



**4**

**NEC 3 Terms Services Contract**

**PART THREE – QUALITY REQUIREMENTS**



The establishment of an Enabling agreement for the Provision of SPU Meter Reading Services for the various areas in KZN Operating Unit, in Central East Cluster for Distribution Division (on an as when required basis) for a period of 36 months.

**ENQUIRY NUMBER: KZN112**

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

**TENDER CLOSING**

**DATE : 20 February 2024 AT 10H00AM**

	<b>Supplier Quality Management: List of Tender Returnables Documents</b>	Unique Identifier	240-12248652
		Revision	7
		Effective Date	2022/01/26
		Specification	240-105658000
<b>Category 3 : Quality Requirements</b>		<b>Deliverables to be evaluated indicator = 1</b>	
<b>SECTION A : Quality Management System Requirements ISO 9001</b>			
<b>(Option 1) Valid certification of Quality Management System by an ISO accredited body</b>			
Or			<b>Apply =1</b>
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
A.6 Documented information for Nonconformity and Corrective action			1
A.7 Documented information for Internal audit			1
<b>Section A Score Option 2</b>			<b>5</b>
<b>SECTION B : Evidence of QMS in operation (Tender Quality Requirements -Ref 240-105658000)</b>			
			<b>Apply =1</b>
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
<b>Section B Score</b>			<b>2</b>
<b>SECTION C: Contract Quality Plan Requirements (Ref 240-105658000 and 240-109253698).</b>			
<b>Draft Contract Quality Plan specific to the scope of work as described in the tender documents (Ref ISO 10005)</b>			
			<b>Apply (Yes=1)</b>
NB! Draft Contract/Project Quality Plan has important QA deliverables			1
<b>Section C Score</b>			<b>1</b>
<b>SECTION D: Quality Control Plan Requirements (Ref 240-105658000 or 240-109253302)</b>			
<b>QCP /Checklist/ ITP (Quality Control Plans) as per Scope of Works (Ref ISO 10005)</b>			
			<b>Apply = 1</b>
NB! Draft/ Example of an Inspection and Test Plan (ITP) or Quality Control Plan (QCP) on similar and/ or previous work done			1
<b>Section D Score</b>			<b>1</b>
<b>SECTION E: User defined additional Requirements &amp; miscellaneous (Ref 240-105658000)</b>			
<b>Customer specific requirements &amp; other standards and required can be listed and evaluated here</b>			
			<b>Apply (Yes=1)</b>
E.1 Form A is completed and signed.			1
<b>Section E Score</b>			<b>1</b>
<b>NAME OF ESKOM REPRESENTATIVE</b>		Denise Govindan	
<b>DATE ISSUED</b>		19-Jul-23	
<b>PROJECT: TENDER TITLE</b>		SPU Meter Readings for KZN OU	
<b>SIGNATURE</b>			

# A.1

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

# **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



**Refer to attached template** - 240-109253698 CQP  
Template 2021.docx

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





240-109253302\_  
Quality Control Plan c  
done

# SECTION E : User defined additional Requirements & miscellaneous



Form A SPU Meter  
Reading - CAT3.pdf

	<b>(FORM A)</b> <b>TENDER &amp; CONTRACT QUALITY REQUIREMENTS FOR 240-105658000 AND QUALITY REQUIREMENTS FOR ISO 9001 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	SPU Meter Readings for KZN OU				
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)				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		
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	
SECTION C (ESKOM)	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 : BIPM	19/07/2023		
SECTION E (TENDERER)	TENDERER'S QUALITY REPRESENTATIVE	NAME	DESIGNATION	DATE	SIGNATURE	

**Public**

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