

# 4

## Supplier Quality Management


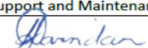
### **QUALITY REQUIREMENTS- Category 3**

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

ENQUIRY NUMBER : \_\_\_\_\_

TENDERER NAME : \_\_\_\_\_

TENDER CLOSING DATE : \_\_\_\_\_

	<b>Supplier Quality Management: List of Tender Returnables Documents</b>	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			
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	
Section A Score Option 1		0	
SECTION A : Quality Management System Requirements ISO 9001			
Objective evidence of documented QMS that is not certified but complies with ISO 9001			
		Apply =1	
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) Clause 7.5 of ISO 9001:2015		1	
A.5 Documented information for Control of nonconforming outputs Clause 8.7 of ISO 9001:2015		0	
A.6 Documented information for Nonconformity and Corrective action Clause 10.2 of ISO 9001:2015		1	
A.7 Documented information for Internal audit Clause 9.2 of ISO 9001:2015		1	
Section A Score Option 2		5	
SECTION B : Evidence of QMS in operation (Tender Quality Requirements -Ref 240-105658000)			
		Apply =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)		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	
Section B Score		2	
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)			
NB! Draft Contract/Project Quality Plan has important QA deliverables		Apply (Yes=1)	
		1	
Section C Score		1	
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)			
		Apply = 1	
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	
SECTION E: User defined additional Requirements & miscellaneous (Ref 240-105658000)			
Customer specific requirements & other standards and required can be listed and evaluated here			
		Apply (Yes=1)	
E.1 Form A is completed and signed.		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


Requirements & miscellaneous



Form A - HP  
Hardware.pdf



	<b>(FORM A)</b> <b>TENDER &amp; CONTRACT QUALITY</b> <b>REQUIREMENTS FOR 240-105658000 AND</b> <b>QUALITY REQUIREMENTS FOR ISO 9001</b> <b>STANDARD</b>	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	CLAUDE DESCRIPTION				INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE	
	CLAUSE 3	PRE-CONTRACT AWARD QUALITY REQUIREMENTS				X	
	CLAUSE 4	(*Select Only Applicable Category). NB: Not more than one category must be selected. Also indicate whether site assessment is applicable.					
		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)				-	
	CLAUSE 5	Main Supplier and Sub-supplier Capability and Capacity Assessment (refer to clause 3.6 of 240-105658000)				-	
		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	
		STANDARD CONDITIONS					
	CLAUSE 6	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 CLAUDE DESCRIPTION	INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE	QUALITY PRINCIPLES	ISO 9001 STANDARD PRINCIPLE DESCRIPTION	INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE
		CLAUSE 4	Context of the Organisation	X	PRINCIPLE 1	Customer focus	X
CLAUSE 5		Leadership	X	PRINCIPLE 2	Leadership	X	
CLAUSE 6		Planning	X	PRINCIPLE 3	Engagement of people	X	
CLAUSE 7		Support	X	PRINCIPLE 4	Process approach	X	
CLAUSE 8		Operation	X	PRINCIPLE 5	Improvement	X	
CLAUSE 9		Performance Evaluations	X	PRINCIPLE 6	Evidence based decision making	X	
CLAUSE 10		Improvement	X	PRINCIPLE 7	Relationship Management	X	
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

When downloaded from the document management system, this document is uncontrolled and the responsibility rests with the user to ensure it is in line with the authorized version on the system. No part of this document may be reproduced in any manner or form by third parties without the written consent of Eskom Holdings SOC Ltd, © copyright Eskom Holdings SOC Ltd, Reg No 2002/015527/30

Page 1 of 1

File name: Form A - HP Hardware  
Template ID: 240-43921804 (Rev 7) Header and Footer portrait template