

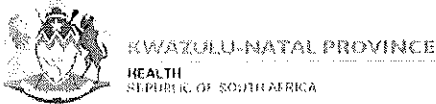
KZN Health Intranet



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KZN Health > Components > Supply Chain Management

AdvertQuote



Quotation Advert

Opening Date: 2022-06-14

Closing Date: 2022-06-24

Closing Time: 11:00

INSTITUTION DETAILS

Institution Name: Mseleni hospital

Province: KwaZulu-Natal

Department or Entity: Department of Health

Division or section: Central Supply Chain Management

Place where goods / services is required Mseleni Hospital

Date Submitted 2022-06-13

ITEM CATEGORY AND DETAILS

Quotation Number: ZNQ:
MSH94/22-23-H

Item Category: Goods

Item Description: SUPPLY AND INSTALL SIGNAGES AT MSELENI HSPITAL
NOTE: EMAILS ARE ON AND OFF DOCUMENTS CAN BE EMAILED BUT AT YOUR OWN RISK
SUPPLIERS MUST PRINT DOCUMENT AND BRING THEM TO THE SITE MEETING.

Quantity (if supplies) 111

COMPULSORY BRIEFING SESSION / SITE VISIT

Select Type: Compulsory Briefing Session

Date : 2022-06-21

Time: 10:00

Venue: RECREATION HALL AT MSELENI HOSPITAL

QUOTES CAN BE COLLECTED FROM: WEBSITE

QUOTES SHOULD BE DELIVERED TO: MSELENI HOSPITAL IN A TENDER BOX , NEXT TO SWITCH BOARD OPERATOR / mselenihospital.finace@gmail.com

ENQUIRIES REGARDING THE ADVERT MAY BE DIRECTED TO:

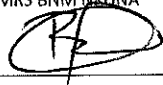
Name: NOZIPHO /PHINDILE

Email: mselenihospital.finance@gmail.com

Contact Number: 035 574 1004 EXT 1075 AND 1151

Finance Manager Name:

MRS BNM NKLINA



Finance Manager Signature:

No late quotes will be considered

STANDARD QUOTE DOCUMENTATION OVER R30 000.00

YOU ARE HEREBY INVITED TO QUOTE FOR REQUIREMENTS AT: MSELENI HOSPITAL

DATE ADVERTISED: 13/06/2022 CLOSING DATE: 24/06/2022 CLOSING TIME: 11:00

FACSIMILE NUMBER: 035 574 1004 E-MAIL ADDRESS: Nozipho.Ndlovu@kznhealth.gov.za

PHYSICAL ADDRESS: MSELENI HOSPITAL, D1885 SIBHAYI 3967

QUOTE NUMBER: ZNQ / MSH / 94 / 22 - 23

DESCRIPTION: SUPPLY AND INSTALL SIGNAGE AT MSELENI HOSPITAL

CONTRACT PERIOD: ONCE OFF (if applicable) VALIDITY PERIOD 60 Days SARS PIN:

CENTRAL SUPPLIER DATABASE REGISTRATION (CSD) NO. M A A A

UNIQUE REGISTRATION REFERENCE

DEPOSITED IN THE QUOTE BOX SITUATED AT (STREET ADDRESS)

Bidders should ensure that quotes are delivered timeously to the correct address. If the quote is late, it will not be accepted for consideration.

The quote box is open from 08:00 to 15:30.

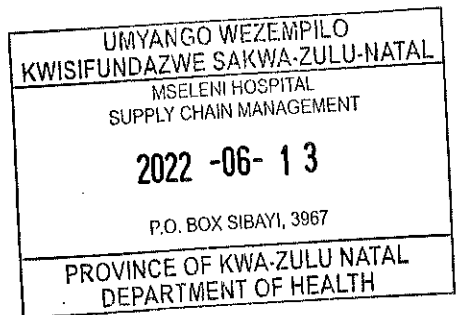
QUOTATIONS MUST BE SUBMITTED ON THE OFFICIAL FORMS -- (NOT TO BE RETYPED)

THIS QUOTE IS SUBJECT TO THE PREFERENTIAL PROCUREMENT POLICY FRAMEWORK ACT AND THE PREFERENTIAL PROCUREMENT REGULATIONS, 2011, THE GENERAL CONDITIONS OF CONTRACT (GCC) AND, IF APPLICABLE, ANY OTHER SPECIAL CONDITIONS OF CONTRACT.

THE FOLLOWING PARTICULARS MUST BE FURNISHED (FAILURE TO DO SO MAY RESULT IN YOUR QUOTE BEING DISQUALIFIED)

NAME OF BIDDER
POSTAL ADDRESS
STREET ADDRESS
TELEPHONE NUMBER CODE.....NUMBER..... FACSIMILE NUMBER CODE.....NUMBER.....
CELLPHONE NUMBER
E-MAIL ADDRESS
VAT REGISTRATION NUMBER (If VAT vendor)

HAS A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE BEEN SUBMITTED? (SBD 6.1) YES NO
[A B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE/SWORN AFFIDAVIT (FOR EMEs& QSEs) MUST BE SUBMITTED TO QUALIFY FOR PREFERENCE POINTS FOR B-BBEE]



DESCRIPTION: SUPPLY AND INSTALL SIGNAGE AT MSELENI HOSPITAL

SIGNATURE OF BIDDER DATE.....
 [By signing this document, I hereby agree to all terms and conditions]

CAPACITY UNDER WHICH THIS QUOTE IS SIGNED.....

Item No	Quantity	Description	Brand & model	Country of manufacture	Price	
					R	c
		SUPPLY AND INSTALL SIGNAGES				
1.	02	HOSPITAL ADVSORY BOARD PICTURE MUST BE IN A METALIC AND GLASS COVER SIZE:600MMX 600MM				
2.	13	EVACUATION PLAN MUST BE IN METALIC GLASS FRAME AS PER ATTACHED LIST OF SECTION				
3.	02	EXEUTIVE MANAGEMENT PICTURE MUST BE IN METALIC GLASS FRAME SIZE:600X600MM AS PER ATTACHED PICTURE .				
4.	11	BATHO PELE BOARD 600MM X410MM MUST BE IN METALIC GLASS FRAME, MUST BE WRITTEN IN ISIZULU AND ENGLISH AND INCLUDE CALL CENTRE NO. LARGE FONT ACCESSIBLE METERS AWAY				
5.	01	BATHO PELE BOARD 2450MM X 2430 MM MUST BE IN (AS PER ATTACHED SPECIFICATION)				
6.	04	SIGNAGE FOR STAIRS AS PER ATTACHED SPEC				
7.	01	VISSION AND MISSION STATEMENT SIGNAGE 1860MMX1860MM AS PER ATTACHED				
8.	01	HOSPITAL DIRETION SIZE: 1.6MMX1.1MM AS PER ATTACHED				
9.	01	SIGNAGE FOR COVID-19 AS PER ATTACHED SPECIFIACATION SIZE: 600MMX300MM				
10.	01	BACK TO BACK SIGNAGE AT PARK HOME 39				
11.	01	PATIENT VISITORS AREA SIZE: 800MMX700MM AS PER ATTACHED SPECICATION (P.T.O)				
VALUE ADDED TAX @ 15% (Only if VAT Vendor)						
TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days)						

Does This Offer Comply With The Specification?	Does The Article Conform To The S.A.N.S. / S.A.B.S. Specification?
Is The Price Firm?	State Delivery Period, e.g., 1day, 1week

<p>Enquiries regarding the quote may be directed to:</p> <p>Contact Person: NOZIPHO/PHINDILE Tel: 035 574 1004</p> <p>E-Mail Address: Nozipho.Ndlovu@kznhealth.gov.za</p>	<p>Enquiries regarding technical information may be directed to:</p> <p>Contact Person: NOZIPHO/PHINDILE Tel: 035 574 1004</p>
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2

DESCRIPTION: SUPPLY AND INSTALL SIGNAGES AT MSELENI HOSPITAL

SIGNATURE OF BIDDER DATE.....
 [By signing this document, I hereby agree to all terms and conditions]

CAPACITY UNDER WHICH THIS QUOTE IS SIGNED.....

Item No	Quantity	Description	Brand & model	Country of manufacture	Price	
					R	c
12.	01	WELCOME SIGNAGE BOARD WITH VISITING HOURS AT THE HOSPITAL ENTRANCE SIZE: 2M X1500MM AS PER ATTACHED SPECIFICATION				
13.	01	KITCHEN SIGNAGE BOARD SIZE: 500MMX200MM				
14.	04	DISABLED PARKING SIGNAGE SIZE: 400MMX400MM AT SCREENING AREA FOR COVID 19, FEVER CLINIC MATERNITY AND MANAGEMENT PARKING				
15.	01	HAND WASH SIGNAGE SIZE 600MMX300MM AS PER ATTACHED SPECIFICATION				
16.	01	SERVICE BOARD AT MSELENI BRANDED IN DEPARTMENT OF HEALTH COLOURS SIZE: 24050MMX2M MUST BE INSTALLED AT MAIN GATE				
17.	01	EXTERNAL INFORMATION SIGNATURE 900MMX900MM AS PER ATTACHED SPECIFICATION				
18.	01	EXTERNAL SERVICE DELIVERY CHARTS SIZE: 2MX2450MM AS PER ATTACHED SPECIFICATION				
19.	01	EXTERNAL INFORMATION SIGNAGE 1.5MMX1.5MM AS PER ATTACHED SPECIFICATION				
20.	02	QUEUE MANAGEMENT SIGNAGE BOARD SIZE: 420MMX300MM MUST BE ON A METALIC FRAME (AS PER ATTACHED SPECIFICATION) MUST BE INSTALL AT OPD AND OPD ADMINISTRATION				
21.	01	INFORMATION SIGNAGE SIZE: 1230MMX1900MM (AS PER ATTACHED SPECIFICATION)				
		P.T.O				
VALUE ADDED TAX @ 15% (Only if VAT Vendor)						
TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days)						

Does This Offer Comply With The Specification?	Does The Article Conform To The S.A.N.S. / S.A.B.S. Specification?
Is The Price Firm?	State Delivery Period, e.g., 1day, 1week

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DESCRIPTION: SUPPLY AND INSTALL SIGNAGES AT MSELENI HOSPITAL

SIGNATURE OF BIDDER DATE.....
 [By signing this document, I hereby agree to all terms and conditions]

CAPACITY UNDER WHICH THIS QUOTE IS SIGNED.....

Item No	Quantity	Description	Brand & model	Country of manufacture	Price	
					R	c
		SUPPLY AND INSTALL				
22.	12	SERVICE CHART STANDARD SIGNAGE MUST BE IN A METALIC FRAME AND GLASS SIZE: 900MMX900MM (AS PER ATTACHED SPECIFICATION)				
23.	01	PHARMACY WAITING TIME BOARD MUST BE IN A METALIC GLASS FRAME SIZE: A3 (AS PER ATTACHED SPECIFICATION)				
24.	02	OPD WAITING TIME STANDARD BAORD MUST BE IN A METALIC FRAME SIZE : A3 (AS PER ATTACHED SPECIFICATION)				
25.	01	MSELENI HOSSIPITAL INTERNAL PRICING BOARD SIZE : 495MMX845MM LARGE FONT ACCESSIBLE TO CLIENTS FROM 3M AWAY AND IN A METALIC FRAME AND BE AT OPD ADMINISTRATION				
26.	20	EVACUATION PLAN SIZE 60MMX45MM AS PER ATTACHED LIST				
27	20	SIGNAGE FOR 10 STEPPS TO SUCCESFUL BREAST FEEDING WRITTEN IN ISIZULU AND ENGLISH MUST BE IN METALIC FRAME AND GLASS FRAME SIZE: A3				
28.	02	EXTERNAL COMPLIANTS MANAGEMENT SIGNAGE MUST BE WRITTEN IN ISIZULU AND ENGLISH SIZE: 1220MMX1220MM (AS PER ATTACHED SPECIFICATION)				
VALUE ADDED TAX @ 15% (Only if VAT Vendor)						
TOTAL QUOTATION PRICE (VALIDITY PERIOD 60 Days)						

Does This Offer Comply With The Specification?	Does The Article Conform To The S.A.N.S. / S.A.B.S. Specification?
Is The Price Firm?	State Delivery Period, e.g., 1day, 1week

<p>Enquiries regarding the <u>quote</u> may be directed to:</p> <p>Contact Person: NOZIPHO/PHINDILE Tel: 035 574 1004</p> <p>E-Mail Address: Nozipho.Ndlovu@kznhealth.gov.za</p>	<p>Enquiries regarding <u>technical information</u> may be directed to:</p> <p>Contact Person: NOZIPHO/PHINDILE Tel: 035 574 1004</p>
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4



PROJECT: Supply and install Internal Signage at Mseleni Hospital

General Information

VISITE SITE:- The tenders are to visit the site prior to tendering and satisfy themselves as to the nature and extent of the work to be done, also to examine the condition of all buildings as no claim to entertained on the grounds of ignorance of the condition under which the work was to be executed.

