



4

Supplier Quality Management

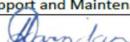
QUALITY REQUIREMENTS- Category 3

Support and Maintenance of HP Hardware- for a Period of Three Years

ENQUIRY NUMBER : _____

TENDERER NAME : _____

TENDER CLOSING DATE : _____

 Supplier Quality Management: List of Tender Returnables Documents	Unique Identifier	240-12248652																				
	Revision	7																				
	Effective Date	2022/01/26																				
	Specification	240-105658000																				
Category 3 : Quality Requirements	Deliverables to be evaluated indicator = 1																					
SECTION A : Quality Management System Requirements ISO 9001 (Option 1) Valid certification of Quality Management System by an ISO accredited body																						
<table border="1"> <tr> <td>A.1 Product / Service Scoping on ISO 9001 certificate is defined and relevant</td> <td>Apply =1</td> </tr> <tr> <td>A.2 Certificate by Approved and Authorized certification authority</td> <td>0</td> </tr> <tr> <td>A.3 Certification Authority has Recognized International Accreditation</td> <td>0</td> </tr> <tr> <td>A.4 Validity (expiry date) of certificate</td> <td>0</td> </tr> </table>			A.1 Product / Service Scoping on ISO 9001 certificate is defined and relevant	Apply =1	A.2 Certificate by Approved and Authorized certification authority	0	A.3 Certification Authority has Recognized International Accreditation	0	A.4 Validity (expiry date) of certificate	0												
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Section A Score Option 1 SECTION A : Quality Management System Requirements ISO 9001 Objective evidence of documented QMS that is not certified but complies with ISO 9001																						
<table border="1"> <tr> <td>A.1 QMS Manual or a document that defines and describes the QMS and its scope</td> <td>1</td> </tr> <tr> <td>A.2 Quality Policy Approved by top management.</td> <td>1</td> </tr> <tr> <td>A.4 Control of documented information (i.e. document and record control)</td> <td>1</td> </tr> <tr> <td>Clause 7.5 of ISO 9001:2015</td> <td>1</td> </tr> <tr> <td>A.5 Documented information for Control of nonconforming outputs</td> <td>0</td> </tr> <tr> <td>Clause 8.7 of ISO 9001:2015</td> <td>0</td> </tr> <tr> <td>A.6 Documented information for Nonconformity and Corrective action</td> <td>1</td> </tr> <tr> <td>Clause 10.2 of ISO 9001:2015</td> <td>1</td> </tr> <tr> <td>A.7 Documented information for Internal audit</td> <td>1</td> </tr> <tr> <td>Clause 9.2 of ISO 9001:2015</td> <td>1</td> </tr> </table>			A.1 QMS Manual or a document that defines and describes the QMS and its scope	1	A.2 Quality Policy Approved by top management.	1	A.4 Control of documented information (i.e. document and record control)	1	Clause 7.5 of ISO 9001:2015	1	A.5 Documented information for Control of nonconforming outputs	0	Clause 8.7 of ISO 9001:2015	0	A.6 Documented information for Nonconformity and Corrective action	1	Clause 10.2 of ISO 9001:2015	1	A.7 Documented information for Internal audit	1	Clause 9.2 of ISO 9001:2015	1
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A.7 Documented information for Internal audit	1																					
Clause 9.2 of ISO 9001:2015	1																					
Section A Score Option 2																						
SECTION B : Evidence of QMS in operation (Tender Quality Requirements -Ref 240-105658000)																						
<table border="1"> <tr> <td>B.1 Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role) (Clause 5.3 of ISO 9001:2015)</td> <td>1</td> </tr> <tr> <td>B.2 Documented information for Control of Externally Provided Processes, Products and Services - Must include criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers (Clause 8.4 of ISO 9001:2015)</td> <td>1</td> </tr> </table>			B.1 Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role) (Clause 5.3 of ISO 9001:2015)	1	B.2 Documented information for Control of Externally Provided Processes, Products and Services - Must include criteria for evaluation, selection, monitoring of performance, and re-evaluation of external providers (Clause 8.4 of ISO 9001:2015)	1																
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Section B Score																						
SECTION C: Contract Quality Plan Requirements (Ref 240-105658000 and 240-109253698). Draft Contract Quality Plan specific to the scope of work as described in the tender documents (Ref ISO 10005)																						
<table border="1"> <tr> <td>NB! Draft Contract/Project Quality Plan has important QA deliverables</td> <td>Apply (Yes=1)</td> </tr> <tr> <td>Section C Score</td> <td>1</td> </tr> </table>			NB! Draft Contract/Project Quality Plan has important QA deliverables	Apply (Yes=1)	Section C Score	1																
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SECTION D: Quality Control Plan Requirements (Ref 240-105658000 or 240-109253302) QCP /Checklist/ ITP (Quality Control Plans) as per Scope of Works (Ref ISO 10005)																						
<table border="1"> <tr> <td>NB! Draft/ Example of an Inspection and Test Plan (ITP) or Quality Control Plan (QCP) on similar and/ or previous work done</td> <td>1</td> </tr> <tr> <td>Section D Score</td> <td>1</td> </tr> </table>			NB! Draft/ Example of an Inspection and Test Plan (ITP) or Quality Control Plan (QCP) on similar and/ or previous work done	1	Section D Score	1																
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SECTION E: User defined additional Requirements & miscellaneous (Ref 240-105658000) Customer specific requirements & other standards and required can be listed and evaluated here																						
<table border="1"> <tr> <td>E.1 Form A is completed and signed.</td> <td>Apply (Yes=1)</td> </tr> <tr> <td>Section E Score</td> <td>1</td> </tr> </table>			E.1 Form A is completed and signed.	Apply (Yes=1)	Section E Score	1																
E.1 Form A is completed and signed.	Apply (Yes=1)																					
Section E Score	1																					
NAME OF ESKOM REPRESENTATIVE	Denise Govindan																					
DATE ISSUED	15/05/2023																					
PROJECT: TENDER TITLE	Support and Maintenance for HP Hardware																					
SIGNATURE																						

