

1 Introduction and Background

- 1.1 Haya Water is a government owned company, formed in 2002 to build and operate the wastewater infrastructure in Muscat, the capital of Sultanate of Oman. The company has been incorporated as a joint stock company owned by the Government of the Sultanate of Oman.
- 1.2 The QHSE department is looking for an Automation of **Reporting and Tracking System (R&TS)** for Quality, Health, and Safety & Environment (QHSE) system based on (ISO9001, ISO14001, and OHSAS18001). This system will be used to automate and gather QHSE Reports and documents in one unified management system application and generate various reports.
- 1.3 Currently, (QHSE) Section, users are still using paper based systems (MS word and Excel spreadsheets) to manage health and safety incidents. Haya Staff (User) is required to search manually spending time and effort to locate desired document or files.
- 1.4 Moreover, this current practice is inefficient due to the high risk of misplace documents and amount of staff time spent to locate and track single QHSE document. In fact, such practice can cause problems when collecting information from different departments or projects. It also means the information is not secure, and there are no notifications to remind HSE managers when training is due. Generating and analyzing reports manually can also be tough and time consuming.

2 Objectives

- 2.1 The objective is to design and develop an **R&TS** application that will handle QHSE process from initial documentation stage to gathering all data in one uniformed reporting form and accordingly track and search documents and then generate reports.
 - Develop the Monthly QHSE report.
 - Give better visibility to the incidents status: The tool should help in producing reports that will give a status of incidents that just happened, under investigation, report ready, action taken and closed. With better visibility.
 - Send email notifications to insure that permit, actions addressed at the right time. The system should also escalate the notification to higher levels of management if the first notification fails to induce action.
 - Allows tagging of each action conducted on the system with date and time. This will ensure that the information is centrally available and that the latest version is being used.
 - Enables conducting root causes analysis for incidents.

3 Requirement

- Complete implementation and configuration for an Automation of incident reporting and audit tracking system.
- The vendor should propose the required hardware.
- The Proposed solution should be entirely web based interface and functionality to address users at all level of Haya organization.

- Conduct training for Full Access users and IT system Administrator, the administrator should be trained on creating dashboards, configurable reports and apply changes to work flow. The training will be conducted in Haya water premises.
- One year software maintenance support and technical support starting from the implantation completion date.
- Handout all necessary documentation:
 1. Configuration and Installation report.
 2. Training manuals.
 3. Backup & Restore document.