- The contractor will start work once an official order number is issued.
 - The contractor must not take more than **four (01) week** to complete the work **including VOs.**
 - The contractor workmanship and material must be approved by SABS and guaranteed.
 - The contractor must at all times adhere to the Health and safety regulations and contraction act.
 - The contractor must not damage any equipment or fixture as he will be responsible by claim.
 - The contractor must not disrupt service and prior arrangement must be made with Artisan Foreman.
 - The contractor staff must be cleared identifiable-with name of the company and the hospital is not responsible for any theft of contractor's equipment and materials.
 - The contractor must move all dirt/rubble of site and leave the area /department neat and clean.
 - Contractor to sign on the in the contract's register every time they are on site.
 - ***The hospital is not responsible to loan contractor Labour, tools, machines and ladders or any other item.***
 - As the work proceeds it is the duty of the contractor to have the work checked by an official.
-
- Poor quality of workmanship will not be acceptable and that could affect payment for the work done.
 - **It is a duty of the contractor to have correct spec for the project**
 - **When contractor com to start the project the contractor must have the spec on the hands it is a duty of the contract to make sure about that**

Obstacles on site

The building that you have to work on is occupied by the staff and patience you will have to work around them but make sure that the service is not disturbed. The contractor must make arrangements with FOREMEN in time when you are coming to start. The contractor must try by all means to limit the dust as much as he/she can because of staff working in

Reporting

Prior agreement must be done with Artisan Foreman

The contract must always report to Artisan Foreman before starting working and signing contractor logbook time in & time out. On the completion of the project inspection will be done with Artisan Foreman then hand over the site.

Scope of work

Formed Plastic Letters Specifications

Part 1-General

1.1 Scope

A. Furnish letters and hardware necessary to install formed plastic letters shown on drawings and herein specified

1.2 Submittals

- A. Manufacture's illustrated product literature and specifications
- B. Installation instruction

2.2 CAB has the following specific characteristics (sheet used for formed letters is approximately. 143" thick)

- 1. A specific heat of about 0.35
- 2. A heat of combustion of approximately 10,400BTU per pound (2.42 x 107J/kg)
- 3. An auto-ignition temperature of about 880° F (470°C)
- 4. UL94 Flame Class: 94HB
- 5. Burn rates for sheet, as determined in testing under ASTM Test Method D 635:
 - Approximately 1.0 in/min (2.6c m/min) for.125" (3.18mm) thick material.
 - Approximately 0.8 in/min (2.1 cm/min) for.150" (3.81mm) thick material.

2.3 Mounting Hardware

- A. Formed plastic letters have plain, flange, stud, pad, combination all, outside bracket, wire, foam-filled (Max. 9") or free-standing for mounting options.
- B. All standard formed plastic letters use 3/16" aluminium studs

2.4 Manufacture

- A. Letters shall be made of cellulose acetate butyrate.
- B. Letter shall be **Helvetica bold** letter style and shall be **4"** inches high, as indicated on the drawings.
- C. Mounting shall be level and plumb using manufacturer's recommended standard mounting hardware of vinyl foam tape or holes and screws and a mounting template designating stud locations

Part 111-Execution

3.1 Installation

- A. A qualified installer shall install formed plastic letters

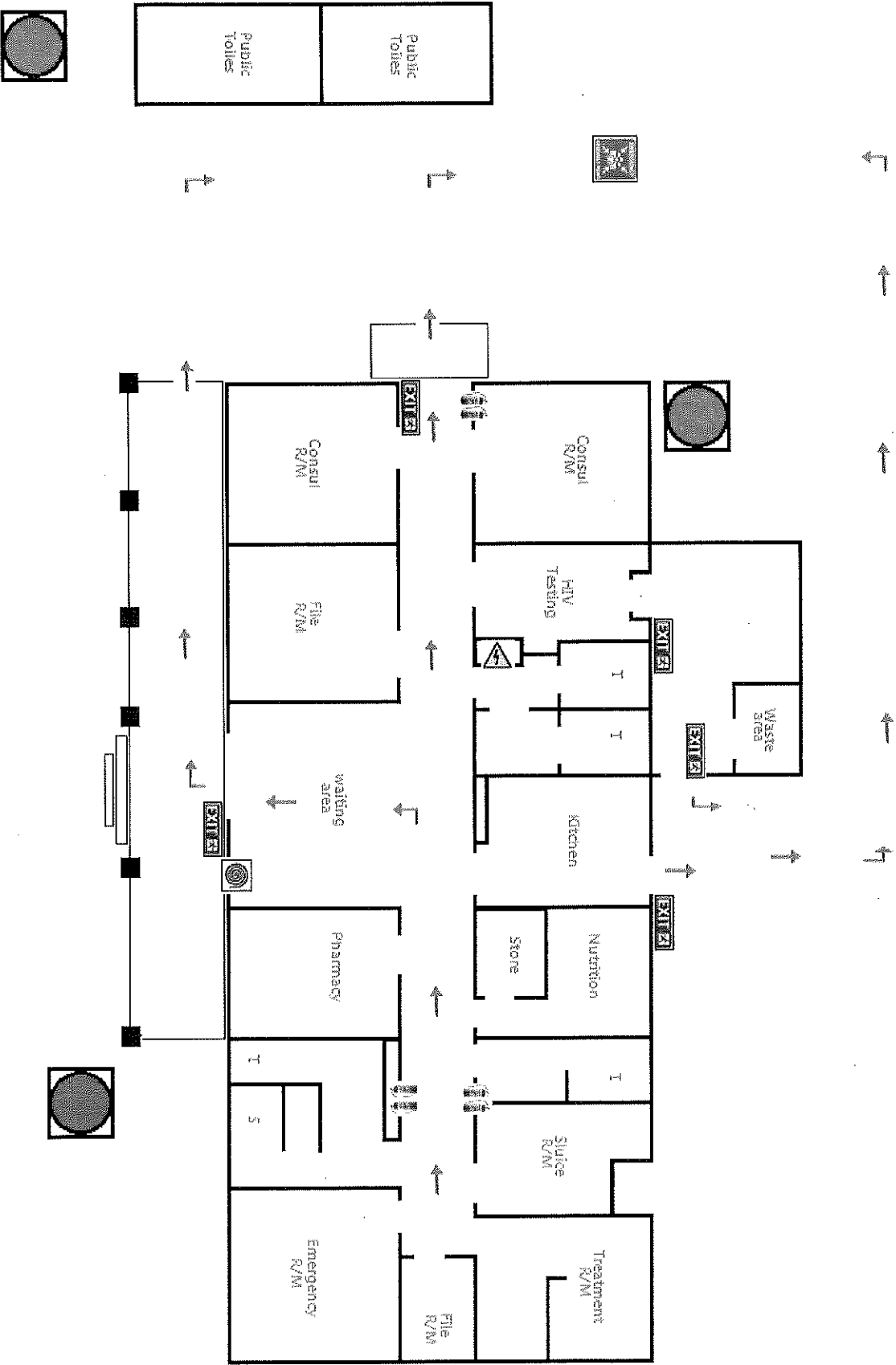
3.2 Warranty

- A. Letters should be guaranteed for the life of the business against defects.

Please note that other signs same in Zulu and English and are in English only please provide as specified on specification.

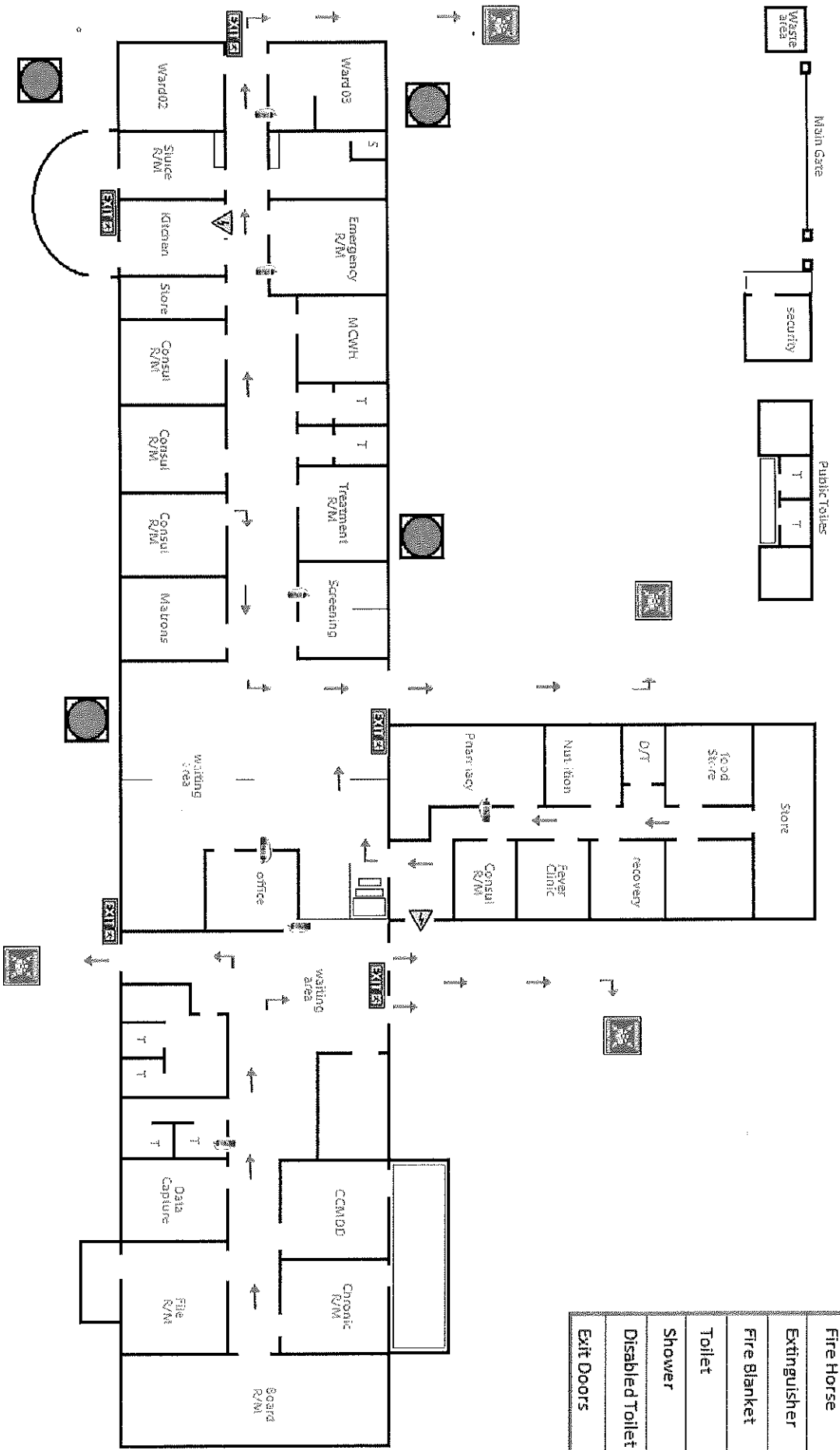
Room singe in written on the Aluminium sheet and fit to each an every door

