



To: Glenn Marcos, Chief Procurement Officer
From: Brad Kaine - Public Works Director
Date: August 29, 2025
Re: Change Order No. 1 for Project No. 12716

Job Description: Project No. 12716, Advanced Metering Infrastructure Implementation

Contractor: Core and Main LP

Amount: \$264,723.25

Funding: 10-454-7999-533-60-6599-P12716

Purpose of Change Order:

Expansion of Community Outreach for Advanced Metering Infrastructure (“AMI”) Implementation

The purpose of this Change Order is to expand and enhance community outreach efforts associated with the implementation of the Advanced Metering Infrastructure (“AMI”) project.

As the Project has advanced and a baseline communication plan has been established, staff has identified the need for additional outreach and engagement services to ensure clear, consistent, and comprehensive communication with all residents throughout the Project lifecycle.

The enhanced outreach and engagement strategy will include the following key components:

- 1. Branded Outreach Materials and Messaging**

Development of a unified project brand and messaging to be used consistently across all communication platforms and materials. These materials will clearly convey the Project’s purpose, benefits, and implementation timeline.

- 2. Creation, Printing, and Distribution of Printed Materials**

Design and execution of a targeted outreach strategy, including direct mailers, door hangers, and project signage, to ensure timely and effective delivery of project information to residents.

- 3. Multilingual Project Hotline and Email Support**

Establishment of a dedicated, multilingual hotline and email system to address resident inquiries, track engagement, and provide ongoing support and coordination throughout the duration of the Project.

The attached **Community Outreach and Engagement Proposal** dated June 27, 2025, provides a detailed description of scope and cost.





NEW AND EXISTING CONTRACT ITEMS ARE UTILIZED – TOTAL ADDITIVE COST \$264,723.25

The attached **Community Outreach and Engagement Proposal** dated June 27, 2025, provides a detailed description of scope and cost.

NET AMOUNT OF THIS CHANGE ORDER **\$264,723.25**

ADDITIONAL CONTRACT TIME BEING REQUESTED – **(0) CALENDAR DAYS**

THE TOTAL AMOUNT OF THIS CHANGE ORDER **\$264,723.25**

This Change Order provides for all costs and schedule adjustments associated with completing the Work, including materials, labor, equipment, bond, insurance, overhead, profit, impacts, and any and all related items or associated costs incurred or resulting from the items listed above, and is provided in accordance with Section VI. Sub-section NN – Change Orders.

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IN WITNESS OF THE FOREGOING, the Parties have set their hands and seals the day and year written below.

CITY

ATTEST:

CITY OF FORT LAUDERDALE, a Florida
municipality

David R. Soloman, City Clerk

By: _____
Rickelle Williams, City Manager

Date: _____

Approved as to Legal Form and Correctness:
D'Wayne M. Spence, Interim City Attorney

By: _____
Rhonda Montoya Hasan
Senior Assistant City Attorney



CONTRACTOR

WITNESSES:

CORE & MAIN LP, a Florida Limited Partnership

Signature

By: _____
Stephen O. LeClair
Chief Executive Officer

Print Name

Signature

Print Name

[CORPORATE SEAL]

STATE OF _____:

COUNTY OF _____:

The foregoing instrument was acknowledged before me by means of ☐ physical presence or ☐ online notarization, this _____ day of _____, 2025, by **Stephen O. LeClair**, as **Chief Executive Officer**, of **CORE & MAIN LP**, a Florida Limited Partnership.

[NOTARY SEAL]

(Signature of Notary Public - State of Florida)

(Print, Type, or Stamp Commissioned Name of
Notary Public)

Personally Known _____ OR Produced Identification _____
Type of Identification Produced: _____



CHANGE ORDER SUMMARY SHEET

ORIGINAL CONTRACT AMOUNT	\$ 69,876,703.03
COST OF CHANGE ORDERS TO DATE	\$ 0,00
COST OF THIS CHANGE ORDER	\$ 264,723.25
TOTAL:	\$70,101,426.28
ORIGINAL CONTRACT TIME	1,095 calendar days
TIME ADDED TO DATE	0 calendar days
TIME ADDED TO THIS CHANGE ORDER	0 calendar days
TOTAL:	1,095 calendar days

