



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

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SECTION A (TENDERER)	ENQUIRY/ CONTRACT No:					
	ENQUIRY/ CONTRACT DESCRIPTION	A 24-hour live service to receive and register actual or suspected incidents of crimes and other irregularities including financial irregularities that are committed against Eskom group from employees, suppliers, customers and other stakeholders				
CLAUSES OF 240-105658000 SPECIFICATION		CLAUSE DESCRIPTION			INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE	
SECTION B (ESKOM)	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	
	CLAUSE 6	Supplier Quality Performance Monitoring Phase (refer to clause 3.7.2 of 240-105658000)			X	
		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			
CLAUSES OF ISO 9001 STANDARD		CLAUSE DESCRIPTION	INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE	QUALITY PRINCIPLES	PRINCIPLE DESCRIPTION	INDICATE WITH AN (X) AS APPLICABLE OR (-) IF NOT APPLICABLE
SECTION C (ESKOM)	CLAUSE 4	Context of the Organisation	-	PRINCIPLE 1	Customer focus	X
	CLAUSE 5	Leadership	-	PRINCIPLE 2	Leadership	X
	CLAUSE 6	Planning	-	PRINCIPLE 3	Engagement of people	X
	CLAUSE 7	Support	-	PRINCIPLE 4	Process approach	X
	CLAUSE 8	Operation	-	PRINCIPLE 5	Improvement	X
	CLAUSE 9	Performance Evaluations	-	PRINCIPLE 6	Evidence based decision making	X
	CLAUSE 10	Improvement	-	PRINCIPLE 7	Relationship Management	X
SECTION D (ESKOM)	ESKOM'S QUALITY REPRESENTATIVE	NAME		DESIGNATION	DATE	SIGNATURE
		Bongi Tshabalala		Senior Advisor: Supplier Quality Management.	2025/07/03	
SECTION E (TENDERER)	TENDERER'S QUALITY REPRESENTATIVE	NAME		DESIGNATION	DATE	SIGNATURE

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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