



For safe food and  
healthy eating

**TENDER EVALUATION OF:  
THE DELIVERY OF MEAT OFFICIAL CONTROLS IN APPROVED  
ESTABLISHMENTS IN SCOTLAND FOR FOOD STANDARDS  
SCOTLAND**

Reference: FSS-2017-017

Name of Tenderer: \_\_\_\_\_

Name of Evaluator:

Date of Evaluation: \_\_\_\_\_

Signed: \_\_\_\_\_

**Scoring Guide**

Evaluators should award one score for each question. This score should be based on the most valued description relevant to the Tenderer's response. A description of the scores that may be awarded are described in the table below:

<b>Score</b>	<b>Definition</b>	<b>Description</b>
0	Unacceptable	Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.
1	Poor	Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.
2	Acceptable	Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.
3	Good	Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.
4	Excellent	Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.

**SECTION 1 – TECHNICAL REQUIREMENTS (Weighting – 30%)**

**1.1: CAPABILITY OF cOV AND cOA WORKFORCE (50%)**

**Guidance:** The Contractor must ensure that all Contractor Personnel engaged in the delivery of official controls are appropriately qualified, properly trained, supervised and receive on-going up to date training to fulfill their roles.

Please provide evidence of the proposed cOV and cOA workforce the supplier will provide to ensure there is sufficient appropriate staff to deliver the prescribed services.

Additional Guidance – Your response should include as a minimum details of the following:

- pOV and cMHI coaching and mentoring
- pOV and cMHI development and assessment
- Performance management of personnel
- How capability and resilience will be maintained
- Deployment of staff according to the Scottish National Protocol
- Staff IT capability

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

**Justification**

Robust Evidence

Lack of Evidence



**Section 2: Service Delivery - (Weighting 45%)**

**2.1 DELIVERY OF THE MANAGED SERVICE (80%)**

Please describe how you are going to provide a managed service to fully discharge the services required.

Evidence to demonstrate how you will:

- manage and deliver the range of services detailed in the Contract including projects
- work with FBOs to maintain/improve compliance with legal requirements in relation to Public Health and Animal Health and Welfare
- contribute to the wider FSS strategic public health protection and animal welfare initiatives
- ensure accuracy and appropriateness of staff activities
- benchmark performance within plants and between plants
- proactively handle issues that arise in one establishment and how this will be applied to the other establishments
- deliver innovative ways to improve efficiency in the delivery of the services required
- handle work instructions effectively and efficiently
- provide and operate a Technical Lead for Scotland
- provide invoicing in accordance with the FSS finance systems

Additional Guidance: Your response should include as a minimum details of the following:

- How will you engage with relevant stakeholders in order to deliver the service and align your ways of working with stakeholder needs?
- Complaints handling system
- Remote management of cOVs and cOAs
- Engagement, facilitation and prioritisation of:
  - FSS and third party (EU and Third Country) operational audits
  - Freedom Of Information (FOI) requests
  - Independent financial audits of premises
- Evidence of other services that you currently deliver for other customers which make efficient use of resources, contributing to lower costs for this contract without impinging on service delivery..

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

**Justification**

Robust Evidence

Lack of Evidence

**Section 2: Service Delivery - (Weighting 45%)**

**2.2. MOBILIZATION (20%)**

Please provide your strategy for on-boarding and mobilisation. Please provide your exit strategy for when the contract expires.

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

**Justification**

Robust Evidence

Lack of Evidence

**Section 3 : Performance Monitoring and Managing Information – (Weighting 10%)**

**3.1. REPORTING (100%)**

Provide information on your organisation's proposed reporting mechanism including monthly and quarterly reporting against KPIs, which is aligned to the FSS Performance Management Framework. Responses to include how any non-compliances against KPI standards will be addressed throughout the contract areas that you are delivering services for.

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

**Justification**

Robust Evidence

Lack of Evidence

**Section 4 : Health, Safety and Wellbeing – (Weighting 5% )**

**4.1. HEALTH, SAFETY AND WELLBEING (100%)**

Please provide information on your organisation's Health & Safety policy and confirm how you will continually improve its performance in maintaining the highest levels of health and safety in providing the Service. Specify how such commitment is reflected in the day to day activities of your (i) senior management team, (ii) workforce and (iii) supply chain.