SCHEDULE OF CHANGE ORDERS TO DATE

C.O.#	DATE	DESCRIPTION	COST OR CREDIT
N/A	N/A	N/A	N/A

Attachment: Community Outreach & Engagement Proposal, dated June 27, 2025





PROPOSAL FOR

The City of Fort Lauderdale, FL Community Outreach & Engagement

SUBMISSION DATE:

June 27, 2025

SUBMITTED TO:

City of Fort Lauderdale
Ingrid Kindblom
Program Manager
101 NE 3rd Avenue, Suite 2100
Fort Lauderdale, FL 33301
954-828-6178



PRIMARY CORE & MAIN CONTACT:

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Community Outreach & Engagement Proposal

PROPOSAL OVERVIEW

Core & Main is pleased to provide this proposal to support the meter change out project in Fort Lauderdale, Florida.

The Outreach & Engagement scope for the Fort Lauderdale Smart Water Meter Replacement Program focuses on ensuring transparent, consistent, and community-oriented communication throughout the city-wide deployment of approximately 70,000 advanced water meters. This effort will be led by Brizaga in partnership with Core & Main, who will jointly absorb the printing costs for one round of outreach materials. The engagement plan will take a three-phase approach:

- Phase 1 - The development and early distribution of branded communication tools.
- Phase 2 - Full-scale deployment of materials and signage across neighborhoods.
- Phase 3 - Management of a multilingual, 24/7 project hotline for resident inquiries. Messaging will emphasize the benefits of infrastructure modernization, including features like automatic shutoffs and real-time data access.

The initiative is designed to build public awareness, minimize confusion, and enhance trust throughout the rollout. Key deliverables include a Notification Action Plan, coordinated branding and materials, a staffed hotline with multilingual response capabilities, and ongoing coordination with the City's Strategic Communications team. By integrating neighborhood-specific outreach, clear FAQs, and consistent follow-up, this approach supports smooth implementation while ensuring every Fort Lauderdale resident and business has access to timely, accurate project information.

Detailed Scope and Deliverables for each phase are as follows:

PHASE 1 – COMMUNICATION MATERIAL DEVELOPMENT & INITIAL DEPLOYMENT

This initial phase focuses on developing the materials needed for the installation of new advanced water meters across the entire City. This communication will emphasize clear messaging to communicate the benefits of modernizing water infrastructure and create awareness of the new water meters' capabilities, including automatic shutoffs and real-time data access. Brizaga will coordinate with the City's outreach team to align messaging and avoid duplication of efforts.

- Objectives:
 - Distribute tailored Q&A and talking points to answer anticipated community questions related to project concerns (e.g., potential reported damage or missed installation).
 - Develop initial materials and integrate those in the City's existing and on-going communication efforts on this project Files provided to Ensign+ (Field Audit)
 - Project team coordination is included in this task.

- Key Activities:
 - Confirm Messaging: Clear, consistent messaging to outline project benefits, emphasizing the modernization of infrastructure, including a brand and templates. This will be important for the mailers, printed materials, door-to-door outreach, and resident inquiries. This will be coordinated with the City Communications Team and any existing communications consultants
 - Early Deployment Engagement: Develop mailers, materials, and signage for door-to-door distribution in early deployment areas, working closely with contractors.
- Deliverable:
 - Notification Action Plan that describes how different areas within the City will be notified based on the most effective communication methods for different areas.
 - Project branding and templates for consistent messaging, including signs, mailers, and door-to-door hangers.
 - Initial deployment materials and signage (the cost of this is covered in Task 2).
 - Detailed Project-related Q&A and process for responding for resident concerns related to installation.

PHASE 2 – FULL-CITY DEPLOYMENT

As the project scales to full deployment, we prioritize city-wide communication, ensuring each resident and business receives timely information. This phase will include print and mailing costs of materials distribution across 70,000 households and businesses. Signs will be placed in appropriate neighborhoods notifying residents of pending replacements.

- Objectives:
 - Provide comprehensive information and regular updates to all impacted residents.
 - Engage neighborhood associations and community groups, as needed.
 - Ensure effective deployment of printed materials, door hangers, and signage across the city.
- Key Activities:
 - Signage and Direct Mail Notifications: Design, print, and distribute door hangers, mailers, and signage to directly inform residents about the project and ensure all materials are clear, concise, and accessible to diverse community members.
 - Strategic Communications Collaboration: Coordinate with the City's Strategic Communications team to amplify messaging.
 - Responses to residents, as needed, related to Water Meter installation questions and concerns.

