
**Vendor Outreach Program Ordinance Questionnaire**  
**Business Inclusion Data – Mandatory Submission \***

Company/Firm Name: TruePani Inc.

Street Address: 618 S Gay Street, Suite L6, Knoxville, TN 37902

Contact Person: Shannon Evanchec

E-Mail: shannon@truepani.com Phone Number: (865) 346-6737

Project Name: PITCHER FILTER, FILTER CARTRIDGES, AND WATER QUALITY SAMPLING FOR POST LEAD SERVICE LINE REPLACEMENT CONSTRUCTION

1245

Supplier Portal (stpaulbids) Event #: \_\_\_\_\_

Failure to complete and include this questionnaire with the bid/quote/request for information/request for proposal/request for qualifications, or any other type of solicitation not listed herein, will deem it non-responsive and it will be rejected.

(check if applicable) At this time there are no subcontracting opportunities as we are self-performing all work. If the scope of our work changes and we will not be self-performing this work, we will (1) consult the CERT list to look for a qualified subcontractor to perform the work and (2) notify compliance of the change.

Anticipated percent of available business opportunity for this project that will be awarded to CERT certified businesses:

MBE 0 %      SBE 0 %      WBE 0 %

**Percentages and estimated dollar amounts are required. Attach additional pages if necessary.**

Name of Certified Vendor	MBE, SBE, or WBE	Type of Work or Supplies	Estimated Subcontract Dollar Amount
EMSL Analytical Inc.	No	Lab Analysis and bottles	\$45,000
Brita (The Clorox Company)	No	Pitcher filters	\$50,000

\* I understand that, pursuant to Chapter 84 of the City of St. Paul Code of Ordinances, the Vendor Outreach Program applies to this bid, and under the Vendor Outreach Program, the City requires submission of the Vendor Outreach Program Questionnaire in order for the bid to be responsive. I further understand that I will have up until the time of award, or 10 days after bid opening, whichever occurs first, to complete and submit my Vendor Outreach Program Questionnaire. Failure to submit this form will result in my bid being treated as nonresponsive.



## Tab 5 – Cost

Product and Service Costs	Quantity	Unit	Unit Price	Total
Filter and Pitcher Materials and Delivery	1500	Each	\$ 61.55	\$ 92,322.00
Sample Bottle Materials, Delivery & Collection	1500	Each	\$ 20.70	\$ 31,050.00
Sample Analysis and Reporting	1500	Each	\$ 50.60	\$ 75,900.00
Annual Administration and Support	1	Lump Sum	\$ 25,000.00	\$ 25,000.00
			Total	\$ 224,272.00

