

Technical Question	Evaluator 2	Evaluator 2
<p>1 Technical Requirements - Section Weighting = 30%</p> <p>2 CAPABILITY OF COV AND COA WORKFORCE (Weighting 50%) Minimum Pass Mark of 2</p>	4	<p><u>Robust Evidence</u></p> <p>Generally, the evidence submitted provides assurances that there is sufficient capability in the Eville and Jones structure to deliver the prescribed services- this was evidenced by the scale of their operations and the organisational structure that currently exists to service AMEs across E&W.</p> <ul style="list-style-type: none"> • Eville & Jones provided guarantees that following rigorous training programmes there are established structured POV and cMHI coaching and mentoring processes. This included an exclusive training programme of non-vet OAs. Comprehensive explanation of the OV competency assessment process and the effective procedures applied by Eville & Jones to ensure that only experienced staff will be utilised as mentors • Eville & Jones provided evidence that POV and cMHI development and assessment through a prescribed performance management and staff appraisal structure including corrective action measures. Furthermore, there was supporting documentation to measure/assess individual performance. This process also described a verification and monitoring system and an audit system which supported their management review systems • Performance management of personnel is evidenced in more details with the supporting documentation as mentioned above, which deals with deployment to ensure continuous service delivery and an established system in place to address disciplinary matters • There is clear evidence of how capability and resilience will be maintained, essentially through the established existing extensive structure, recruitment, deployment stability, right person in right underpinned by a robust monitoring system • Eville & Jones provided a commitment to the deployment of staff according to the Scottish National Protocol with the full understanding that this will require knowledge and understanding advanced HACCP level 4 – page 53 • Aspects relating to Staff IT Capability and the systems in place by Eville & Jones and SG were confirmed. <p>Overall, there is confidence by the evidence and the detailed submission provided that the supplier will be able to ensure there is sufficient appropriate staff to deliver the prescribed services while at the same recognising that their experience of the FSS systems to support official control delivery is limited in some areas although they later described how they would overcome this</p> <p>Supporting documentation Nos 2017/00- 07,09 11-23, 25, 28, 33 36,39,41-42, 46-51 58, 77-78</p>
1.1		

CAPACITY OF COV AND COA
WORKFORCE (Weighting
50%) Minimum Pass Mark
of 2

4

Robust Evidence

Generally, the proof submitted provides confidence that there is sufficient capacity within the Eville and Jones structure to ensure the delivery of the official control services. This is evidenced by the scale of their operations, the organisational structure that currently exists to service AMEs across E&W, experience of TUPE transfers, and more generally the experience of staff and range of established processes and procedures embedded in their organisation. More details relating to such aspects are evidenced and presented below – supported by a range of documentation.

- Eville & Jones outlined their approach relating to recruitment and the established networks that exist and support their strategy which also uses digital market to attract talent – their capacity planning, which is built on historic patterns, and ability to adapt to a changing environment and access to training
 - Overall, Eville & Jones stated that their strategy for increasing staff retention is impacted by the change in their delivery model, their development processes which includes reference to their management, training and more focussed deployment of staff - much of these processes are evidenced and align with systems adopted by FSS
 - Strategy, flexibilities and forward planning for resourcing are addressed through a number of key elements: resourcing, recruitment and selection, focus on retention & succession planning have been evidenced and repetition of what is said in the point directly above
 - Eville & Jones identified and supplied a list of major risks, through a business continuity process, to delivering these services and what mitigation/contingencies will be put in place to deal with them (refer to risk register 2017/65) – there is confidence in the approach presented
 - Knowledge and awareness of the Baseline Personnel Security Standards relating to Security Clearance is apparent page 105
 - Contingency for staff without access to SCOTS – option to deploy or redeploy to overcome this issue was outlined
 - The section presented regarding changeable demand due to seasonal establishments can be overcome by what Eville & Jones has set out across this section ranging in a number of key points relating to their structure but also they highlighted the use of locum/casual/previous staff and being cognisant of historic seasonal fluctuations in demand.
 - There is a clear commitment and established system in place of how Eville & Jones keeps customers informed of changes in the workforce
- Supporting documentation Nos 2017/ 01,02,21,22,25,28,33,36,39,42,43,47,56,58,65,

