

Official Food Control Interventions & Inspections

Evaluation Criteria

Business Continuity (Total Points = 30)

1. Detail the robustness of your proposed contingency arrangements in the event that the services offered become unavailable, supported where appropriate by evidence of similar business continuity arrangements being successfully deployed elsewhere within the organisation to deal with short, medium and long term unavailability.

You must also describe any impacts that the contingency proposals may have on the performance levels proposed and what steps will be taken to minimise these impacts.

You must detail how the use of contingency arrangements will be kept to a minimum by providing information on how you will monitor and manage the following situations:

- Personnel absences;
- Adverse weather conditions;
- Any other emergency situations. **(30)**

Social Responsibility (Total Points = 10)

1. Detail the extent to which your organisation and the services offered will contribute to the economic, social and environmental wellbeing of the participating authorities and help the local authorities meet the needs of the Public Services (Social Value) Act 2012. **(10)**

Communication & Liaison (Total Points = 70)

1. Detail the arrangements to be put in place to provide timely and effective communication including:
 - Reporting on contract inspector performance and quality management to local authorities;
 - Reporting on contract performance management and providing updates to local authorities;
 - Contract management & performance meetings with participating local authorities individually and as a group;
 - Responding to any local authority enquiries relating to the administration of the contract;
 - Contacting local authorities in circumstances where further enforcement action may be necessary;
 - Between the tenderer and inspectors, including on inspector performance, quality management, and contract management. **(40)**
2. What policies & procedures will the tenderer put in place for the safe and secure sharing of information & data with local authorities and contract inspectors, and to demonstrate current & future compliance with information governance & data protection legislation and the requirements of the specification? **(20)**
3. What systems and procedures does the tenderer have in place for inspectors to assist food business operators with differing communication needs or preferences including language, literacy and hearing? **(10)**

Performance Management (Total Points = 30)

1. What systems will the tenderer put in place to ensure compliance with KPI 1 (return of premises files and documentation to local authorities within 5 working days of the day of inspection)? **(30)**

Contract Management (Total Points = 120)

1. Describe what designated resources that will be assigned by the tenderer to deliver food hygiene interventions allocated under this contract and how these will be managed & supervised within each local authority. **(40)**
2. What resource capacity does the tenderer have to deliver the contract detailed in the specification and respond to the request for additional qualified, competent and experienced inspectors at short notice? **(40)**
3. Describe the contract management systems, including IT and electronic systems, the tenderer will put in place to administer and manage the contract process, including the allocation, administration and management of interventions allocated to inspectors. **(40)**

Quality Assurance Systems (Total Points = 190)

1. What systems and procedures will the tenderer put in place to ensure that food hygiene interventions delivered under the contract are carried out by suitably qualified, competent and experienced Environmental Health Practitioners, satisfying the specific competency requirements in the Food Standards Agency Food Law code of Practice? **(30)**
2. What systems and procedures will the tenderer put in place for the on-going monitoring of inspector competency and continuing professional development? **(40)**
3. What systems and procedures will the tenderer put in place to assess and monitor the quality & consistency of interventions, and ensure their compliance with the requirements of the specification and relevant legislation, Food Standards Agency Food Law Code of Practice & Food Law Practice Guidance, and FHRS Brand Standard? **(50)**
4. What systems and procedures will the tenderer put in place to address under-performance by inspectors in relation to their interventions and to customer satisfaction? **(30)**
5. What systems and procedures will the tenderer put in place to ensure compliance with KPI 2 (quality checks on 10% of files/documentation)? **(40)**

Customers Satisfaction (Total Points = 50)

1. Outline any codes of conduct and customer satisfaction policies and describe how you will ensure your inspectors adhere to these. **(10)**
2. What procedures will the tenderer put in place to investigate and respond to any reports of unacceptable methods, behaviours, practices or complaints about individual inspectors from local authorities, business or members of the public? Describe how will these be investigated and how the findings and any actions taken will be reported to the relevant local authority. **(20)**
3. Describe how you will address poor customer satisfaction and how this will be feedback to the relevant local authorities. **(20)**