Mabibi Clinic Evacuation Floor Plan



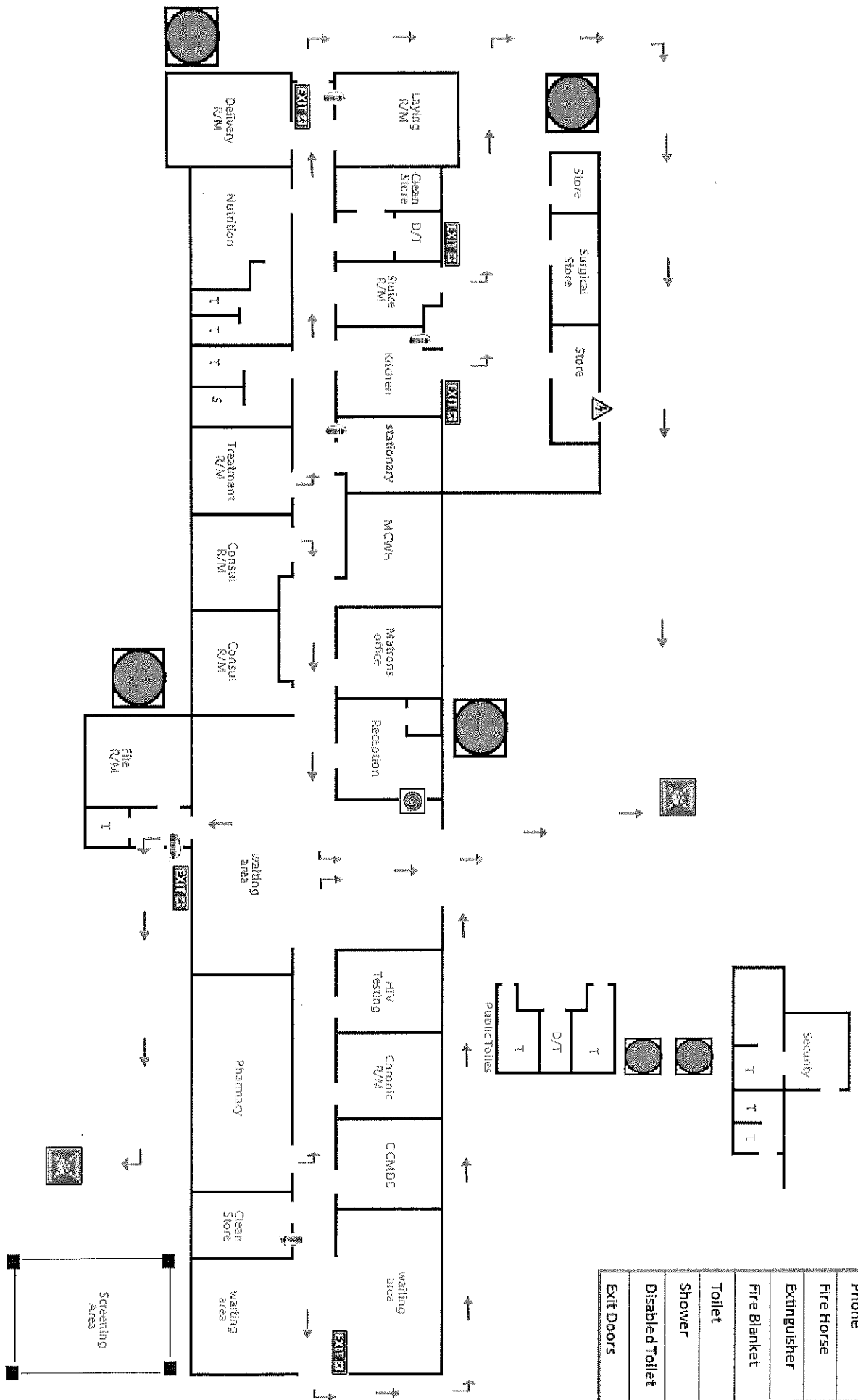
Icons Description	Icon
Assemble Sport	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

Mduku Clinic Evacuation Floor Plan



Icons Description	Icon
Assemble Spot	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

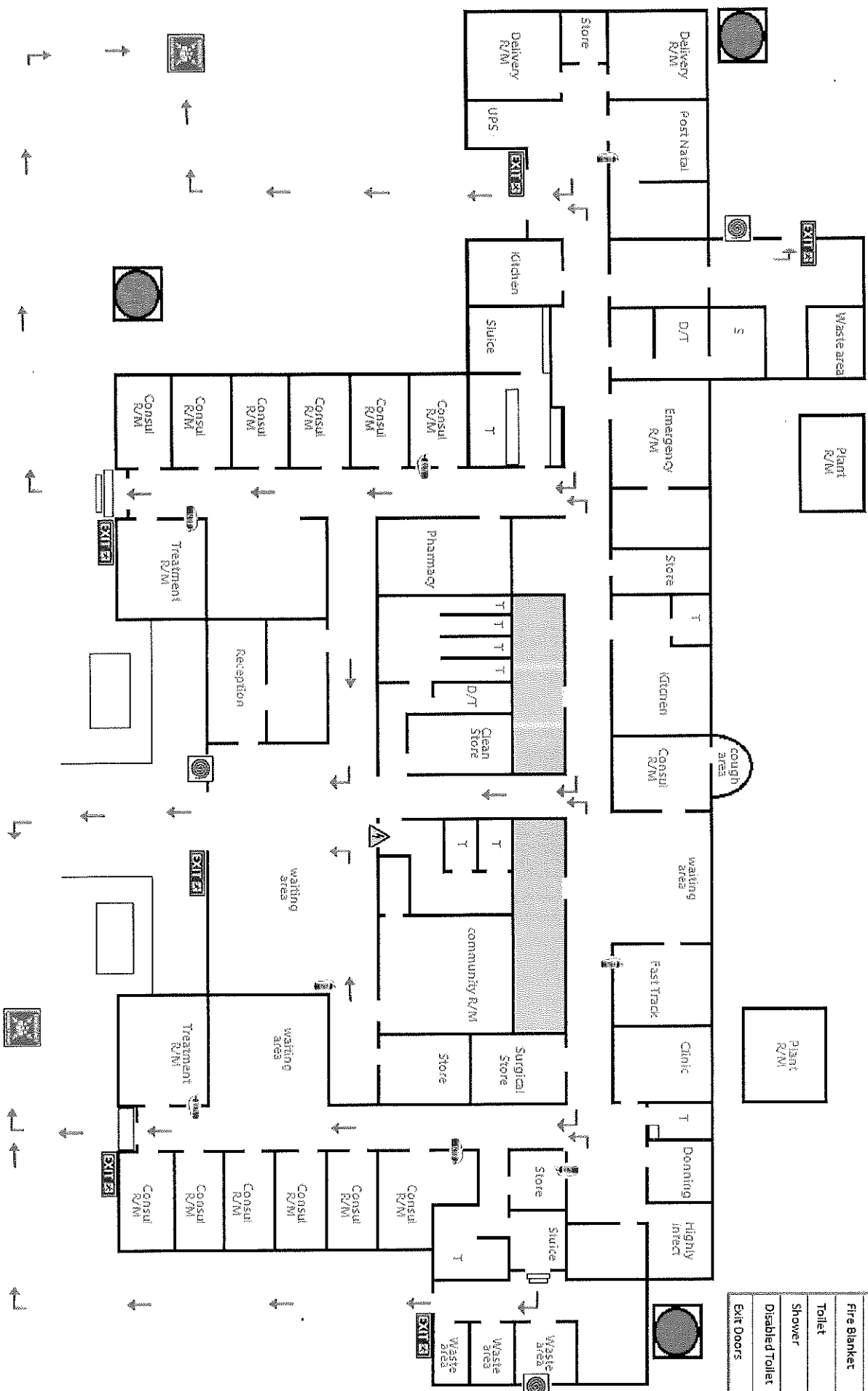
Mngobokazi Clinic Evacuation Floor Plan



Icons Description	Icon
Assembly Sport	
Electric Db	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

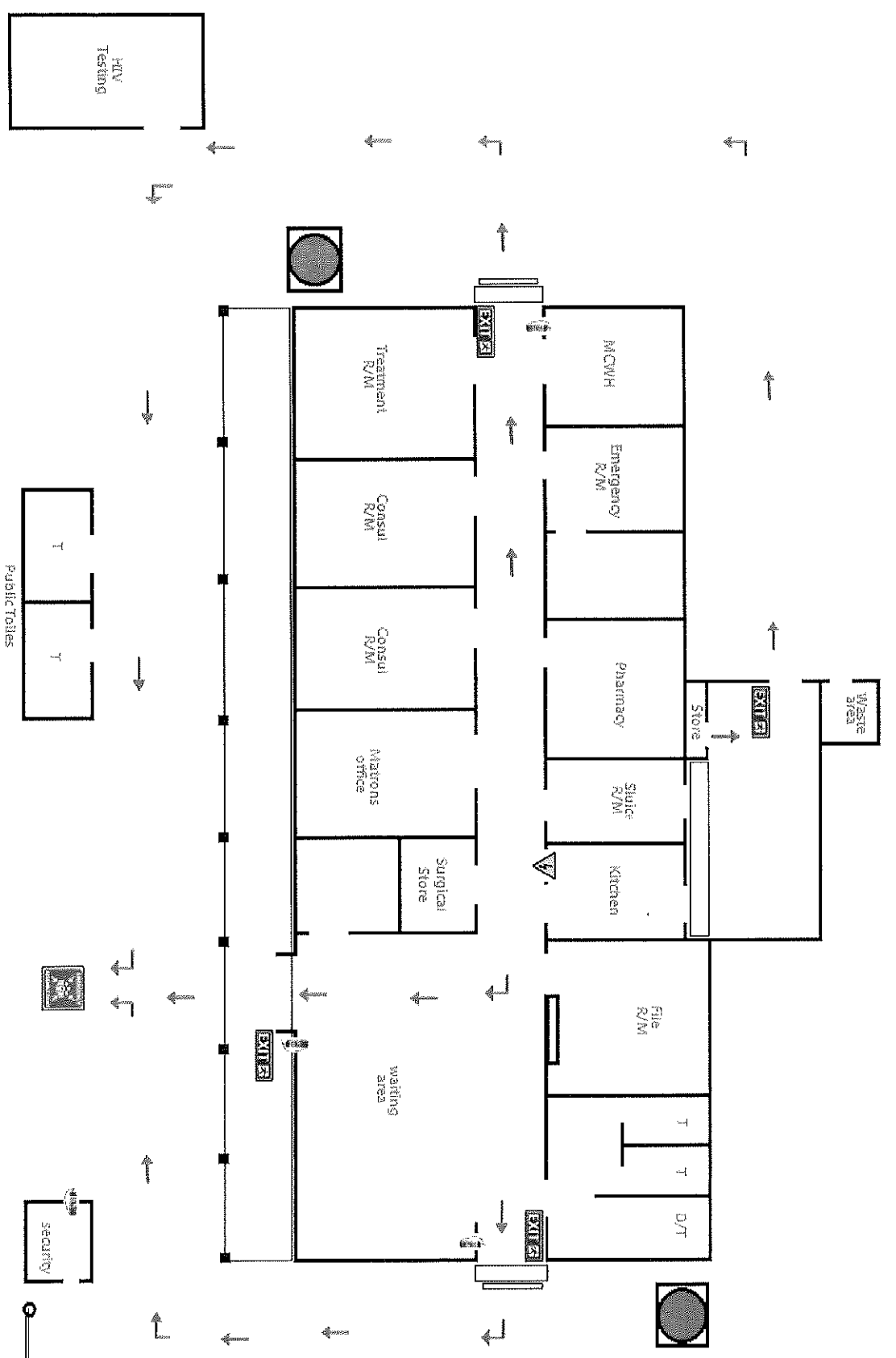
170M 2

Hluhluwe Clinic Evacuation Floor Plan



Icons Description	Icon
Assembly Point	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