1.2

<p>2</p> <p>Service Delivery - Section Weightin = 45%</p>	
<p>DELIVERY OF THE MANAGED SERVICE (Weighting 80%) Minimum Pass Mark of 2</p>	<p>3</p> <p><u>Robust Evidence</u></p> <ul style="list-style-type: none"> • In their evidence, Eville & Jones demonstrates their ability to manage and deliver the range of services detailed in the framework. They have a well-established organisation with solid experience in delivering the range of required services, including some areas that the competent authority operates 'in house'. There is past experience of servicing more remote areas was submitted – which is relevant when considering Scotland's geography. They have evidenced that the Eville & Jones model operates with a solid support system which is extended to systems for managing and monitoring. There is evidence of a commitment to comprehensive training. Additionally, there is evidence of an all-encompassing HR system dealing with all aspects of training, development and succession planning. Reference to how their recruitment and selection model is managed and initiatives in place to deal with retention. Their ability to react to change, application of their resourcing and deployment strategies – with consideration given the required authorisation and competence - and their approach to resourcing when fluctuations were clearly referenced. All of these would provide assurance to FSS. Experience of contract management and project work was referenced and clearly evidenced by a comprehensive list of activities and groups that they are involved with mainly technical but a number which are not. There was also reference to their earlier suggestion re cross-border deployment options which makes effective use of planning and flexibilities and may overcome issues highlighted in Scotland regarding security clearance matters. • In addition to initiatives mentioned in the previous point and the prescribed legislative requirements that would be expected as part of the provision and involve working closely with the FBO, there are a number of system operated by Eville & Jones which provides an extra layer of assurance to FSS – the in-house monitoring periodic assessment of compliance which supports the management and impacts of the quality of their service in AMIEs and the stated strong linkage of performance management against contract management. Welfare example supported this section of the submission showing commitment to ensuring compliance. There is a stated desire to foster a partnership approach but it lacked evidence of this. • The previously produced list at bullet point two within this section of technical/non-technical initiatives stakeholder engagement were presented as an examples of how Eville & Jones could contribute to the wider FSS strategic public health protection and animal welfare initiatives. This is solid evidence of participation in more strategic matters where they are able to provide technical input and advice. • Evidence of being an accredited, approved training centred supported by a robust externally assessed QMS with an overarching management review provides FSS with an assurance that Eville & Jones ensures accuracy and appropriateness of staff activities • Eville & Jones evidenced that they have systems which have the ability to benchmark performance within plants and between plants which influences their deployment decisions which provides assurance to FSS that plants will be appropriately staffed to manage the challenges. • Examples presented of where Eville & Jones have proactively handled issues that arose in one establishment and how they used their findings which is subject to their management review process – FSS will have confidence that there is a formal route to address such matters • Engaging in activities for OGDs, suggestions for deployment of pregnant staff, support and willingness to participate in pilots and trials where suggestions set out which would support the FSS way of working - promise to retain as a standing
<p>2.1</p>	

		<p>agenda item</p> <ul style="list-style-type: none"> • There is a clear and established structure described by Eville & Jones to handle work instructions effectively and efficiently across all aspects of their business • Willingness for Eville & Jones to provide and operate a Technical Lead with the appropriately balanced skills for Scotland was evidenced but this may present issues if the lead is not based in the geographical area to support the operational activities • Confident that Eville & Jones can provide invoicing in accordance with the FSS finance systems with their stated finance support structure • A full description of Eville & Jones processes in place to manage stakeholder engagement from BAU through to a formal Governance framework was evidenced, this included but not limited to health and safety, trade union and industry engagement examples and references. FSS recognises that there are clear approaches to engagement, established channels of communication and a strong network and desire to align to the needs of FSS. • Eville & Jones described a robust established system that exists within their organisation to address complaints that is managed by the appointed quality system manager which would satisfy FSS requirements and avoid delays if dealt directly by field staff • Eville & Jones has established support structures to manage remote COVs and COAs remotely supported through a series of HR and H&S services. • Eville & Jones provided assurances to FSS that FSS and third party (EU and Third Country) operational audits would/could be managed/supported effectively and given the appropriate priority. • Assurances have been provided that Freedom Of Information (FOI) requests will be handled within the set timescales • Eville & Jones guaranteed openness and transparency to take part in any independent financial audits of premises • The nature of the business carried out by Eville & Jones and entering into a framework was stated as beneficial to FSS due to what the economies of scales could achieve- while this may be a downfall channelling all OC activity to one supplier – high risk strategy. There was further evidence presented of other services that Eville & Jones currently deliver for other customers, mainly public sector, which makes efficient use of their resources, contributing to lower costs for this contract without impinging on service delivery. <p>Supporting documentation Nos 2017/01-29,31-34,36,39,42-48,52-64,77-78.</p>