1. Provide a copy of your Health, Safety and Wellbeing policy statement and management system.
2. Provide evidence on how the organisation will manage the welfare of staff and ensure staff are treated fairly and paid appropriately.

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

Justification
<p><u>Robust Evidence</u></p>       
<p><u>Lack of Evidence</u></p>       





**Section 6 : Workforce Matters – (Weighting 5%)**

**6.1. FAIR WORK PRACTICES (50%)**

Please describe how your organisation proposes to commit to being a best practice employer in this respect in the delivery of this contract. Answers need not be constrained to or be reflective of any examples given alongside this question.

Food Standards Scotland is persuaded by evidence which shows that the delivery of high quality public services is critically dependent on a workforce that is well-motivated, well-led and has appropriate opportunities for training and skills development. These factors are also important for workforce recruitment and retention, and thus continuity of service. Good answers will reassure evaluators that your company takes the engagement and empowerment of staff seriously; takes a positive approach to skills and training; and will demonstrate organisational integrity with regards to the delivery of those policies. This reassurance should be achieved by providing tangible and measurable examples that can be monitored and reported as part of on-going contract management

FSS itself has workforce policies to meet these requirements. These policies include:

- a pay policy that includes a commitment to supporting the Scottish Living Wage for the duration of this Parliament;
- clear managerial responsibility to nurture talent and help individuals fulfil their potential;
- a strong commitment to Modern Apprenticeships;
- support for learning and development;
- no inappropriate use of zero hours contracts;
- flexible working;
- flexi-time; and
- career breaks.

In order to ensure the highest standards of service quality in this contract, we expect Service Providers whose staff work alongside ours to take a similarly positive approach to workforce-related matters as part of a fair and equitable employment and reward package.

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

Justification
<u>Robust Evidence</u>
<u>Lack of Evidence</u>

**Section 6 : Workforce Matters – (Weighting 5%)**

**6.2 EQUALITY AND DIVERSITY (50%)**

*Provide evidence to demonstrate your organisation's equality and diversity policy aligns with that of the FSS. Responses to include:*

1. *A copy of your equality and diversity policy or an equivalent document which shows your organisation's commitment to equality and diversity and which is compliant with relevant legislation.*
2. *Confirm how the provisions of this policy will be met by any sub-contractors*

Description	Score
Response is completely relevant and excellent overall. The response is comprehensive, unambiguous and demonstrates a thorough understanding of the requirement and provides details of how the requirement will be met in full.	4
Response is relevant and good. The response is sufficiently detailed to demonstrate a good understanding and provides details on how the requirements will be fulfilled.	3
Response is relevant and acceptable. The response addresses a broad understanding of the requirement but may lack details on how the requirement will be fulfilled in certain areas.	2
Response is partially relevant but generally poor. The response addresses some elements of the requirement but contains insufficient/limited detail or explanation to demonstrate how the requirement will be fulfilled.	1
Nil or inadequate response. Fails to demonstrate an ability to meet the requirement.	0
<b>Score Awarded =</b>	

**Justification**

Robust Evidence

Lack of Evidence

**Section 7 : Community Benefits – (Weighting 0%)**

**7. COMMUNITY BENEFITS (0%)**

*The successful Contractor shall embrace Food Standards Scotland's requirement for delivering community benefits throughout the duration of the contract. To assist Food Standards Scotland in understanding what opportunities exist to deliver benefits to the community through this procurement, please answer the question below.*

*Tenderers must provide details of the Community Benefits you propose to implement throughout the duration of the Framework. Community Benefits must be proportionate and relevant to the operation of the services detailed in the contract. This may include:*

- Targeted Recruitment and Training, e.g. up skilling existing staff, apprenticeships;*
- Small Business and Social Enterprise development, e.g. sub-contracting to SMEs, supporting social enterprises;*
- Community Engagement, e.g. school engagement - work placement for school children.*

*Please note that these responses will not be scored and do not form part of the evaluation process but will be pursued further throughout contract management process should your organisation be successful.*

*If successful the winning Tenderer will discuss the content of their Community Benefit proposal and agree a plan for the delivery of the agreed community benefits which will become a condition of the Framework Agreement.*

**Justification**

Robust Evidence

Lack of Evidence