Ezimpodweni Clinic Evacuation Floor Plan

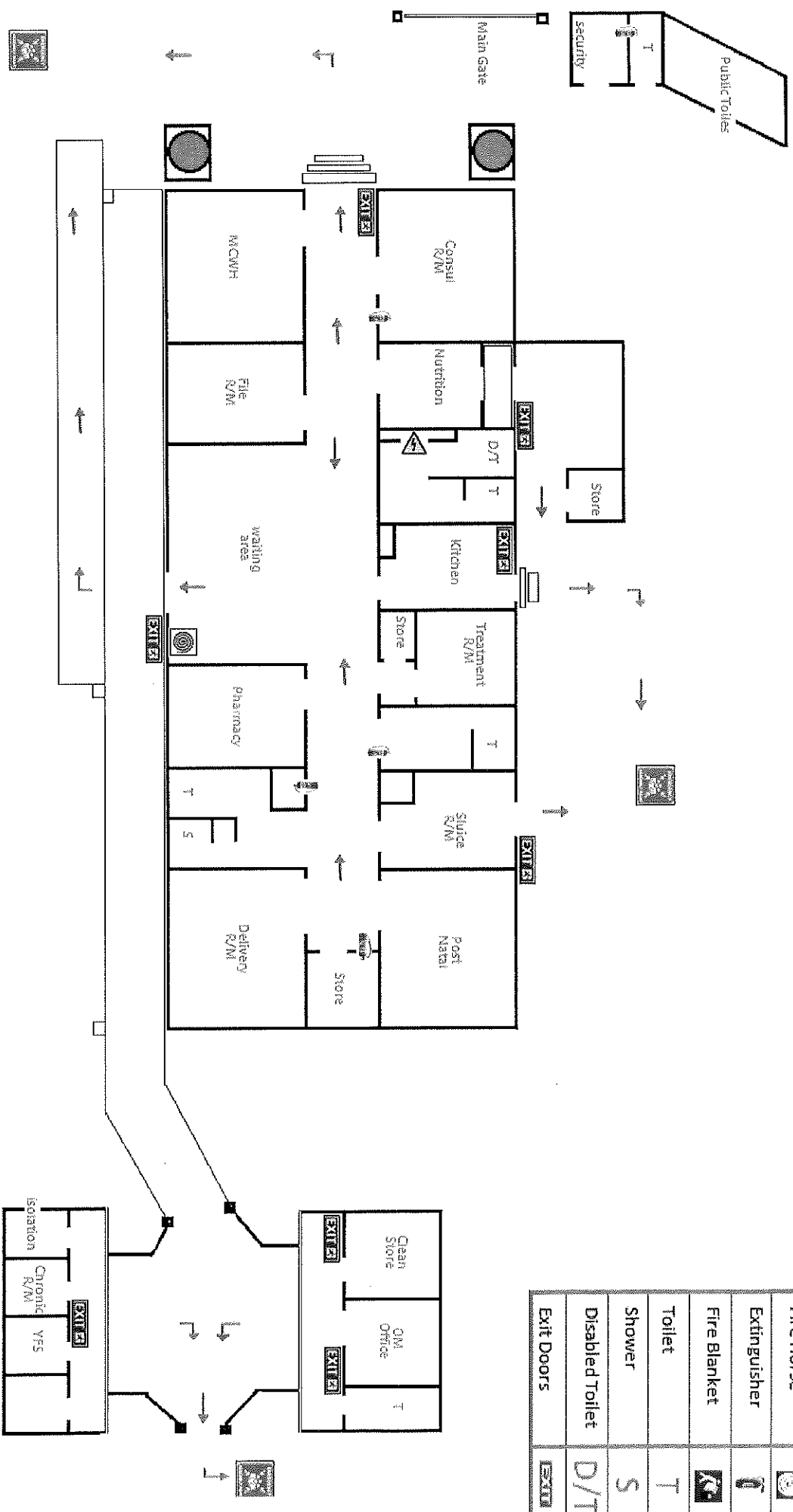


Icons Description	Icon
Assemble Point	AS
Electric DB	⚡
Phone	☎
Fire Horse	🐎
Extinguisher	🔥
Fire Blanket	🧯
Toilet	T
Shower	S
Disabled Toilet	D/T
Exit Doors	EXIT

Main Gate

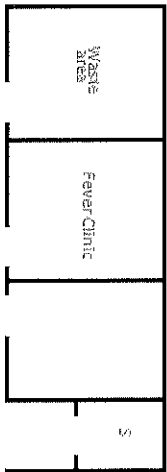
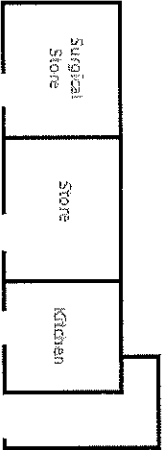
Item 2

Opodweni Clinic Evacuation Floor Plan

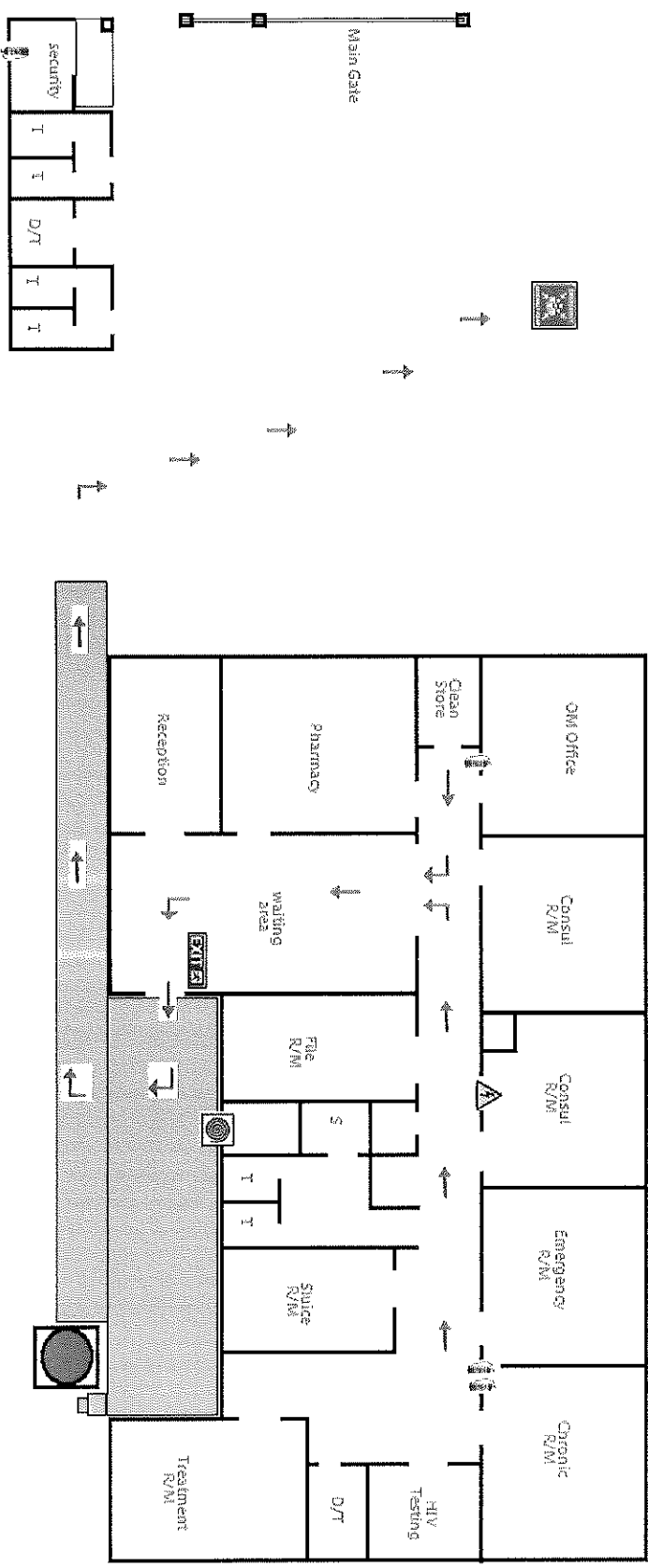


Icons Description	
	Assemble Point
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

Ntshongwe Clinic Evacuation Floor Plan



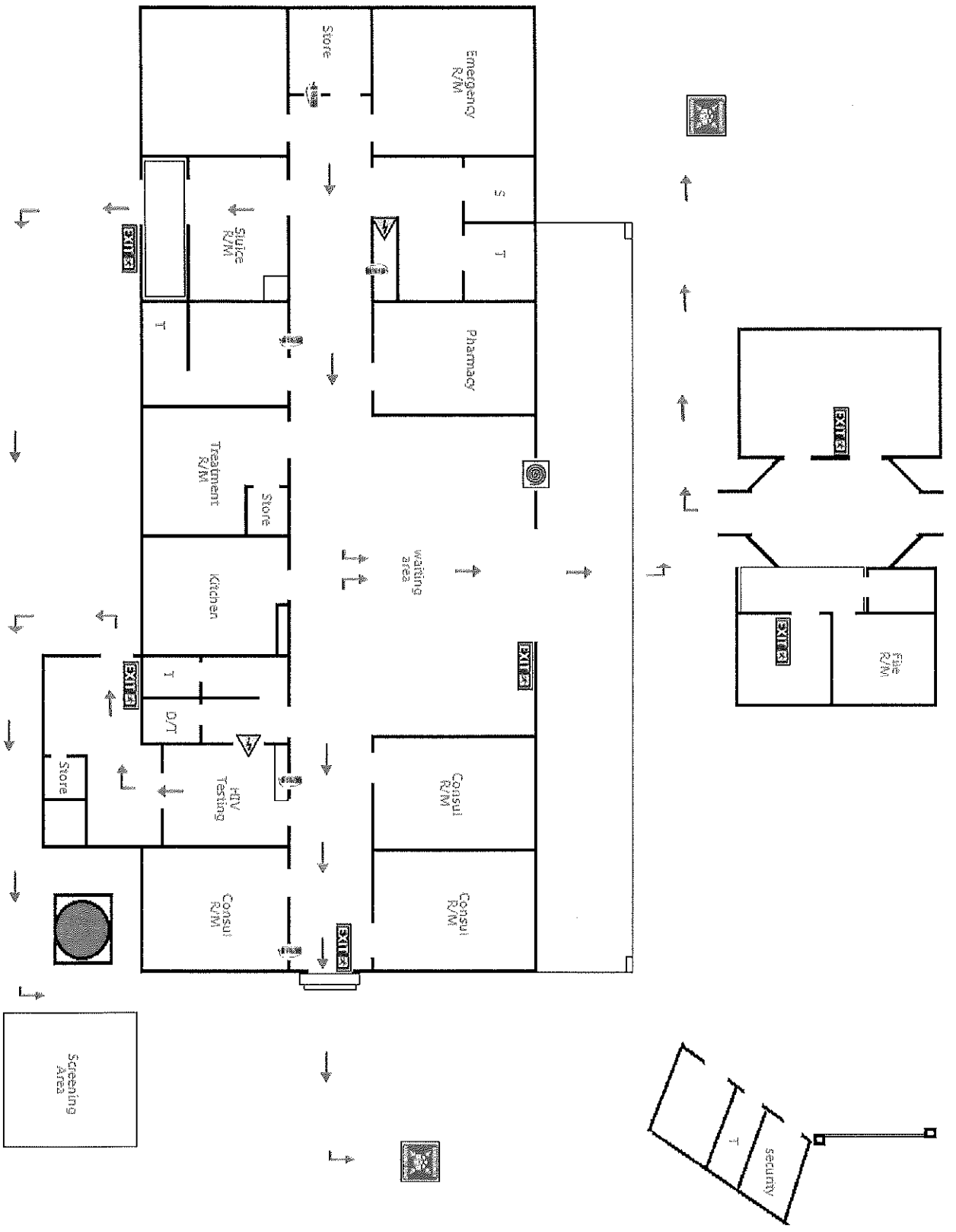
Icons Description	Icon
Assemble Spot	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	



