

Roads and Maritime Services (RMS)



RMS – Toll Compliance Management Services (TCMS) required an organisation to undertake the scanning of “return to sender” toll notifications. This was initially a trial period of 3 months with the prospect of 2 x 2 term contract.

The contract was facilitated by National Disability Services (NDS) between RichmondPRA and RMS - Toll Compliance Management Services. The contract was awarded to RichmondPRA under the provisions of the “Public Works and Procurement Regulation 2014”, and particularly Clause 5.

Clause 5 gives an exemption for Government agencies to engage disability employment organisations without having to go through a competitive tender.

NDS facilitated the contract of on behalf of RMS Toll Compliance Services via a “Request for Quotation” process.

RichmondPRA’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 5 people with disability are 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 site
3. Document destruction

Defining the Specification

In 2014 NDS was contacted by RMS to discuss if there was an ADE 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, RichmondPRA was awarded the contract. An initial meeting was held at their Harris Park site.

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

The letters are scanned and once confirmed that they are recorded onto the TCMS site, are then shredded through the secure document destruction process.

RichmondPRA commenced this work on a trial basis in October 2014.

Following successful completion of the trial period, they were awarded a 2 x 2 year contract commencing Feb 2015.

Stakeholder Comments

Manager Toll Compliance Services, commented:

“Outsourcing this work has been a real win-win situation. My team can undertake more valuable work for toll operators and RichmondPRA have additional regular work to perform”.

Manager Tolling Policy & Regulation, said:

“I am impressed with the professionalism and dedication of the staff from NDS and RichmondPRA. They are committed to delivering for their customers”.

One of the RichmondPRA supported employees working on the project said:

“This job.....gives good experience in the operations of the computer”.