<p>MOBILIZATION (Weighting 20%) Minimum Pass Mark of 2</p>	<p>4</p>	<p><u>Robust Evidence</u></p> <ul style="list-style-type: none"> • A complete strategy for on-boarding and mobilisation was provided by Eville & Jones with a dedicated project team to manage the process, this section also included a comprehensive risk register/mitigation /action plan which covers anticipated eventualities. There are full references to the management of TUPE transfers and a communication plan and reference to the Eville & Jones transitional plan and induction processes. This provides FSS with an assurance that due care and consideration will be applied to the handling of any future transition. Structure relating to the exit plan has been described . <p>Supporting documentation Nos- 2017/00-02,10,21,33,76.</p>
<p>2.2</p>	<p>Performance Monitoring and Managing Information - Weighting = 10%</p>	<p>4</p> <p><u>Robust Evidence</u></p> <ul style="list-style-type: none"> • Eville & Jones provided a comprehensive approach to the monitoring and management of information and an assurance that the performance of their staff would be monitored through a series of systems • There appears to be a structured method to the monitoring and analysis of a suite of internal KPIs by Eville & Jones which serves to provide data to support the delivery of official controls illustrated – This process provides assurance that will guarantee that plans/actions for corrective/preventative measures to be proposed to FSS in a timely manner i.e. routine contract meetings. • There was acknowledgment of the FSS proposed KPIs. There is evidence of a complete understanding and familiarity of future reporting directly related to contract performance and Eville & Jones volunteered to provide a series of non-outcome based which would provide an insight into how the contractor manages their activities. • There was a series of examples one of which clearly highlighted Eville & Jones' proactive approach when a non-compliance is identified which provides confidence that they can operate and manage the proposed reporting mechanisms • Volunteered to support FSS in future development of KPIs. <p>Supporting documentation Nos- 2017/10,29,43,75</p>
<p>3</p> <p>Reporting (Weighting 100%)</p>	<p>3.1</p>	<p>3.1</p>

<p>4 Health, Safety and Wellbeing - Weighting = 5%</p>	
<p>Health, Safety and Wellbeing (Weighting 100%)</p>	<p>3 <u>Robust Evidence</u> Submission of a clear Health & Safety Policy at 2017/68 and Wellbeing Policy at 2017/70 were evidenced. These documents support Eville & Jones commitment health, safety and wellbeing confirm how you will continually improve its performance in maintaining the highest levels of health and safety in providing the Service.</p> <ol style="list-style-type: none"> 1. Health & Safety Policy at 2017/68 and Wellbeing Policy at 2017/70 evidenced. 2. Evidence and statements were provided by Eville & Jones giving FSS an assurance that training is key element to manage their health and safety strategy, this takes place at the induction stage and covers a comprehensive list of items through to all activities that are pertinent to workplace activities. H&S is coordinated and overseen by an HR individual who is qualified to NEBOSH cert level. Eville & Jones are certified to OHSAS 18001 which defines the requirements for an Occupational Health & Safety Management System and this is the standard to which they operate and incorporate in their manual for employees covers the following but not limited to: responsibilities, training, risk assessment, controls, accident investigation and reporting, communication of health and safety matters, employee participation. The process of accident and incident reporting was clearly stated. They indicated that they monitor performance with a view to continuous improvement which provides. There are close collaborations with HSE and the UK Central Competent authority regarding Bovine tuberculosis and a full description of how they have implemented serious of controls to mitigate risks to staff provides FSS with assurances that matters relating to HSE are acted upon with Eville & Jones taking a proactive approach. The submission was supported by a series of relevant polices some of which are listed below and positive statements regarding approaches relating to bullying and harassment, fair and equal treatment, living wage and stability of deployment. Confident that items relating the management and workforce were addressed to an acceptable level. <p>*Supporting documentation Nos 2017/32,36,37,57,58,61,67,68,69,70,71,72</p> <p><u>Lack of Evidence</u> There was no evidence relating to the supply chain in relation to health and safety.</p>
<p>4.1</p>	