Screening Area

1 Form 2

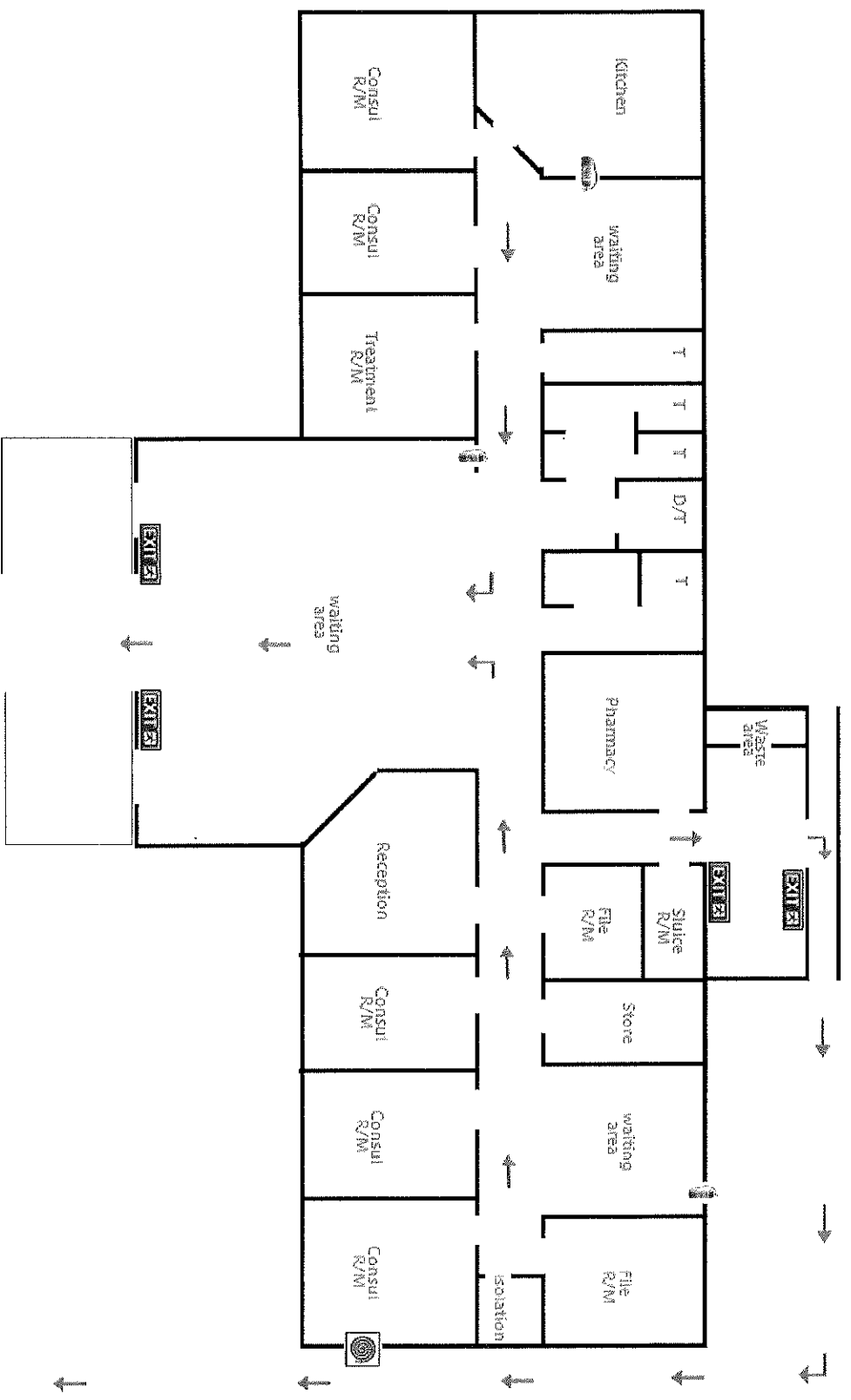
Manaba Clinic Evacuation Floor Plan



Icons Description	Icon
Assemble Spot	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

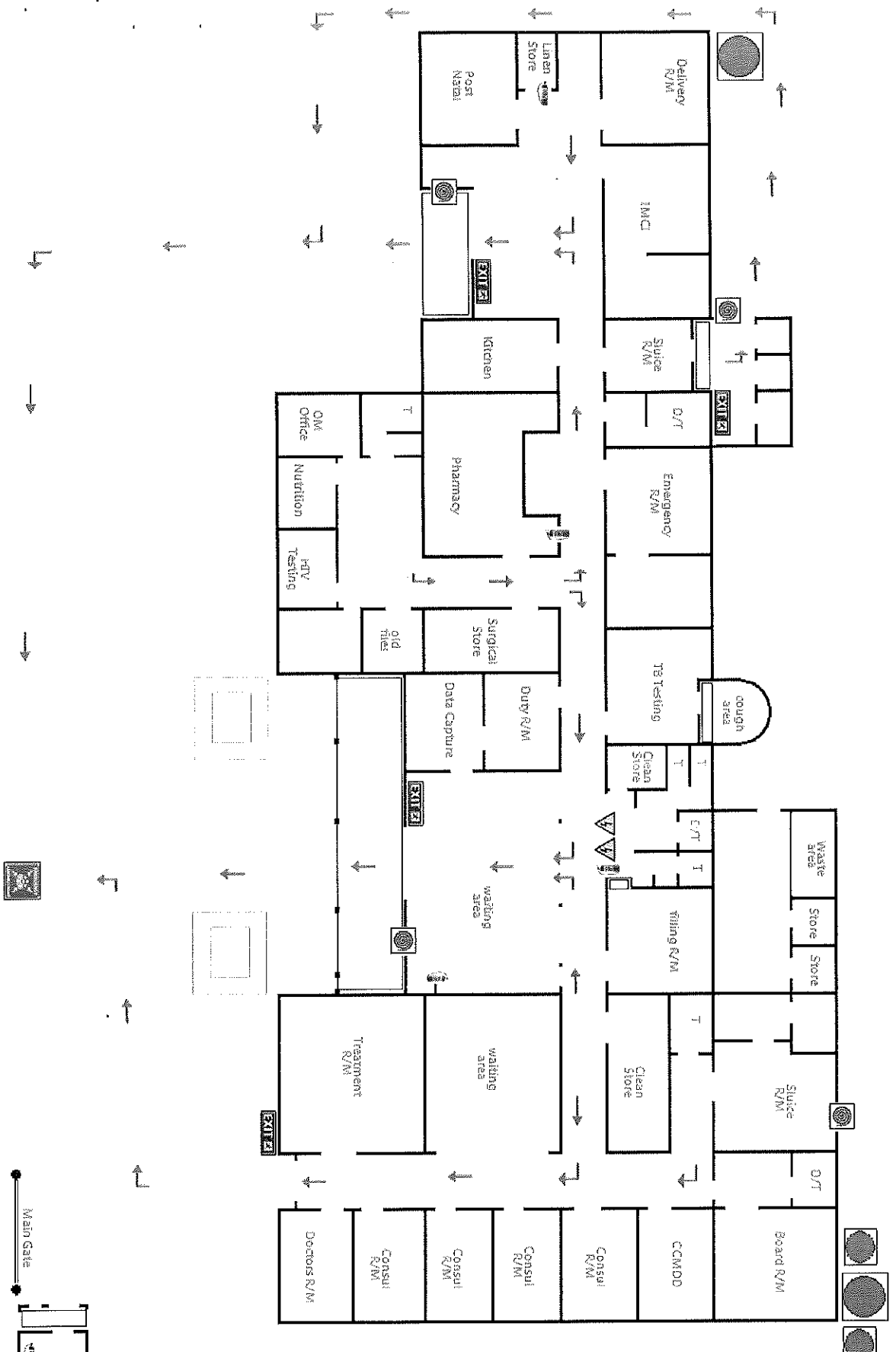
1.10M.2

Mseleni Gateway Clinic Evacuation Floor Plan



Icons Description	
Assemble Sport	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

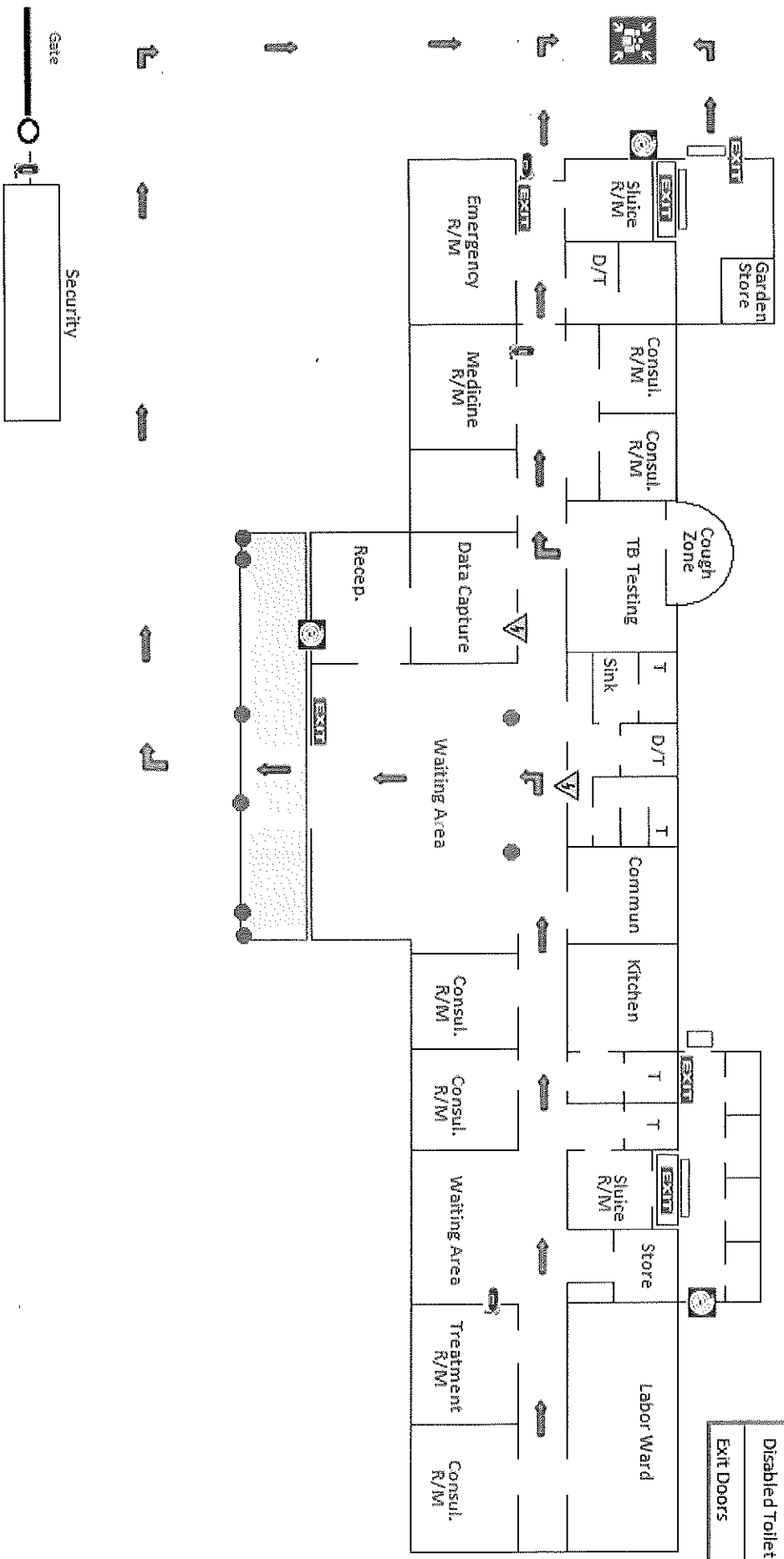
Mbazwana Clinic Evacuation Floor Plan



Icons	Description
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

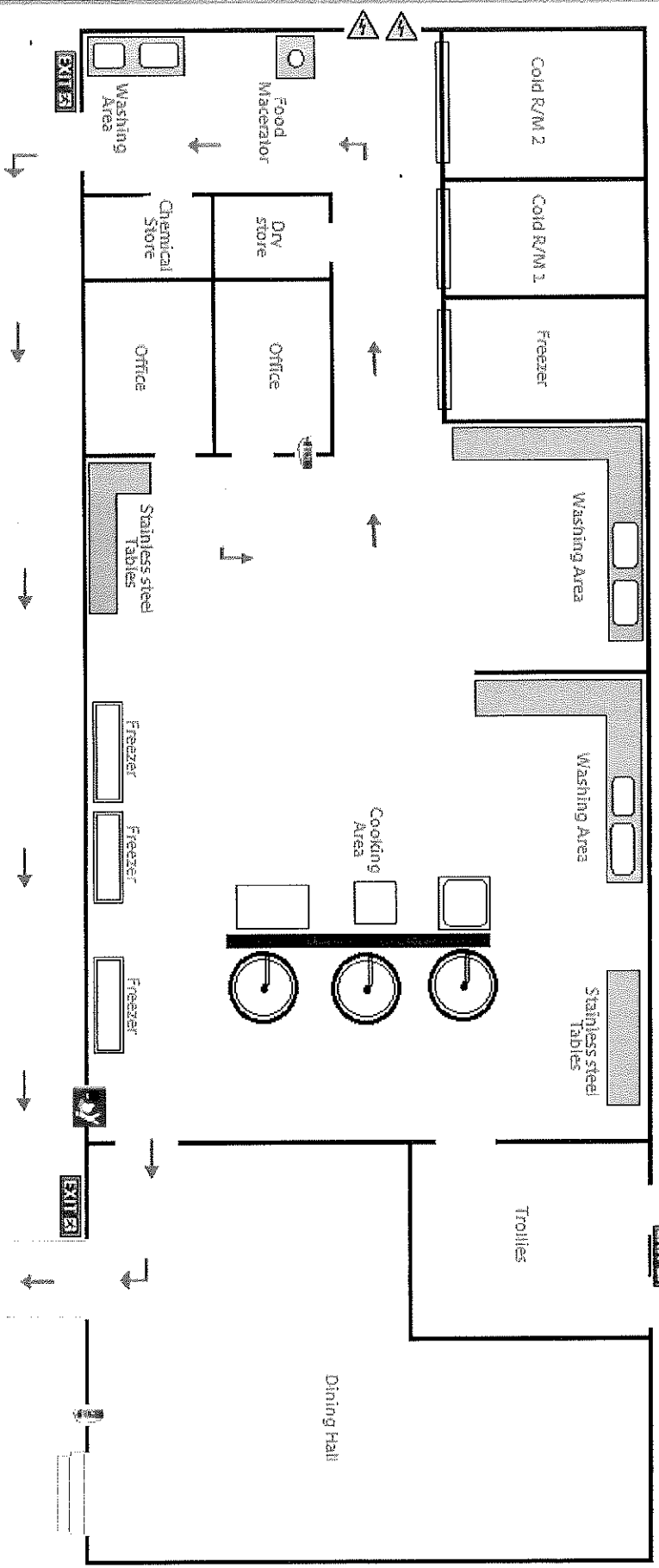
ITEM 2

Madonela Clinic Evacuation Floor Plan



Icons Description	
	Assemble Spot
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

