Title: LIST OF QUALITY REQUIREMENTS AND QUALITY EVALUATION CRITERIA FOR IDM PROJECTS

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1. INTRODUCTION

This document contains a list of Quality Requirements to be included in IDM procurement/tender enquiries, quotation/tender evaluation documents, procurement specifications and technical specification for procurement (i.e. all procurement documentation).

The ultimate aim is to have all IDM contractors conforming to QM-58 (Supplier Contract Quality Requirements Specification), however, these requirements have not previously been included in IDM contracts. The current processes in IDM make it difficult to impose QM-58 immediately for all future contracts, and it was therefore decided to compile a list of requirements to be complied with, while the contractors are educated, supported and developed to meet the requirements as set out in QM-58.

2. QUALITY REQUIREMENTS/QUALITY EVALUATION CRITERIA

N/A

2.1 GENERIC QUALITY REQUIREMENTS ACROSS ALL PROJECTS

To be considered for participation in the Residential Mass Roll-Out programme all ESCO/PDs shall demonstrate compliance with the Quality Requirements by taking note of and submitting the following quality returnable documents as a minimum:

- The vendor shall allow Eskom access to its premises as well as their suppliers’ and client’s premises during manufacturing and installation for QC checks on the quality of the purchased product and installation standards
- The training records of the vendor employees and contractors shall be made available to Eskom on request
- The list of sub-contractors shall be made available to Eskom on request
- The vendor as well as their suppliers and sub-contractors shall provide Eskom with any required Quality documentation when requested, such as Quality Manuals, Quality Plans, SHE Plans
- The communication channel to handle customer complaints shall be specified to Eskom, and shall be maintained for the duration of the contract between customer and the contracted party.

2.2 QUALITY REQUIREMENTS FOR RESIDENTIAL MASS ROLL-OUT (RMR)

To be considered for participation in the Residential Mass Roll-Out programme all ESCO/PDs shall demonstrate compliance with the Quality Requirements by taking note of and submitting the following quality returnable documents as per the two sections below:
1. QUALITY RETURNABLES REQUIREMENTS FOR PROPOSAL SUBMISSION

   i. Confirmation of Vendor registration with Eskom (Eskom will allow the PD to apply for Vendor registration post proposal submission. However, a PD will not be eligible for contract award, until the PD is a registered Eskom Vendor).

   ii. Information on similar work performed

   iii. Approach to procurement control, including the approach to packaging, storage and control of procured products

      a. Procedure for internal and supplier / installer audits specifically for the Residential Mass Roll-out Programme

   i. Compliance to the Quality specification applicable to sub-contractors & PD.

   ii. Product installed is the product that is contracted - Technical Compliance to the contracted approved products to be installed and the prescribed technical and installation guides to be complied to. (Technical Specification and Installation Guidelines V1.6)

   iii. Product numbers claimed is as per the actuals installed.

   iv. Database error correction & prevention process such as:

      1. duplicate entries into the database

      2. incorrect capturing of input data

   b. Procedure for handling customer complaints, including evidence of communication to the customer regarding a communication line for raising customer complaints, to be maintained for the duration of the contract with Eskom

   • Scope of the Quality Management System, and where applicable and available for the Residential Mass Rollout Programme (If the returnables specified below are not available, please indicate accordingly):

      o Quality policy (to include quality objectives)

      o Quality Manual to include the following mandatory procedures:

         ▪ Control of documents and records

         ▪ Control of non-conforming product, including a copy of a non-conformance request (form whereby a non-conformance is raised)

         ▪ Procedure for corrective and preventative action
2. QUALITY REQUIREMENTS FOR PROJECT EXECUTION.

- Eskom will check compliance to this Quality specification that is applicable to sub-contractors & PD during execution of the project.

- Quality Control Plan/ITP to be utilized during the execution of the project, must include at least:
  - checking and acceptance of procured products according to standards
  - checking of quality of installations against applicable standards
  - Customer site inspections

- List of intended sub-contractors, to be updated throughout the execution of the project

- Confirmation and records of training / qualifications of the contracted ESCO/PD and their sub-contractor personnel performing installations, to be updated throughout the execution of the project

The ESCO/PDs shall allow Eskom or its appointed representative access to its premises as well as their sub-contractor’s premises to conduct compliance assessments/audits on products and installations.