

**PRE-QUALIFICATION PROGRAM**

Work Type Definition / Submittal Requirements

# Work Type Definition

## 21.2 Community Relations and Business Outreach

### Description

MnDOT communications and engagement strategies and tactics are designed to meet the following objectives:

**Engage in two-way communications with** residents, motorists, businesses and key community groups, to provide project awareness, to listen to concerns and address those concerns as they relate to design and construction impacts.

**Provide a collaborative, transparent process** for sharing information, exchanging ideas, and offering informed consultation with agencies, other government partners and key community audiences.

Informthe general public on the purpose of the project, the need, the schedule, and the opportunities to provide comment.

The consultant will develop and/or execute a communications and engagement plan with goals, strategies and tactics to effectively inform and/or involve residents, community groups, businesses, motorists, government partners and other groups, including minority, low-income, non-English speaking, and other underserved populations in transportation projects. The consultant must have experience and education in effective communications and public engagement techniques within the decision making process.

### Standards and Specifications

Standards and specifications required for a project under this work type may include the following:

1. All work is in compliance with MnDOT policy, procedures and industry standards.
2. All work is in compliance with current MnDOT schedule specifications.
3. The work must comply with all project specific requirements and include sufficient level of detail, as dictated by the project scope, size, geographic locations & background conditions.

### Provided by Consultant

Tasks that may be performed by the consultant for a project may include the following:

1. Implement community relations and business outreach activities that include traditional (workshops, events, social media, public relations etc.) and non-traditional engagement strategies & tactics.
2. Cultivate relationships with district councils/neighborhood alliances and business associations/ chambers.
3. Develop and maintain a trusted community partner relationship in specified neighborhoods to share information, answer questions and engage community.
4. Organize and participate in community outreach activities such as business meetings, workshops and open houses to educate the broader community about a specific project.
5. Respond to community and business inquiries regarding the specific project.
6. Build extensive knowledge of community residents (demographics/psychographics) business and community leadership.
7. Develop and maintain project database to record all public contacts (via hotline, email, website, event or other) for future contact.
8. Design and produce support materials (fact sheets, project/detour maps, etc.) for community and business meetings, workshops, events and other activities.
9. Adhere to MnDOT and Associated Press Stylebook (AP) guidelines.
10. Perform internal Quality Assurance and Quality Control (QA/QC) activities throughout the duration of the project to ensure delivery of a quality product in a timely manner that conforms to established contract requirements. Materials created must meet all standards and guidelines before submitted to MnDOT. Materials should be in a ready to release condition.
11. Attend weekly project construction meetings.
12. Research and compile lists of community and business events occurring along the project areas and notify event coordinators of potential impacts of project work.
13. Conduct Public Engagement Surveys

### Plain Language and Accessibility Standards

1. Plain Language.

Except for designs, plans, layouts, maps and similar documents, the firm must provide all deliverables in “Plain Language”. Executive Order 14-07 requires the Office of the Governor and all Executive Branch agencies to communicate with Minnesotans using Plain Language. As defined in Executive Order 14-07, Plain Language is a communication which an audience can understand the first time they read or hear it. To achieve that, the firm will take the following steps in the deliverables:

* Use language commonly understood by the public;
* Write in short and complete sentences;
* Present information in a format that is easy-to-find and easy-to-understand; and
* Clearly state directions and deadlines to the audience.

1. Accessibility Standards.   
   Except for designs, plans, layouts, maps and similar documents - the firm agrees to comply with the [State of Minnesota’s Accessibility Standard](http://mn.gov/oet/images/Stnd_State_Accessibility.pdf) for all deliverables under this contract. The State of Minnesota’s Accessibility Standards  entail, in part, the Web Content Accessibility Guidelines (WCAG) 2.0 (Level AA) and Section 508 of the Rehabilitation Act, as amended. The firm’s compliance with the State of Minnesota’s Accessibility Standard includes, but is not limited to, the specific requirements as follows:

* All videos must include closed captions, audio descriptions and a link to a complete transcript;
* All documents, presentations, spreadsheets and other material must be provided in an accessible format. In addition, the firm will provide native files in an editable format. Acceptable formats include InDesign, Word and Excel; and
* All materials intended for downloading and printing such as promotional brochures, must be labeled as such and the content must additionally be provided in an accessible format.

# Work Type Submittal Requirements

* A consultant firm becomes pre-qualified based on the qualifications of the personnel that are employed by the firm.

| Key Personnel Requirements | Description |
| --- | --- |
| **Minimum Number of Staff** | * At least one key employee with the proper professional certification, license, degree and/or applicable experience. All key personnel must meet the defined qualifications. Work may not be assigned or delegated to personnel if they are not on the Approved Key Personnel list maintained by MnDOT. |
| **Professional Certification / Licensure** | * Bachelor’s degree in Strategic Communications, Marketing, Advertising, Communications, Public Administration, Mass Communication, Public Relations, Video Production, Broadcasting, Digital Video & Media Production, Graphic Design or closely related degree is required. Extensive experience with high quality examples may be considered in lieu of Bachelor’s degree. |

| Work Type Submittal Requirements | Description |
| --- | --- |
| **Resume and Relevant Project Experience Form - Form PQ1**  [Submit in Microsoft Word format] | Complete Parts 1, 1A and 2 of Form PQ1   * **Part 1:** Fill out general information, name(s) of personnel, identify which level (1, 2, or 3) each applicant is applying. * **Part 1A**: Fill out one “1A” for each person listed in Part 1. Experience of the qualified staff must be demonstrated by reference to completed projects in the activities for which pre-qualification is desired. Describe 3 relevant project experiences in the last 5 years. Clearly identify how each person meets this criteria: * Minimum of 3 years project management experience managing community relations/outreach and engagement and/or public relations campaigns. * Experience managing and directing a team and/or outside vendors/subcontractors. * Experience identifying, managing and/or resolving issues and risks; offering viable solutions. * Ability to evaluate and manage multiple resources and tasks and adapt to unexpected changes. * **Part 2:** Project Examples listed must correlate to those described below in “Project Example Requirements.” |
| **Project Example Requirements**  [Submit in PDF format] | For the projects identified in Part 1A, submit 3 project summaries (1-2 pages max. each) of prior, successful community relations and business outreach work (clearly mark/label each example). All examples are required to include work completed in the last 5 years. At least one project summary should be for a non-MnDOT project. |
| **Proof of Certification / Licensure** [Submit in PDF format] | Provide a current copy of the applicable Professional Certification/ Licensure. |

| Work Type Submittal Instructions | Description |
| --- | --- |
| **Instructions for Submittal**  [Each file should be saved in the format identified.] | Submit **5** flash drives that include the following individual files or folders in this order:   * Resume and Relevant Project Experience Form - Form PQ1 [Submit in Microsoft Word format] * Project Example Requirements [Submit in PDF format]   This should be a folder that includes individual files clearly named according to Part 2 of Form PQ1.   * Proof of Professional Certification/Licensure [Submit in PDF format] |