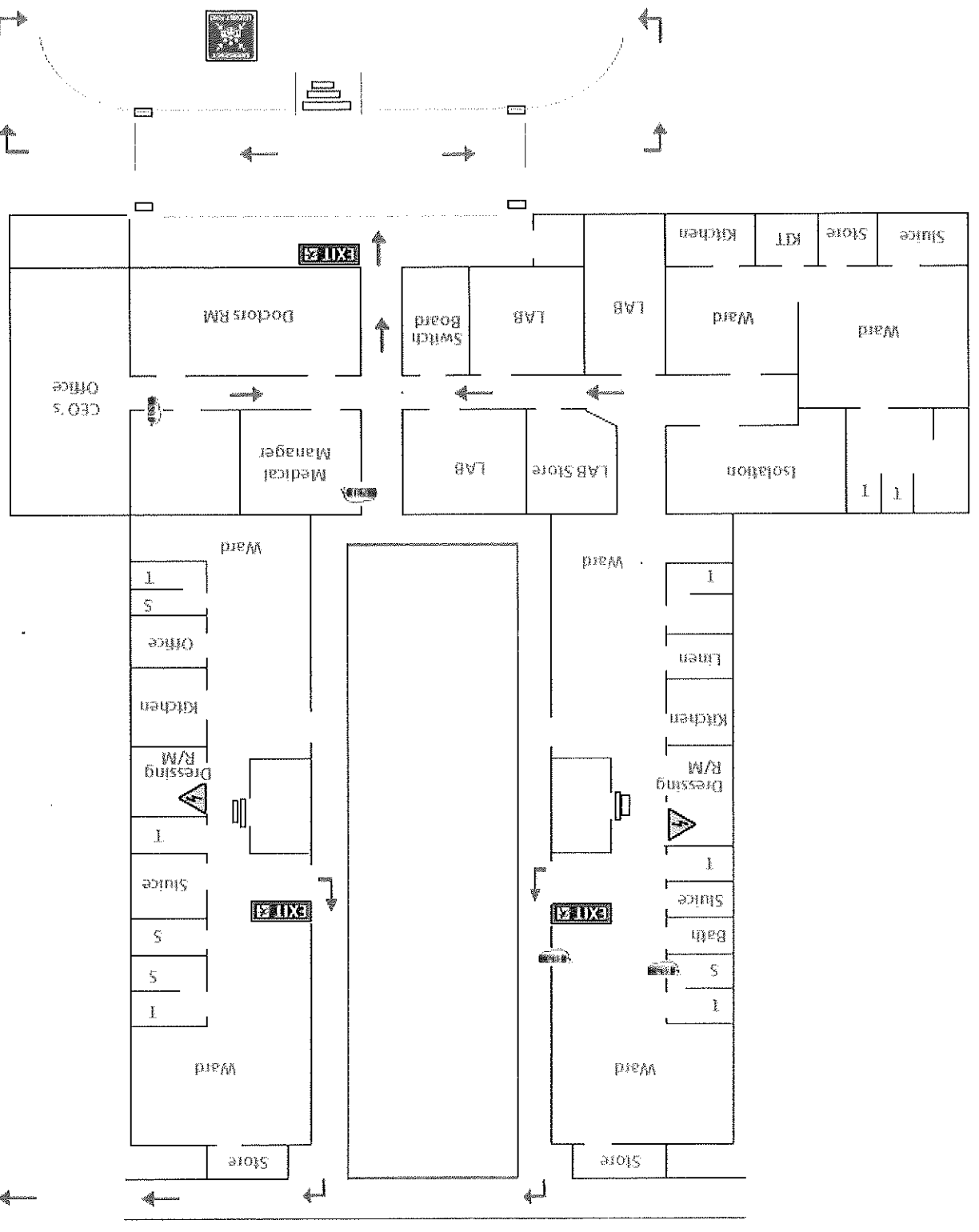
Mseleni Hospital – Kitchen Evacuation Floor Plan



Icons Description	
	Assemble Spot
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

2 MBT1

Mseleni Main Admin Block Evacuation Floor Plan



MSELENI HOSPITAL MANAGEMENT



Ms T.R. Sibisi CEO

Tel: 035 574 1004

~~Email: Fikile.sangweni@kznhealth.gov.za~~

Email: *tholikhemba.sibisi@kznhealth.gov*



Dr. L Hobe Medical Manager



Mr. M.X. Ndlovu
Deputy Manager Nursing



Ms B.P. Mhlongo Monitoring & Evaluation Manager



B.B. Gumede Acting Systems Manager



Ms J.S.S. Khuzwayo HR Manager



Ms BNM Nkuna Assistant Director Finance



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA



KwaZulu-Natal Department of Health



KZN Department of Health



kznhealth



@kznhealth



ELEVEN BATHO PELE PRINCIPLES



TO KICKSTART THE TRANSFORMATION OF SERVICE DELIVERY

We in the Public Service are committed to put the following "People First" principles into practice without delay. And we will step up implementation to arrive at acceptable and higher service levels and quality as soon as possible.

1 CONSULTATION

You will be asked for your views on existing public services and may also tell us what new basic services you would like. All levels of society will be consulted and your feelings will be conveyed to Ministers, MECs and legislators.

2 SERVICE STANDARDS

All national and provincial government departments will be required to publish service standards for existing and new services. Standards may not be lowered! They will be monitored at least once a year and be raised progressively.

3 ACCESS

Departments will have to set targets for extending access to public servants and public services. They should implement special programmes for improved service delivery to physically, socially and culturally disadvantaged persons.

4 COURTESY

All departments must set standards for the treatment of the public and incorporate these into their Codes of Conduct, values and training programmes. Staff performance will be regularly monitored, and discourtesy will not be tolerated.

5 INFORMATION

You will get full, accurate and up-to-date facts about services you are entitled to. Information should be provided at service points and in local media and languages. Contact numbers and names should appear in all departmental communications.

6 OPENNESS & TRANSPARENCY

You'll have the right to know. Departmental staff numbers, particulars of senior officials, expenditure and performance against standards will not be secret. Reports to citizens will be widely published and submitted to legislatures.

7 REDRESS

Mechanisms for recording any public dissatisfaction will be established and all staff will be trained to handle your complaints fast and efficiently. You will receive regular feedback on the outcomes.

8 VALUE FOR MONEY

You pay income tax, VAT and other taxes to finance the administration of the country. You have the right to insist that your money should be used properly. Departments owe you proof that efficiency savings and improved service delivery are on the agenda.

9 ENCOURAGING INNOVATION & REWARDING EXCELLENCE

You have a right to be served by people who continuously try to improve the way they render service to you the Client in the true spirit of Batho Pele.

10 CUSTOMER IMPACT

We must be able to assess the benefits we have provided for all our Customer. We must show how the various principles of Batho Pele link together.

11 LEADERSHIP & STRATEGIC DIRECTION

Good leadership is one of the most critical ingredients for successful organisations. Organisations who do well in serving their customers can demonstrate that they have leaders who lead by example, who set the vision, and ensure that the strategy for achieving the vision is owned by all and properly deployed throughout the organisation. They take an active role in the organisations' success.



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

KwaZulu-Natal Department of Health
KZN Department of Health

kznhealth
@kznhealth

GROWING
KWAZULU-NATAL
TOGETHER

IMIGOMO EYISHUMI NANYE YE BATHO PELE



YOKUQALA IZINGUQUKO EZIZOTHUTHUKISA UKWETHULWA KWEMISEBENZI ESIZA IMIPHAKATHI

Thina minyango kahulumeni esebenza ngokusiza Imiphakathi sityazibophezela ukulandela lemigomo yokusebenza ngokubeka "abantu phambili" ngaphandle kokunanaza. Sizonyusa sithuthukise izinga neqophelo lokusebenza ngendlela eyamukelekile ngokushesha.

1 UKUBONISANA

Uzobuzwa ngemibono emnyama ngezikholelo zemisebenzi yokusiza umphakathi ezikhona njengamanje, futhi ungasizibela nangalizo zintlelo zemisebenzi ongahamba zibekhonisa esithathini esaziyo. Kuzochunyenya nayo yonke imiphakathi yomphakathi. Uvo nemibono yakho izodluliselwa kubaphathi abangongqongqoshe kubulumeni kazwelonke, kulabo abangongqongqoshe kohulumeni bezindawo, nakulabo abangamalungu esigungu esishayamthetho.

2 AMAZINGA NAMAQOPHELO EMISEBENZI ESIZA UMPHAKATHI

Yonke iminyango yohulumeni bezindawo kanye nekahulumeni kazwelonke kuzolindela ukuthi isitholelo amaqophele akhona okusebenza kanye nakawo emashina. Akufanele lizaka geja ngokwamazinga namaqophele. Lawo mazinga azolindela, ekuswe, futhi akubaluleke ekuthuthukiseni okungenani kanye ngonyaka.

3 ORANI ABANGAHLOMULA?

Yonke iminyango kahulumeni kufanele izibekile imigomo yokufinyelela nokudlulisela imisebenzi yosizo kulelo nalelo lungu lomphakathi. Kufanele kube nezinhlelo ezinqavile zokuthuthukisa izinga lemisebenzi yokusiza labo ababecindezwe banclishwa amathuba enhlalakahle, amasiko, nempucuko, nalabo abancishwa amathuba ngoba bakhubazekile ngokwenzimba.

4 UKUPHATHWA KAJHLE NANGENHLONIPHO

Yonke iminyango kufanele izibophezela kumazinga abili aqhetu nalungani nokuphathwa komphakathi. Lawo mazinga kufanele ezibekelwe kumgulu wokuziphatha kwabasebenzi. Kufanele abe mabini mnyama nakhona okungamagugu, agqanyiswa aqhakanyiswa nalapho kuzogeshwa noma kubandakanywa okusebenzi. Ubuchwepheshe nokusebenza ngokuzimela kwabasebenzi kufanele kweliswa, kunjalo nje ukukhulunywa nokungabandakanywa komphakathi akuvumelekile.

5 ULWAZI

Uzokhona imininingwane egqwelile ngemisebenzi yomphakathi ewusizo onelungelo lokuyihlola. Imininingwane izothakala kuleso naleso sizinda sosizo, emisekazweni nasemaphandabeni omphakathi, nangolimi oluselshenziswa umphakathi. Amagama nezindombolo zocingo zalabo ongathintana nabo kufanele kuvalelwe kuzo zonke izincwadi zokuzhumana ezivela eminyangweni kahulumeni.

6 UKUSEBENZA NGENDELELA ESOBALA

Unalungelo lokwazi ngenani labasebenzi eminyangweni kahulumeni. Imininingwane ngalabo abasezikhondeni ezibizulu, ukusebenza kwezimeli, nangokusebenza kwabasebenzi bephokophele ukulungabezana neqophelo nezinga lokusebenza abazibophezelele kulo. Imibiko econdiswe emphakathini izoshicilelwa isakazwe kabanzi, kulusekwe ephalamende nakweshayamthetho seleso naleso silundazwe.