A.1

QMS Manual or a document that defines and describes the QMS and its scope or Quality Method statement based on the scope



240-126469599 -QM
58 Method Statement

A.2

Quality Policy Approved by Top Management

A.4

Control of documented
information (i.e. document
and record control)

Clause 7.5 of ISO 9001:2015

A.6

**Documented information for
Nonconformity and Corrective
action**

Clause 10.2 of ISO 9001:2015

A.7

**Documented information for
Internal audit**

Clause 9.2 of ISO 9001:2015

B.1

B.1 Documented information for defined roles, responsibilities and authorities - Organization chart and Responsibility matrix (must include but not limited to quality management function/role)

(Clause 5.3 of ISO 9001:2015)

B.2

Documented information for Control of Externally Provided

Processes, Products and Services -
Must include criteria for evaluation,
selection, monitoring of
performance, and re-evaluation of
external providers

(Clause 8.4 of ISO 9001:2015)

C1

Contract Quality Plan Requirements
Draft contract quality plan specific

to the scope of work as described in
the tender documents (Ref ISO
10005)

Draft Contract/Project Quality Plan has important QA
deliverables



240-109253698 CQP
Template 2021.docx

Refer to attached template -

SECTION D:

**Quality Control Plan Requirements -
(QCP /Checklist/ ITP (Quality**

Control Plans) as per Scope of Works (Ref ISO 10005 & QM 58)

Example of an Inspection and Test Plan (ITP) or Quality Control



240-109253302 _
Quality Control Plan c

Plan (QCP) on similar and/ or previous work done

SECTION E : User defined additional



Form A - HP
Hardware.pdf

Requirements & miscellaneous

 Eskom	(FORM A) TENDER & CONTRACT QUALITY REQUIREMENTS FOR 240-105658000 AND QUALITY REQUIREMENTS FOR ISO 9001 STANDARD	Document Identifier	240-68099512	Rev	9
		Effective Date	January 2022		
		Review Date	January 2027		

SECTION A (TENDERER)	ENQUIRY/CONTRACT No:				
	ENQUIRY/CONTRACT DESCRIPTION	Support and Maintenance of HP Hardware- for a Period of Three Years			
SECTION B (ESKOM)	CLAUSES OF 240-105658000 SPECIFICATION	CLAUSE DESCRIPTION			INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE
	CLAUSE 3	PRE-CONTRACT AWARD QUALITY REQUIREMENTS			X
		('Select Only Applicable Category). NB: Not more than one category must be selected. Also indicate whether site assessment is applicable.			
	CLAUSE 4	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)			X
		Category 4 (refer to clause 3.5.5 of 240-105658000)			-
		Main Supplier and Sub-supplier Capability and Capacity Assessment (refer to clause 3.6 of 240-105658000)			-
	CLAUSE 5	POST-CONTRACT AWARD			
		Contract Execution (refer to clause 3.7.1 of 240-105658000)			X
		Supplier Quality Performance Monitoring Phase (refer to clause 3.7.2 of 240-105658000)			X
	CLAUSE 6	STANDARD CONDITIONS			
		Eskom Rights of Access (refer to clause 3.8.1 of 240-105658000)			X
		Eskom Rights to Information (refer to clause 3.8.2 of 240-105658000)			X
		Preservation (refer to clause 3.8.3 of 240-105658000)			X
		Quality Audits Related Conditions (refer to clause 3.8.4 of 240-105658000)			X
		Management of Nonconformities and Nonconforming Outputs Identified by Eskom (refer to clause 3.8.5 of 240-105658000)			X
		SPECIAL PROCESSES (REFER TO CLAUSE 3.8.6 OF 240-105658000)			X
SECTION C (ESKOM)	CLAUSES OF ISO 9001 STANDARD	ISO 9001 STANDARD CLAUSE DESCRIPTION	INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE	QUALITY PRINCIPLES	ISO 9001 STANDARD PRINCIPLE DESCRIPTION
	CLAUSE 4	Context of the Organisation	X	PRINCIPLE 1	Customer focus
	CLAUSE 5	Leadership	X	PRINCIPLE 2	Leadership
	CLAUSE 6	Planning	X	PRINCIPLE 3	Engagement of people
	CLAUSE 7	Support	X	PRINCIPLE 4	Process approach
	CLAUSE 8	Operation	X	PRINCIPLE 5	Improvement
	CLAUSE 9	Performance Evaluations	X	PRINCIPLE 6	Evidence based decision making
	CLAUSE 10	Improvement	X	PRINCIPLE 7	Relationship Management
SECTION D (ESKOM)	ESKOM'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE
		Denise Govindan	Senior Advisor: Quality	15/05/2023	
SECTION E (TENDERER)	TENDERER'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE

Public

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File name: Form A - HP Hardware

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