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NEC 3 Term Services Contract

PART 5 – TECHNICAL REQUIREMENTS

The reissue of tender for an enabling Agreement for the provision of Substation Building Maintenance Services and Tower Foundation repairs on ‘an as and when’ required basis in Empangeni and Pietermaritzburg zones in KwaZulu Natal Operating Unit- Central East Operating Cluster for a period of thirty-six (36) months.

ENQUIRY NUMBER : E1374DXKZNOUR

TENDERER NAME : _____


TENDER CLOSING DATE 11 December 2025 at 10h00


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	(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	Substation Maintenance					
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	
	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)				-	
		Category 4 (refer to clause 3.5.5 of 240-105658000)				X	
	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 CLAUSE 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	
SECTION D (ESKOM)	ESKOM'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE		
		Denise Govindan	Senior Advisor: BIPM	08/05/2024			
SECTION E (TENDERER)	TENDERER'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE		


Public

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A.1


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

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A.2


Quality Policy Approved by Top Management

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A.4


Control of documented information (i.e. document and record control) Clause 7.5 of ISO 9001:2015

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A.6

Documented information for Nonconformity and Corrective action


Clause 10.2 of ISO 9001:2015

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A.7


Documented information for Internal audit Clause 9.2 of ISO 9001:2015

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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)

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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)

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SECTION E : User defined additional Requirements & miscellaneous



Form A Tender &
Contract Quality Requ

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