7 UKUXEPHEZELA NOKUQONDISA UKUNGENISEKI

Kuzoqikelelwa ukuthi kube nezinhlelo nezindlela zokubhalisa nokudlulisela izikhazazo zokungenelelwe komphakathi. Bonke abasebenzi bazoqeqeshwa ngendlela yokwamukela, ukudlulisela kanye nokuzazulula izikhazazo zomphakathi ngendlela eshoshayo nenemiphumela. Uzokhona ngaso sonke isikhathi ngemiphumela yezikhazazo zakho.

8 ZUZA UKWANYISEKA NGENAMALI YAKHO

Ukhokha intela yomnotho, I-VAT, kanye nezinye izinhlobo zentela ukuze uxhase ukusebenza kwazinhloko zikahulumeni. Unalungelo lokugcizelela uqhakanyise ngokuthi imali yakho isathenziswa ngendlela eyiyo, ayisaphazwa. Iminyango kahulumeni kufanele ikugunyaze ngobulakazi bemiphumela yokongeka kwemali yakho nangemiphumela ekuthuthukiseni imisebenzi esiza Imiphakathi.

9 UKUKHUTHAZA UKUZITHUTHUKISA NOKUBONGA LABO ABASEBENZA NGOKUZIMELA

Uzobhekisa izintlelo ezintsha zokuthuthukisa kuminyango ezizobekwa kusizo okukhulu ekwenziseni umsebenzi ngendlela engcono nasokhuthuleni landlelo ezibambisane nomsebenzi. Uzobuzwa imibono eyibekelwe ngokuba nomthetho emalini ekuziqongozweni abasebenzi okuthi basebenza ngokuzimela baphinde balandele imigomo ye-Batho Pele. Abasebenzi abasebenza ngokuzimela kubandakanywa abangonyaka.

10 UMTHELELA KUMAKHASIMENDE

Uma abantu lokhu sinike ebhekela usizo okukhona ngamakhosimende ngaphakathi abasebenzi ngaphandle komsebenzi. Lokhu kuzisa ekusebenziseni ngokukhulunywa imigomo ye-Batho Pele. Le migomo ibe yinkumbi yokuthi amakhosimende agcwelele ngosizo okukhulu kumbe kuzandakanya kwenzwe kangcono. Konke lokhu kuyenzima yokugcizelela ukuthi amakhosimende ayazi kuthi ayakwazi ukuthi angawasebenzisa ngokukhululeka amehlelo evo njengoba kubekwe ngaphandle kwemigomo ye-Batho Pele.

11 UBUHOLI NOMHLAHLANDELELA

Ubuholi bubalulekile kunoma iyiphi inhlangothi. Abaholi bahlalela indlela bese behlola ngokuba yisibonelo esithile emphakathini. Abaholi bethu baphokeleke ulabo badaleliso esifaneleyo esikhuthaza umoya wokusungula. Abaholi abahle bacebisa abantu abasebenza nabo ngezindlela zokuba basebenze ngokubambisana, bahlale ngokubonisana baze bafaze imigomo yabo ndawonye.



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

KwaZulu-Natal Department of Health
KZN Department of Health
kznhealth
@kznhealth

GROWING
KWAZULU-NATAL
TOGETHER

ITEM 6



ITEM 7



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

MSELENI HOSPITAL

Postal Address : P.O. Sibhayi, Sibhayi , 3967

Physical Address: Mseleni Hospital

Tel: 035 574 1004 Fax: 035 574 1559

Email address: Fikile.sangweni@kznhealth.gov.za
www.kznhealth.gov.za

MSELENI HOSPITAL

VISION

To Provide Holistic and Affordable District Health Care Service which is integrated to the District Health System.

MISSION STATEMENT

We are committed to deliver Holistic, High quality comprehensive Health Care to our Community through preventive, promotive, curative and Rehabilitative level of Primary Health Care – promoting Personal Development and Health of both Workers and Community members.

SIGNED BY

[Signature]

DATE

23/07/2021

REVIEW DATE

October 2026



MSELENI HOSPITAL DIRECTIONS

IZIKHOMBISI-NDLELA ZESIBHEDLELA

MATERNITY <i>IWODI LOKUBELETHISA</i>	
MALE WARD <i>IWODI LABESILISA</i>	
FEMALE WARD <i>IWODI LABESIFAZANE</i>	
OUTPATIENTS DEPARTMENT <i>UMNYANGO WEZIGULI ZANGAPHANDLE</i>	
GATEWAY CLINIC <i>IWODI LABESILISA</i>	
PAEDIATRIC WARD <i>IWODI LABANTWANA</i>	
PHYSIOTHERAPY <i>I-PHYSIOTHERAPY</i>	
DENTAL THERAPY <i>UKWELASHWA KWAMAZINYO</i>	
SOCIAL SERVICES <i>OSONHLALAKAHLE</i>	
ICDM <i>UMTHOLAMPILO WEZIFO EZIYIMBELESELA</i>	



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

- Kwazulu-Natal Department of Health
- KZN Department of Health
- kznhealth
- @kznhealth

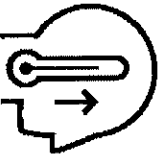
STAY SAFE
SAVE SOUTH AFRICA
TOGETHER WE CAN SAVE THE OCEANICUS



COVID-19

26

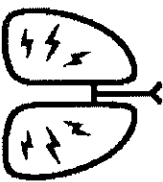
SCREENING AREA



Fever



Cough



Difficulty breathing

HLOLA ICovid-19

GROWING KWAZULU-NATAL TOGETHER

178M No. 9



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

PARKHOME NO. 39

27

TRANSPORT OFFICE : IHHOVISI LEZOKUTHUTHA

BUDGET AND EXPENDITURE OFFICE : IHHOVISI LEZEZIMALI

MAINTENANCE OFFICE : IHHOVISI LEZOKULLUNGISA

WASTE MANAGEMET OFFICE : IHHOVISI LEMFUCUZA

Item No. 10

ITEM NO-11



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

PATIENTS' VISITORS WAITING AREA

INDAWO YOKULINDA YEZIHLOBO ZEZIGULI

28



ITEM No. 12

KWAZULU-NATAL PROVINCE

**HEALTH
REPUBLIC OF SOUTH AFRICA**

SIYAKWAMUKELA ESIBHEDLELA SASE-MSELENI

WELCOME TO MSELENI HOSPITAL

IZIKHATHI ZOKUVAKASHA IZIGULI

VISITING HOURS

NGOMSOMBULUKO KUYA – KULWESIHLANU: 11H00 – 12H00

MONDAY TO FRIDAY : 14H30 – 15H30

: 16H45 – 17H45

NGEZIMPELASONTO : 11H00 – 12H00

WEEKENDS : 14H30 – 16H30

ZONKE IZIMOTO NABANTU BAYASESHWA UMA BENGENA NOMA BEPHUMA

ESANGWENI

ALL VEHICLES AND PEOPLE ARE SEARCHED WHEN ENTERING AND LEAVING THE

GATE

IZIKHALI ZISHIYWA ESANGWENI AMAPHOYISENI

ALL WEAPONS ARE TO BE LEFT THE GATE,

GIVEN TO SECURITY GUARD

BY MANAGEMENT

GROWING KWAZULU-NATAL TOGETHER

ITEM NO. 13



KWAZULU-NATAL PROVINCE

**HEALTH
REPUBLIC OF SOUTH AFRICA**

MSELENI HOSPITAL MAIN KITCHEN

IKHISHI LESIBHEDLELA



ITEM NO. 15

DEPT HEALTH EMBLEM

WASH YOUR HANDS
HLAMBA IZANDLA ZAKHO.

SIZE 60MM X 30MM



ITEM NO. 16

KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

MSELENI HOSPITAL

Postal Address: P.O. Sibhayi, Sibhayi, 3967

Physical Address: Mseleni Hospital

Tel: 035 574 1004 Fax: 035 574 1559

Email address: Fikile.sangweni@kznhealth.gov.za

www.kznhealth.gov.za

MSELENI HOSPITAL

WELCOME TO MSELENI HOSPITAL / SIYAKWEMUKELA EMTHOLAMPILO WASE MSELENI HOSPITAL, ROAD D1885, MSELENI AREA, WARD 5, SIBHAYI 3967
TEL. 035 5741004, OPERATING HOURS/IZIKHATHI ZOKUSEBENZA 24 HOURS, IZINSUKU ZONKE. AMBULANCE 10177 – FIRE BRIDAGE: 035 571 0574, POLICE: 10111 (035 5716100)

SIBHEDELELA

SERVICE PROVIDED IZINHLELO ZASEMTHOLAMPILO EZITHOLAKALAYO

- CHILD HEALTH AND YOUTH SERVICES
- WOMEN'S HEALTH & FAMILY PLANNING SERVICES
- ANTENATAL CARE SERVICES
- HEALTH PROMOTION & DISEASE PREVENTION SERVICES
- PREVENTION OF MOTHER TO CHILD TRANSMISSION
- NUTRITION SERVICES
- TREATMENT OF MINOR AILMENTS
- EMERGENCY SERVICES
- MATERNITY & POST NATAL CARE SERVICES
- HIV COUNSELLING, TESTING & TREATMENT
- MANAGEMENT OF CHRONIC DISEASES
- TB SCREENING, TESTING & TREATMENT
- TREATMENT OF SEXUALLY TRANSMITTED INFECTIONS
- MEDICAL MALE CIRCUMCISION
- MANAGEMENT RESERVES THE RIGHT TO SEARCH EVERYBODY ENTERING THESE PREMISES
- ENTRY AND PARKING AT OWN RISK
- UKUNAKEKELWA KWEZINGANE NABANTU ABASHA
- UKUNAKEKELWA KWABESIFAZANE NOKUHLELWA KWEMINDENI
- ABAXUKUZAYO NABAKHULELWE
- UKUGQUQUZELA EZEMPILO NOKUVIKELWA KWESIFO
- UKUVIKELA UKUTHELELKA KOMNTWANA NGEKCIWANE LESANDULELA NGCULAZA ENGAKAZALWA
- EZOKUDLA NOKONDLIWA
- UKWELASHWA KWABAGULAYO
- IZIMO EZIPHUTHUMAYO
- UKUNAKEKELWA KWABAKHULELWE NABABELETHILE
- UKWELULWKA, UKUHLOLELWA NOKWELASHWA IGCIWANE LESANDULELA NGCULAZA.
- UKUNAKEKELWA NOKWELASHWA KWESIFO EZIYIMBELESELA.
- UKUHLOLWA NOKWELASHWA KWESIFO SOFUBA
- UKUHLOLELWA NOKWELASHWA KWESIFO EZITHATHELANAYO NGOKOCANSI.
- UKWELULEKWA NOKUSOKWA KWABESILISA

GROWING KWAZULU-NATAL TOGETHER

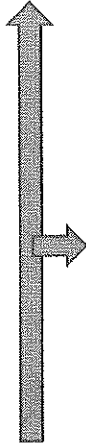


ITEM NO. 17

KWAZULU-NATAL PROVINCE

**HEALTH
REPUBLIC OF SOUTH AFRICA**

MSELENI HOSPITAL



RESIDENCE – IZINDLU ZOKUHLALA

RECREATION CENTRE – INDAWO YOKUNCEBELEKA

TUCK SHOP – ISITOLO SOKUTHENGA

COMPUTER TRAINING -



MSELENI HOSPITAL SERVICE DELIVERY CHARTER

SERVICES RENDERED

- Medical
- Surgical
- Obstetric and Gynae
- Orthopaedics
- Paediatrics
- Communicable Diseases
- OPD – Medical Paediatrics, surgical Casualty and Trauma
- Theatre and Sterilizing Department
- Ophthalmic Services
- Dental Clinics
- Occupational Therapy
- Social Worker
- X-Ray / Ultra Sound
- Laboratory Services
- Pharmacy
- HCT
- MMC
- Telemedicine
- Mortuary
- Primary Health Care Services
- School Health Care Services
- Mobile Clinics
- MCWHC Services
- Family planning
- ART
- PMTCT
- Hip Replacement
- Antenatal High Risk Clinic

