



Energy & Utility Contract Management

Environment Health & Safety
Case Study

Overview

Major North American Energy & Utility company was looking to implement a Service Contract Management system to

- **Develop and award service contracts**
- **Ensure compliance to all contracting and safety regulations**
- **Manage Contractor pre-qualification processes**
- **Maintain central repository of Contractor qualifications**
- **Mitigate Risk using appropriate controls and measures**
- **Manage Project Oversight and demonstrate compliance**
- **Support new Environment, Health and Safety initiative**



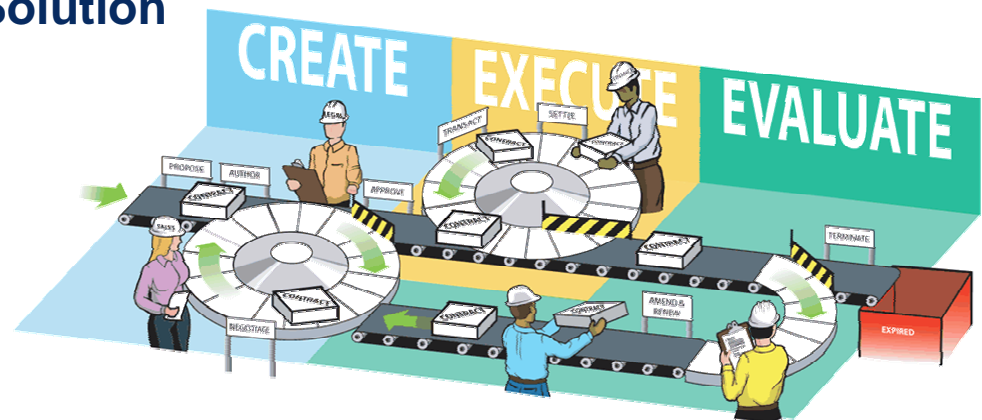
Business Requirements

- **Single, web-based solution**
- **Consistent, repeatable contracting processes for 3rd party service contracts**
- **Focus on ensuring compliance to the safety and contracting requirements**
- **Cost effective (limited budget)**
- **Mandated timeframe - delivery required in under 120 days**
- **Paradigm shift required to focus on risks to the worker and not just risks to utility infrastructure**
- **Solution to automate new Service Contract Management process**
 - **New environmental, Health and Safety (EHS) Policies and resources**
 - **New Contract Administration Department**
 - **New Project Management tasks**



Solution Timeline (60 Days)

- Identified key stakeholders (e.g.: Project Managers, Contract Administrators, Legal, EHS Specialists, Insurance Administrators, Procurement, etc.)
- Gathered requirements
- Built Prototype within 40 days and conducted Field Trial
- Refined prototype based on Field Trial results
- Loaded historical data
- Performed Data Cleanup
- Deployed ASC Managed Solution



Solution Architecture

Information

- ✓ User
- ✓ Contractor
- ✓ Insurance
- ✓ Workers Compensation
- ✓ PQA

Contract Development

- ✓ Service Requests
- ✓ Bids
- ✓ Risks
- ✓ Contracts

Oversight Tracking

- ✓ Mobilization
- ✓ Inspections/Worksite Reviews (WSR's)
- ✓ Performance Summary

Miscellaneous Tracking

- ✓ Incident Reporting
- ✓ Corrective Action (mentoring)
- ✓ Non-conformance

Extensive Reporting

- ✓ Compliance...
- ✓ Statistics



Benefits

- ✓ **Contract management from cradle to grave**
- ✓ **Significantly reduces the number of oversight forms completed**
- ✓ **Helps Project Managers schedule when forms are due**
- ✓ **Extensive and easy to use query and reporting capabilities**
- ✓ **All fields available for reporting (can export to MS Excel)**
- ✓ **Contractor performance captured and used in future decision making**
- ✓ **Risk and deficiency analysis tool**



Benefits (cont'd)

- ✓ **Single application, relational database**
- ✓ **All forms are contract specific**
- ✓ **All forms are stored within system (replaces paper filing)**
- ✓ **Do not have to be a licensed user to receive notifications or reports**
- ✓ **Design is flexible enough to allow for future changes**

