



# case study



## Parks Victoria Creates Compliant Tender Documents on Demand

Exari™ Document Assembly helps government contracts team to deliver consistent, compliant tender and procurement documents to staff across the state. The self-service system improves risk management and compliance, cuts costs, and allows the experts to focus on major projects.

**“Our staff can now get quality tender documentation ready in a fraction of the time, with a much lower risk of using the wrong template or releasing non-compliant documents to vendors. This saves us time and cost, and helps us to avoid all the problems of tenders gone bad.”**

**Malcolm Downes, Manager Contracts, Parks Victoria**

### Situation

- Parks Victoria is an Australian state government agency which manages a world class network of parks, including national, state and metropolitan parks, marine national parks, bays, waterways and many significant cultural assets.
- The central contracts team administers procurement of various services, including major works, minor works, and a variety of maintenance and consulting services.
- All request for tender, quote and offer (RFx) documentation must comply with government contracting policies and risk management guidelines, with special clauses and schedules included where appropriate.
- Major contracts take priority over minor contracts.
- The legal and contracts teams have limited capacity to review all contracts prepared by regional officers, making it difficult to ensure consistent, compliant results.
- Standard form word-processor templates are too inflexible and unreliable to handle the changes in contract conditions applicable to different purchasing scenarios.
- A low-risk, self-service contracts solution was required, so that regional officers could create compliant documentation without draining the limited resources of the contracts team.

### Solution

- Exari™ Document Assembly provides an ideal solution for this situation.
- “Smart” tender and contract templates were set up for the services most commonly purchased through regional offices.
- These templates were made available to staff via the departmental intranet.
- Staff simply answer a series of straightforward questions in their web browser, with practical notes and comments helping to explain and clarify any issues.
- Based on the answers given, the system determines the correct document and clauses for the works or services being sourced, before delivering tailored documents in an appropriate style and format.
- PDF output helps to avoid risky last minute changes.
- RTF output lets approved users make final edits in Word.
- The solution also supports sharing of contract data with other enterprise systems.

### Benefits

- Improved compliance and risk management
- Lower costs of drafting and signing-off procurement documents
- Increased field staff control over the procurement process
- Greater efficiency and business focus in the legal & contracts team