




# SECTION 5

## NEC Term Services Contract QUALITY REQUIREMENTS- Category 3

**A supplementation process to appoint one (1) service provider for the provision of HVAC Systems Maintenance Services required for Property Management Department on an “as and when” required basis in the Central East Cluster – KwaZulu Natal Operating Unit for a period not exceeding 31 January 2030.**

|  |                     |
|--|---------------------|
|  |                     |
| <b>ENQUIRY NUMBER</b>                                  | <b>E2305DXKZNOU</b> |
| <b>TENDERER NAME</b>                                   | _____               |
| <b>TENDER CLOSING DATE : 13 February 2026 at 10h00</b> |                     |
|  |                     |

|  |  |  |  |
|--|--|--|--|
|  | Supplier Quality Management:<br>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<br>(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<br>Apply =1 0  |  |  |  |
| 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  |
| Or   |  |  | 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.3 Quality Objectives Approved by top management.   |  |  | 1  |
| A.4 Control of documented information (i.e. document and record control)   |  |  | 1  |
| A.5 Documented information for Control of nonconforming outputs  |  |  | 1  |
| A.6 Documented information for Nonconformity and Corrective action   |  |  | 1  |
| A.7 Documented information for Internal audit  |  |  | 1  |
| Section A Score Option 2   |  |  | 7  |
|  |  |  |  |

**PLEASE REFER TO DOCUMENTS IN THIS**  
**FOLDER – PART 5**