

# Case Study Document Management and Scanning

**BUYABILITY**  
SOCIAL  
PROCUREMENT  
SPECIALISTS



Organisations:  
**Flourish Australia**

Client:  
**NSW Roads and  
Maritime Services  
(RMS)**



**BuyAbility Procurement** facilitated this contract on behalf of Roads and Maritime via a 'Request for Quotation' process. Flourish Australia's quotation was accepted as they were able to deliver on all aspects of the work, including provision of a courier service and the capacity to complete the daily requirements. Up to five people with disability were engaged in the contract.

The contract is divided into three areas:

- 1 Couriers to collect the mail trays daily
- 2 Scanning of envelopes to record information on RMS system-TCMS
- 3 Document destruction

## OUTCOME

In 2014, **Buy Ability Procurement** was contacted by RMS to discuss if there was a Disability Enterprise suitable who would be able to meet their requirements to outsource scanning of 1500 returned mail toll notices on a daily basis (450,000 annually) and be able to provide the facility to perform secure document destruction.

After a selection process, Flourish Australia was awarded the contract.

The criteria for the job included a courier collection of mail trays on a daily basis from RMS offices in Parramatta then delivery to their Marrickville site where they are unloaded to the scanning facility. Each letter is then individually scanned and entered into TCMS. Approximately 1500 letters are received on a daily basis.

The letters are scanned and once confirmed that they are recorded onto TCMS, are then shredded through a secure document destruction process. Flourish Australia started this work on a trial basis in October 2014.

Following successful completion of the trial period, Flourish Australia was awarded a 2 year Contract + 2 x 1 Year options to extend which started in February 2015.

**RMS Renu Manchanda, Manager Toll Compliance Services, commented...**

"Work to complete this essential part of the toll process is essential to ensure our customers continue to receive a high level of service."

**RMS Peter Rigg, Manager Tolling Policy & Regulation, said...**

"I am impressed with the professionalism and dedication of the staff from **BuyAbility Procurement** and Flourish Australia..They have shown they are committed to delivering for their customers"

**Joy M., one of the Flourish Australia supported employees working on the project said...**

"This job.....gives good experience in the operations of the computer"

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➔ [www.nds.org.au/resources/disability-enterprise-procurement-dep-program](http://www.nds.org.au/resources/disability-enterprise-procurement-dep-program)

Formerly 'Disability Enterprise Procurement', **BuyAbility** is NDS's government endorsed service with the purpose of reducing the high rates of unemployment and underemployment of people with disability through socially responsible procurement opportunities in both the public and private sectors.

**NDS** National  
Disability  
Services