



**(FORM A)**  
**TENDER & CONTRACT QUALITY**  
**REQUIREMENTS FOR**  
**240-105658000 AND**  
**QUALITY REQUIREMENTS FOR ISO 9001**  
**STANDARD**

|                     |              |     |   |
|---------------------|--------------|-----|---|
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|   |  |  |  |                           |  |  |          |
|---|--|--|--|---------------------------|--|--|----------|
| <b>SECTION A<br/>(TENDERER)</b>                                   | ENQUIRY/<br>CONTRACT No:                 |  |  |                           |  |  |          |
|   | ENQUIRY/<br>CONTRACT<br>DESCRIPTION      | <b>The provision of a comprehensive, confidential and integrated Employee Assistance Programme (EAP) to support Eskom employees, their immediate family members, learners, apprentices, graduates-in-training, and contractors affected by critical incidents.</b> |  |                           |  |  |          |
| <b>CLAUSES OF 240-105658000 SPECIFICATION</b>                     |  | <b>CLAUSE DESCRIPTION</b>  |  |                           | <b>INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE</b> |  |          |
| <b>SECTION B (ESKOM)</b>  | <b>CLAUSE 3</b>                          | <b>PRE-CONTRACT AWARD QUALITY REQUIREMENTS</b>   |  |                           | <b>X</b>   |  |          |
|   | <b>CLAUSE 4</b>                          | (*Select Only Applicable Category). <b>NB: Not more than one category must be selected. Also indicate whether site assessment is applicable.</b>   |  |                           |  |  |          |
|   |  | Category 1 (refer to clause 3.5.2 of 240-105658000)  |  |                           |  |  | -        |
|   |  | Category 2 (refer to clause 3.5.3 of 240-105658000)  |  |                           |  |  | -        |
|   |  | Category 3 (refer to clause 3.5.4 of 240-105658000)  |  |                           |  |  | -        |
|   |  | Category 4 (refer to clause 3.5.5 of 240-105658000)  |  |                           |  |  | <b>X</b> |
|   | <b>CLAUSE 5</b>                          | <b>POST-CONTRACT AWARD</b>   |  |                           |  |  |          |
|   |  | Contract Execution (refer to clause 3.7.1 of 240-105658000)  |  |                           |  |  | <b>X</b> |
|   |  | Supplier Quality Performance Monitoring Phase (refer to clause 3.7.2 of 240-105658000)   |  |                           |  |  | <b>X</b> |
|   | <b>CLAUSE 6</b>                          | <b>STANDARD CONDITIONS</b>   |  |                           |  |  |          |
|   |  | Eskom Rights of Access (refer to clause 3.8.1 of 240-105658000)  |  |                           |  |  | <b>X</b> |
|   |  | Eskom Rights to Information (refer to clause 3.8.2 of 240-105658000)   |  |                           |  |  | <b>X</b> |
|   |  | Preservation (refer to clause 3.8.3 of 240-105658000)  |  |                           |  |  | <b>X</b> |
|   |  | Quality Audits Related Conditions (refer to clause 3.8.4 of 240-105658000)   |  |                           |  |  | <b>X</b> |
|   |  | Management of Nonconformities and Nonconforming Outputs Identified by Eskom (refer to clause 3.8.5 of 240-105658000)   |  |                           |  |  | <b>X</b> |
| <b>SPECIAL PROCESSES (REFER TO CLAUSE 3.8.6 OF 240-105658000)</b> |  |  |  |                           | <b>X</b>   |  |          |
| <b>CLAUSES OF ISO 9001 STANDARD</b>                               |  | <b>CLAUSE DESCRIPTION</b>  | <b>INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE</b> | <b>QUALITY PRINCIPLES</b> | <b>PRINCIPLE DESCRIPTION</b>                                       | <b>INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE</b> |          |
| <b>SECTION C (ESKOM)</b>  | <b>CLAUSE 4</b>                          | Context of the Organisation  | -  | <b>PRINCIPLE 1</b>        | Customer focus   | <b>X</b>   |          |
|   | <b>CLAUSE 5</b>                          | Leadership   | -  | <b>PRINCIPLE 2</b>        | Leadership   | <b>X</b>   |          |
|   | <b>CLAUSE 6</b>                          | Planning   | -  | <b>PRINCIPLE 3</b>        | Engagement of people   | <b>X</b>   |          |
|   | <b>CLAUSE 7</b>                          | Support  | -  | <b>PRINCIPLE 4</b>        | Process approach   | <b>X</b>   |          |
|   | <b>CLAUSE 8</b>                          | Operation  | -  | <b>PRINCIPLE 5</b>        | Improvement  | <b>X</b>   |          |
|   | <b>CLAUSE 9</b>                          | Performance Evaluations  | -  | <b>PRINCIPLE 6</b>        | Evidence based decision making                                     | <b>X</b>   |          |
|   | <b>CLAUSE 10</b>                         | Improvement  | -  | <b>PRINCIPLE 7</b>        | Relationship Management  | <b>X</b>   |          |
| <b>SECTION D (ESKOM)</b>  | <b>ESKOM'S QUALITY REPRESENTATIVE</b>    | <b>NAME</b>  | <b>DESIGNATION</b>   |                           | <b>DATE</b>  | <b>SIGNATURE</b>   |          |
|   |  | Bongi Tshabalala   | Senior Advisor: Supplier Quality Management.                       |                           | 2026/04/08   |  |          |
| <b>SECTION E (TENDERER)</b>                                       | <b>TENDERER'S QUALITY REPRESENTATIVE</b> | <b>NAME</b>  | <b>DESIGNATION</b>   |                           | <b>DATE</b>  | <b>SIGNATURE</b>   |          |
|   |  |  |  |                           |  |  |          |

**NB: The tenderer must complete and sign this form to acknowledge and accept Eskom Supplier Quality Requirements as per 240-105658000 Specification and ISO 9001 Standard.**

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