<p>5</p> <p>Environmental/Sustainability - Weighting = 5%</p> <p>Sustainability (Weighting 100%)</p>	<p>3</p>	<p><u>Robust Evidence</u></p> <p>Eville & Jones provided copies of accreditation of ISO 14001:2015 Environmental Management certification which demonstrates their commitment to sustainability and that this will be managed and monitored and subject to an audit process.</p> <p>While it was clear that Eville & Jones has created a number of positive policies and procedures – evidenced- relating to sustainability, but how they apply it to any future contract with FSS taking into account economic, environmental and social aspects was not so clearly stated.</p> <p>Submission of their Environment & Sustainability Policy provides a level of assurance to FSS that they wish to operate in an environmentally responsible manner, with evidence in their submission that they adhere to the relevant environmental legislation ensuring that there are controls in place to manage this.</p> <p>It was evident from the submission that they actively promote recycling and ensure that the production of waste is minimised such as paper by reducing printing, lighting this was stated – reduced energy in their main office located in Leeds through a number of initiatives. This is further evidence that this area is taken seriously.</p> <p>Eville & Jones educate employees in their organisation's operations to make them fully aware of the company's approach to the environmental and sustainable issues with a view to raising awareness and developing their skills and expertise in such matters. Eville & Jones seeks to identify like-minded suppliers or at a very minimum influence and encourage by stating their credentials related to their environmental matters which has an overall impact across the official control landscape.</p> <p>In the submission, it was recognised by Eville & Jones that the biggest risk impacting on sustainability was travel (and subsistence) but it is positive that the company described a number of steps reduce the impact e.g. some of the initiatives - use of train versus air travel, promoting use public transport and provision of a bicycle allowance.</p> <p>Eville & Jones declared their policy relating to corporate social responsibility (CSR) was the responsibility of their managing directors which included positive community engagement initiatives. A copy of their CSR strategy framework document reinforced all their activities.</p> <p>Supporting documentation Nos 2017/38,55,73,74</p>
<p>5.1</p>		

6	Workforce Matters - Weighting = 5%	
6.1	Fair Work Practices (Weighting 50%)	<p>2 <u>Robust Evidence</u></p> <p>Eville and Jones provided solid written statements indicating that all steps are taken to effectively motivate and provide solid leadership with provision for appropriate opportunities for training and skills development. This was further evidenced by supporting document for the IIP Silver Award which indicated commitment that a good people management practice is adopted across the company reference that Eville and Jones are working toward gold accreditation in 2018 page 207 refers. Further assurance was taken from the fact there is a wealth of experience in the management of veterinary and official control delivery staff.</p> <ul style="list-style-type: none"> • Eville and Jones claim that they 'monitor our salary levels to ensure that there is no disparity between different groups that are undertaking the same role' page 415 although not in response to answer 6.1. Clear evidence of a pay policy that describes a commitment to supporting the Living Wage – accreditation evident from Document 2017/61 although not specifically addressed in this section of the response it was referenced in Pages 206,371 & fully explained at page 381 • There is clear commitment by Eville and Jones describing a managerial structure designed and presented as having the ability to nurture talent and support individuals achieve their full potential- tailoring support for individuals to not only support personal development but also claims this has a positive impact on recruitment and retention. • There was an indication that for office based functions e.g. finance Eville and Jones has utilised the modern apprenticeship scheme and there was suggestions that they are involved to advance establishing apprenticeship schemes for MHIS • There was evidence support of staff development CPD & PDP opportunities access to professional bodies which suggests that recruitment of suitably qualified individuals will be easier for the organisation which in turn should reduce turnover • Flexible working patterns are fully promoted to meet individual's needs including access to career breaks and secondments opportunities, <p>Supporting documentation Nos 2017/58,60</p> <p><u>Lack of Evidence</u></p> <ul style="list-style-type: none"> • No clear pay policy evidenced other than the living wage • There was nothing evidenced to suggest that there was no inappropriate use of zero hours contracts and no reference to provision of flex-time

<p>6.2 Equality and Diversity (Weighting 50%)</p>	<p>4</p> <p><u>Robust Evidence</u></p> <p>Overall, Eville & Jones provided robust evidence to demonstrate that their Equality and Diversity Policy aligns with that of FSS. There is a clear statement included in the submission on page 414 regarding the monitoring of the policy and how they manage this process. Comprehensive details were included related to both Equality and Diversity and the manner they adopted and approaches utilised to address all matters relating to both,</p> <ol style="list-style-type: none"> 1. Eville & Jones submitted a relevant equality and diversity document underpinned by the appropriate legislation and that aligns with the FSS equality and diversity policy 2. With regards to subcontracting, Eville & Jones stated that there was no intention to subcontract any elements of this contract but they do engage locum/casual staff who are fully integrated into the teams across the organisation as if they were employees and invited to participate in meetings to national events, this is regarded as being inclusive <p>Supporting documentation Nos 2017/58,60,66,72 examined.</p>
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