- Deliverables:
 - Neighborhood signage and direct mail notices.
 - Outreach materials to include door hangers, mailers, and signage.

PHASE 3 – PROJECT HOTLINE & RESIDENT RESPONSE

The project hotline serves as a dedicated resource for residents to ask questions and receive timely updates. This service includes a voicemail feature, allowing residents to access recorded updates and leave messages at their convenience. Additionally, it provides 24/7 multilingual support, ensuring accessibility for all community members. Messages to the hotline will be responded to within one business day.

- Objectives:
 - Ensure residents have a reliable way to reach the project team with questions.
 - Provide timely responses within one business day to maintain public trust.
 - Track engagement metrics to inform ongoing outreach needs.
 - Provide a 24/7 available hotline.
- Key Activities:
 - Hotline Setup: Set up a hotline with automated project updates and voicemail capabilities to deliver project updates and collect inquiries.
 - The hotline message will be updated bi-weekly in English, Spanish, Portuguese, and Creole. Responses can be provided in all three languages. The hotline can be accessed 24/7. Responses will be provided within one business day.
 - An email will also be set up. For accessibility reasons, it can be utilized instead of a phone. It will be tracked through the same system (see below).
 - Scheduling will be handled through Envocore, but Brizaga will have a direct line of contact to schedule appointments to assist residents if needed.
 - For Work Orders, legal claims/damage logs, and other needs, Brizaga will work with Core and Main to develop a system to ensure these are handled appropriately.
 - Response Tracking: Implement a tracking system to monitor response times to customer complaints and common questions. Brizaga can utilize an existing system, or another system preferred by Core and Main.
 - Standard Response Development: Draft and provide a set of standardized responses for frequently asked questions.
 - Ensure prompt response times to customer inquiries to maintain effective communication with residents and businesses.

- Deliverables:
 - Fully operational hotline with voicemail and tracking capabilities
 - Next business day response time for hotline inquiries
 - Weekly hotline voicemail update
 - Standard response document for consistent, accurate communication
 - Multilingual support, including English, Spanish, Portuguese, and Creole
 - Monthly fee includes up-keep, voicemail, and updating standard responses; Detailed responses are billed hourly as part of Task 2 engagement.



Pricing

	Principal	Outreach Director	Outreach Manager	Senior Associate	Associate	Subconsultant/ Expenses	FEES
RATES	\$255	\$190	\$140	\$82.50	\$65		
Task 1. Communication Material Development & Initial Deployment							
Project Management Meetings	1	4	21	21			\$ 5,687.50
Project Branding, Templates, & Messaging	1	1	20	47			\$ 7,122.50
Detailed Q&A (Project Research)	1	1	20	40			\$ 6,545.00
Task 1 Subtotal:	3.00	6.00	61.00	108.00	0.00	\$0.00	\$ 19,355.00
Task 2. Full-City Deployment							
Project Management Meetings	3	10	35	35			\$ 10,452.50
Development & Execution of Materials	4	30	70	140	280		\$ 46,270.00
Detailed Resident Responses	16	30	70	280	560		\$ 79,080.00
<i>Reimbursables</i>							\$ -
+ 75,000 Door Hangers (\$0.10/ea.)						\$ 7,500.00	\$ 7,500.00
+ 400 Yard Signs (\$6/ea, 2-color, 2-side, H-Stand)						\$ 2,400.00	\$ 2,400.00
+ 70,000 Direct Mailers (\$0.60/ea., Full Color, Postage)						\$ 42,000.00	\$ 42,000.00
							\$ -
							\$ -
Task 2 Subtotal:	23.00	70.00	175.00	455.00	840.00	\$51,900.00	\$ 187,702.50
Task 3. Project Hotline & Resident Response							
Hotline Response Tracking						\$ 33,600.00	\$ 33,600.00
(detailed responses are under Task 2)						\$ -	\$ -
Billed Monthly Est. 28 mo. @ \$1,200 per month						\$ -	\$ -
Task 3 Subtotal:	0.00	0.00	0.00	0.00	0.00	\$33,600.00	\$ 33,600.00
TOTAL BRIZAGA FEES							
	26	76	236	563	840		\$ 240,657.50
Prime Consultant Oversight & Management							\$ 24,065.75
TOTAL FEES							\$ 264,723.25



Authorization to Proceed

Utility Authorized Signature

Print Name / Title

Signature

Date

Core & Main Authorized Signature

Print Name / Title

Signature

Date