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**CITY OF SAINT PAUL***Mayor Melvin Carter*Room 280 City Hall/Court House Telephone 651-266-8900  
15 West Kellogg Boulevard  
Saint Paul, Minnesota 55102-1674**Project Amendment Information Packet – Contract No. 4012 Amendment 3**  
April 7, 2026**1. Amendment Description and Purpose:**

Saint Paul Regional Water Services needs: to provide pitchers, filters and sample bottles to customers who have their lead water service replaced as part of the Lead Free SPRWS Program. This includes project management, dashboard development, pitcher filter fulfillment, sample kit fulfillment, data management and results reporting **for an additional 2,500 properties.**

**2. Scope of Work Description:**

Vendor will provide Project Management, Dashboard Development, Pitcher Filter Fulfillment, Sample Kit Fulfillment, Data Management and Results Reporting to Lead Free SPRWS customers on behalf of SPRWS. Services to be provided under this contract are to SPRWS customers who reside at Eligible Properties. An “Eligible Property” is one which has been determined to be eligible for lead pipe replacement under SPRWS’ lead service pipe replacement program. Eligible Properties include ones that are within project areas, childcare centers, leaks, ULRs and prioritized zones as determined by SPRWS. The following deliverables are associated with those six tasks.

**• Project Management**

- Recurring meetings to provide updates. Vendor will provide meeting agendas and minutes.
- Vendor will organize and coordinate day to day operations through the online database, which will also be put into the dashboard.
- Monthly invoices for the work
- Project schedule is based on when replacement water pipes are installed at a given property. If the project falls behind schedule with regards to any SPRWS customer property, the TruePani Project Manager will develop an action plan within 48 hours to get back on schedule and submit to SPRWS’s project manager for approval. Said action plan shall be submitted when TruePani knows that the project is behind schedule, or upon request by SPRWS.
- Alternate times may be proposed when there are monthly meeting conflicts.

**• Pitcher Filter Fulfillment**

- Provide **an additional 3,050** pitchers and filters (6-month lifespan)
- Pitchers and filters will be sent to all Eligible Properties.
- Automated tracking updates can also be sent to customers at SPRWS’ request

- Boxes will feature a multi-language sticker to identify contents
- Pitcher and Filter instructions
- Shipment tracking (outbound)
- Replace damaged and defective pitcher filters within one week of customer notification and communicate to SPRWS.
- Replace pitcher filter within one week of the original missing notice date if lost in the mail. SPRWS will only be charged for this when the original pitcher is not returned to the fulfillment center.
- Replace pitcher filter within one week of the original missing notice date when it cannot be located after delivered. SPRWS must approve the replacement and will be charged for this.
- **Sample Kit Fulfillment**
  - Provide **an additional 2,350** sample kits shipped to customers four months after lead service line replacement.
  - Sample kits will be provided to all Eligible Properties that complete a lead service replacement.
  - The kit will include:
    - A 1L HDPE wide-mouth sample bottle
    - Chain of custody form
    - Instructions on how to collect the sample
    - Pre-paid return postage for shipping the sample to the lab for analysis
    - Boxes will feature a multi-language sticker to identify contents
  - Communication team will follow-up with the customer one week after sample kit delivery to ensure delivery and answer questions on the sample collection procedure.
  - The database will be automatically updated once a sample kit is shipped to and received at the lab.
  - Outbound and return tracking information will be included on the Program Dashboard.
  - Sample analysis via EPA 200.8, which is the method for preparation and analysis of drinking water samples to detect and measure compounds containing arsenic, thallium and vanadium as defined by the U.S. Environmental Protection Agency.
  - SPRWS will be provided with a list of customers when no contact information or a disconnected phone number is the only available contact information. Any customers with disconnected phones will also be marked in the database.
  - A voicemail will be left by TruePani, when possible, when a customer does not answer. A second contact attempt will be made within 2 business days.
  - Replace sample kit within one week of the original missing notice date if lost in the mail. SPRWS will only be charged for this when the original sample kit is not returned to the fulfillment center.

- Replace sample kit within one week of the original missing notice date when it cannot be located after delivered. SPRWS must approve the replacement and will be charged for this.
- Samples will be checked for proper collection and will be resent when not collected properly. SPRWS must approve the bottles to be resent and will be charged for this. 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 and if they do, will resend within one week of communication.
- If an API connection issue is had between the database and shipment tracking the TruePani Data Manager will address the issue within 24 hours and manually tracking will be completed in the meantime.
- Where additional Key Performance Indicators are requested for the dashboard, the TruePani Data Manager will respond to the request within 24 hours and provide and estimated time for completion of the task. Necessary Key Performance Indicators will be determined and collaborated between SPRWS and TruePani.
- **Results Reporting**
  - Upload results to the database to be displayed on the dashboard. Results to be displayed will be determined by TruePani and SPRWS.
  - Automatic notifications will be sent to lead@stpaul.gov within 24-48 hours of a lead exceedance reported by the lab.
  - **An additional 1,175** results letters and laboratory reports will be sent to customers within 24-48 business hours of receiving the report from the lab.
  - All customer-facing communications under the project will be developed by TruePani's communications team in collaboration with SPRWS.
  - The TruePani Outreach Coordinator will send the results report and letter to customers via collected e-mail when the results letter is lost in the mail.
  - The TruePani Outreach Coordinator will reach out to the customer to answer any concerns regarding the lead testing.

**3. Scope of Work Amended Compensation Terms: (Please attach rate schedule if applicable) N/A if no change.**

Invoices will be submitted monthly.

This contract amendment is not to exceed \$317,927.50 and will be paid per unit prices.

Amendment No. 3 estimated quantities and unit prices:

True Pani Products and Services	Quantity	Unit	Unit Price	Total
Pitcher and Filter Materials/Delivery	3050	Each	\$ 63.55	\$ 193,827.50
Sample Kits Materials/Delivery/Collection	2350	Each	\$ 20.70	\$ 48,645.00
Sample Analysis/Reporting	1175	Each	\$ 50.60	\$ 59,455.00
Administration Fee	1	Each	\$ 16,000.00	\$ 16,000.00
				\$ 317,927.50