

**FSS-2017-017 - OFFICIAL CONTROL FOR MEAT TENDER - TECHNICAL EVALUATION SCORES AND COMMENTS**

	Technical Question	Evaluator 1	Evaluator 1
1	<p><b>Technical Requirements -</b></p> <p><b>CAPABILITY OF COV AND COA WORKFORCE (Weighting 50%)</b> Minimum Pass Mark of 2</p>		<p><b>4 Robust Evidence</b></p> <p>Good description of coaching and mentoring for both POV and OAs. Allocation of mentors noted and complexity profiles to allocate staff – and non-vet OA system already in place 4-16. Development and assessment is restricted to simply developing staff to OV and OA status although note career progression is dealt with later in document. Performance management is extensive noting formal appraisal and on the job assessment. Recorded assessments noted and use of internal audit. Description of the change in resourcing model and confidence in recruitment against Brexit issues is notes as are the supervision and development of both grades. Note commitment to appropriately trained staff for approvals and a prerequisite for OVs in Scotland although this will not be required so is a misunderstanding. IT capability is described but illustrates a lack of knowledge of Scottish IT systems but on procurement advice this does not impact on scoring.</p> <p><b>Lack of Evidence</b></p> <p>Understanding of the FSS IT requirement.</p>
1.1	<p><b>CAPACITY OF COV AND COA WORKFORCE (Weighting 50%)</b> Minimum Pass Mark of 2</p>		<p><b>4 Robust Evidence</b></p> <p>Note commitment to ensure capacity, TUPE risks Interesting take on use of locum OVs and issues, OA resourcing options illustrate interesting options p65-67. Recruitment – p60 good concise description of sources and note view on Brexit risk. Retention – describes numerous strategies, in particular change to OA model, training and noted training centre qualifications. Forward planning p81..clear that TUPE will be successful, have a contingency in case of turnover and OA requirement is BAU to organisation. The scale of Scotland could benefit from the larger resourcing in the UK. Note intention to gain synergies around the border and fact that OVs will be deployed in England pending security and IT provision p88. Risk p92 – Initial description of high level business risks and mitigation good, subsequent operational risks also described with mitigation. Security clearance adequately covered although of lower relevance due to commitment to only deploy cleared OVs to Scotland. Contingency for staff without SCOTS is a good solution as they are not deployed in Scotland under the tender submission. Managing fluctuating demand response is acceptable. Changes to staff noted in particular AVM monthly report to OM.</p>
1.2			

2 Service Delivery - Section		3 <u>Robust Evidence</u> Description of management of service and capability is comprehensive and note central admin support for performance reporting and checking and contract management. Note commitment to align structure with FSS and attendees for governance. Fundamental capability is to TUPE all staff, no offering of alternative resourcing presented. Description of delivering various services is adequate and comprehensive including descriptions of projects, stakeholder liaison is described. Compliance – note comment on OV mind-set, team approach, robust training AVIM scrutiny, PAC system – comprehensive description of gaining compliance through various means and the influencing factors. Specifically animal welfare – p190 – note they manage the welfare action plan whereas now FSS does. Role in animal health reference p195. FSS strategic contribution – note willingness to do more than the day job p197, list of evidence presented. Accuracy – p203 – note quality systems and AVIM and HQ data check mentioned elsewhere. Continuous improvement plan described p225. Benchmarking 4 examples provided p242. Issues across establishments – a number of good examples provided p251. Innovative efficiency improvement – p254 – note extra responsibilities in FSS contract, identifying OV only plants, FSS activity for pregnant staff and economies of scale. Work instructions – p262 cascade and central point of contact described and seems a very controlled process. Remote management acceptable All of the elements in the additional guidance section were answered adequately and comprehensively.
2.1 MOBILIZATION (Weighting 20%) Minimum Pass Mark of 2		4 <u>Robust Evidence</u> The description of the mobilisation process is comprehensive with specific responsibilities allocated, staff engagement treated as a high priority and risks identified. The use of locums policy will impact on Scotland and we do not know if E & J are aware of the extent of locum use by the incumbent contractor. The exit plan is satisfactory.
2.2		
3 Performance Monitoring and Reporting (Weighting 100%)		4 <u>Robust Evidence</u> Processes for monitoring and managing KPIs are comprehensive and it is noted that E & J state they will need to receive and develop training for staff on reporting systems in place in Scotland. The listing on p355 is helpful as a starting point and matches some of the KPIs under development. A commitment to produce a report in advance on monthly contract meetings on p356 is good and it is noted the administrative role that E & J Head office plays in this process. Corrective actions are described and good examples of individual and systemic issues have been provided.
3.1		1

4 Health, Safety and Wellbeing - Health, Safety and Wellbeing (Weighting 100%)		4 <u>Robust Evidence</u> Noted p 374 commitment to include FSS equivalent procedures in H & S system. Good commitment to have management team training to Managing Safety level. Note existence of own H & S committee, wellbeing section B&H, fair treatment p 380
4.1		
5 Environmental/Sustainability - Sustainability (Weighting 100%)		3 <u>Robust Evidence</u> The evidence is largely the existence of policy covering environmental considerations and sustainability. <u>Lack of Evidence</u> There is a general lack of evidence of the application of and impact of the policies. An extensive clear section described from p193 through to practical application.
5.1		
6 Workforce Matters - Weighting 6.1 Fair Work Practices (Weighting 50%)		2 <u>Robust Evidence</u> Some description of how they seek to have fair work practices but somewhat limited. <u>Lack of Evidence</u> The requirement was to specifically comment on the inappropriate use of zero hours contracts and the response is silent on this matter. A description of the pay policy is also missing other than to refer to the Living Wage accreditation.
6.2 Equality and Diversity (Weighting 50%)		4 <u>Robust Evidence</u> Good description of policies from p412 through to practical applications including training. Note comments about private public sector integration on p419 and religious integration.