USIZO OLUTHOLAKALAYO

- Odokotela
- ukuhlinzwa
- ukubeletha
- usizo lwamathambo
- uhlelo lokusiza abantwana
- izifo ezithathelanayo
- iziguli ezibonelwa ngaphandle nabalimele
- Amagumbi okuhlinzela nokuhlanzisa
- Usizo lwasemehlweni
- Usizo lwamazinyo
- Ezokwelapha ngokuzivocavoca
- Ezenhlalakahle
- Esithombeni / Emafutheni
- Ucwango lwezempilo
- iKhemisi
- Ukuhlolwa igciwane lengculazi
- Ukusokwa kwabesilisa
- Ukuxhumana ngezobuciko
- Emakhazeni
- Imitholampilo
- Ukuthinta Ezempilo Ezikoleni
- Imitholampilo engumahamba nendlwana
- Ukunakekelwa kwabebelethile Kanye nezingane
- Ukwelulekwa ngokuhlela umndeni
- Ukunikezwa kwamaphilisi egciwane
- Ukuvikelwa ukutheleleka kwezingane ngegciwane
- Ukuhlinzwa konyonga
- Umtholampilo wokuhlela abakhulelwe



ITEM NO. 19

KWAZULU-NATAL PROVINCE

**HEALTH
REPUBLIC OF SOUTH AFRICA**

MSELENI HOSPITAL

ANTERNATAL WAITING ROOM	↑	INDLU YABAKHULELWE YOKULINDELA
PMTCT	↑	UKUVIKELWA UKUTHELELKA
		KOMNTWANA NGEGCIWANE
SOCIAL SERVICES	↑	ABEZE NHLALAKAHLE
MATERNITY	↑	IGUMBI LABABELETHAYO
WASTE AREA	↑	INDAWO YODOTI
MALE WARD	↑	IWODI LABESILISA
PHARMACY	↑	IKHEMISI
OPD	↑	I-OPD
MORTUARY	↑	EMAKHAZENI
THEATRE	↑	IGUMBI LOKUHLANZEKA
STORES	↑	IZITOLO
LAUNDRY	↑	IGUMBI LOKUWASHA
MAIN KITCHEN	↑	IKHISHI LESIBHEDLELA
HUMAN RESOURCES	↑	KWANDABAZABANTU



OPD QUEUE MANAGEMENT

FOLLOWING CATEGORIES TO BE FASTTRACKED

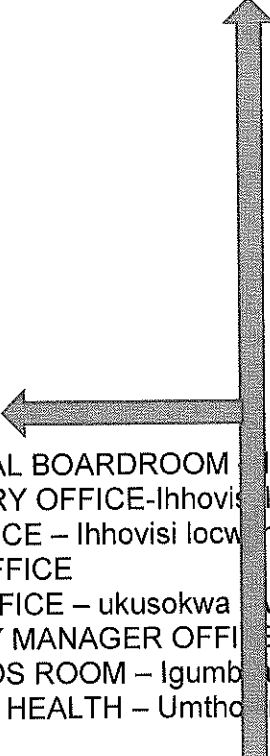
- ✓ ELDERLY CITIZENS AND PEOPLE LIVING WITH DISABILITIES
- ✓ PEOPLE ON WORKING UNIFORM AND LEARNERS
- ✓ EMERGENCIES, PREGNANT WOMEN AND CHILDREN UNDER 5 YEARS

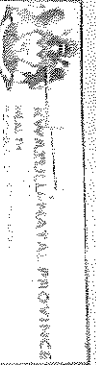
IZINHLAKA EZILANDELAYO OKUFANELE ZIBONWE NGOKUPHUTHUMA

- ✓ IZAKHAMUZI ESEZIKHULILE NABAPHILA NOKUKHUBAZEKA
- ✓ ABAGOOKE UMFANISWANO WABASEBENZI KANYE NABAFUNDI
- ✓ ABEZIMO EZIPHUTHUMAYO, ABAKHULELWE KANYE NEZINGANE
- EZINEMINYAKA EZINGAPHANSI KWEMIHLANU



MSELENI HOSPITAL

- 
- HOSPITAL CEO -Ihhovisi lomphathi sibhedlela
 - DOCTORS OFFICE- Ihovisi lodokotela
 - NURSING MANAGER'S OFFICE-Ihhovisi lomphathi wabahlengikazi
 - RECEPTION - Ukwamukelwa nokudidiyelwa kwezingcingo
 - REVENUE – Ihhovisi lemali enganayo
 - HUMAN RESOURCE OFFICE – Ihhovisi lwakaNdabazabantu
-
- HOSPITAL BOARDROOM – Igumbi lokuhlanganyela
 - REGISTRY OFFICE-Ihhovisi lokubhalisa
 - IPC OFFICE – Ihhovisi locwango magciwane
 - HAST OFFICE
 - MMC OFFICE – ukusokwa kwabasilisa
 - QUALITY MANAGER OFFICE – ihhovisi lomphathi wekhwalthi
 - RECORDS ROOM – Igumbi lamafayela
 - MENTAL HEALTH – Umtho ompilo yenqondo



MSELENI HOSPITAL SERVICE COMMITMENT CHARTER / UHLA LWEZIBOPHEZELO ZESIKHUNGO

- Cleanliness of the environment throughout the facility will be promoted
- Every client entering the Mseleni Hospital will be attended to within the same working day. Waiting time for a client within the facility shall be a minimum of 2 hours from the first point of contact and a maximum to 3 hours
- All health care providers shall introduce themselves to the client during all intervention and wear their name badges for easy identification.
- Mseleni Hospital management photos will be displayed in all strategic areas
- All health care providers shall address clients by their names/elan name in a culturally respectful manner
- All clients shall be provided with the necessary care, treatment and support in line with their needs and be referred to the appropriate level of care according to their condition.
- All clients will be provided with all necessary information regarding their health condition, treatment or intervention that will be provided and the implications of such treatment, using language that is easily understood.
- All health care facilities will have hand washing guidelines in common languages at washing points.
- All complaints received will be resolved within 25 days and the complainant will be informed of the progress.
- A complaints flow chart explaining on how to lodge complaint will be displayed in all health care facilities written in the commonly understood languages (isiZulu & English).
- Provide the relevant medication to clients visiting the facility on the day of the visit.
- Have appropriate external and internal signage which shows client how to find their way within the facility, including appropriate signage for disabled persons.
- Display the Patients' Rights Charter so that clients know their rights and what

- Inhlazeko ezindaweni zonke zontlamlamlo ezikhungo somphoqo zizakuba zikhanyayo.
- Sonke amakhasimende eze esikhungweni seziphatshi sezangalo azozidalala ngoku isikhathi sokuland' sityaba seqophelweni eliphezulu.
- Wonke umsebenzi wezempilo, uyaqhubeka kwakhasimende ngesikhathi sengqondo luthi afake nesiqebhezane esisobayo ukuthi ungubaqul' uyo.
- Izithombe zabaphathi besikhungo zizobekwa zibe sobala.
- Wonke amakhasimende ayakubizwa ngenhlonipho ngamagama awo noma ngezithakazawo.
- Wonke amakhasimende azohlizakwa ngokunakakelwa kahle, nemithi, futhi nosizo olqondile nezidingo kuphinde kuphinde kudi uliselwe endaweni efanele yokunakelwa ngokwesimo sikhona.
- Wonke amakhasimende ayohlizakwa ngalolonke ulwazi olufanelekile mayelana nesimo sempilo yakhe, ukunakakelwa noma ukungenela okuroba khona Kanye nezinqanamba zakuphathiwa, ngokusezizisa ulimi lwakhe aluzwayo.
- Kuzoba nomgomo wokuwasha izandla ngolimi oluzwakala zokuwasha izandla.
- Indlela echazayo mayelana nokufaka isikhala zokuzonke izindawo ebhalwe ngolimi luzwakalayo (isiZulu & NesiNgesi) izoba sobala.
- Ukubhinzeka ngomuthi okuyiwonawona ikhasimende elize esikhungweni seZempilo nge lolosuku.
- Zonke izikhala ziyoxazululwa ezinsukwini ezingama -25 zokusebenza, okhazile uvokwe ziswa ngenqubekela phambili maqondana nesikhala.
- Kuzoba khona izinkomba ngaphandle nangaphakathi kwesikhungo ezikhomba amakhasimende izindawo ezahlukeni okubalwa kuzo izinkomba ezisho izindawo ezisenusheziswa ngabantu abakhubazekile.



MSELENI HOSPITAL SERVICE COMMITMENT CHARTER / UHLA LWEZIBOPHEZELO ZESIKHUNGO

ITEM NO. 22

- Cleanliness of the environment through out the facility will be promoted
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 - All health care providers shall introduce themselves to the client during all intervention and ward their name badges for easy identification.
 - Mseleni Hospital Management photos will be displayed in all strategic areas.
 - All health care providers shall address clients by their names/ clan name in a culturally respectful manner.
 - All clients will be provided with all necessary care, treatment and support in line with their needs and be referred to the appropriate level of care according to their condition.
 - All clients will be provided with all necessary information regarding their health condition, treatment or intervention that will be provided and the implications of such treatment, using language that is easily understood.
 - All health care facilities will have hand washing guidelines in common languages at washing points.
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 - A complaints flow chart explaining on how to lodge complaint will be displayed in all health care facilities written in commonly understood languages (isiZulu & English)
 - Provide relevant medication to clients visiting the facility on the day of the visit
 - Have appropriate external and internal signage which shows client how to find their way within the facility, including appropriate signage for disabled persons.
 - Display the Patients' Rights Charter so that clients know their rights and what kind of treatment to expect.
- Inhlangezko ezindaweni zonke zomtholampilo/izikhungo somphakathi iyoba seqophelelweni eliphezulu
 - Wonke amakhasimende eze esikhungweni somphakathi sezempilo azosizakala ngalo lolosuku. Isikhathi sokulinda siyoba seqophelelweni eliphezulu.
 - Wonke umsebenzi wezempilo uyakuzethula kwikhasimende ngesikhathi songxoxo futhi akafe nesigqebhezana esishoyo ukuthi ungubani.
 - Izithombe zabaphathi besikhungo Kanye nesomxumanisi womphakathi zizobekwa zibe sobala.
 - Wonke amakhasimende ayakubizwa ngenhlonipho ngamagama awo noma ngezithakazelo zawo.
 - Wonke amakhasimende azohlizenzeka ngalolonke ulwazi olufanelekile mayelana nesimo sempilo yakhe, ukunakekeliwa noma ukungenela okuyoba khona Kanye nezinqinamba zalokho kuphathwa, ngokusebenzisa ulimi lwakho aluzwayo.
 - Kuzoba nomgomo wokuwasha izandla ngolimi oluzwakalayo ngokuwasha izangala
 - Indlela echazayo mayelana nokufaka isikhatalazo kuzozonke izindawo ebhaliwe ngolimi oluzwakalayo (isiZulu Kanye Nesingisi) izoba sobala.
 - Ukuhlinzeka ngomuthi okuyiwonawona ikhasimende elize esikhungweni sezempilo ngalololosuku.
 - Zonke izikhatalazo ziyoxazululiwa ezinsukwini ezingama -25 zokusebenza, okhalazile uyokwaziwa ngenqubekela phambili mayelana nesikhatalazo.
 - Kuzoba khona izinkomba ngaphandle nangaphakathi kwesikhungo ezikhomba amakhasimende izindawo ezahlukahlukeni okubalwa kuzo izinkomba ezisho izindawo ezisetshenziswa ngabantu abakhubazekile.
 - Amalungelo eziguli azobekwa obala ukuze wonke umuntu azowazi amalungelo akhe

40



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

PHARMACY WAITING TIME STANDARDS

15 MINUTES

17

ITEM NO. 23

ISIKHATHI SOKULINDA USIZO EKHEMISI

IMIZUZU ELISHUMI NANHLANU



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

OPD WAITING TIME STANDARDS

3 HOURS

ISIKHATHI SOKULINDA USIZO E-OPD

AMAHORA AMATHATHU

ITEM NO 24

42



ITEM NO. 25

KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

Postal Address : P.O. Sibhayi, Sibhayi, 3967

MSELENI HOSPITAL

Physical Address: Mseleni Hospital

Tel: 035 574 1004 Fax: 035 574 1559

Email address: Fikile.sangweni@kznhealth.gov.za

www.kznhealth.gov.za

HOSPITAL FEES MANUAL EFFECT FROM 01 APRIL 2022

CATEGORIES OF PATIENTS / HOSPITAL PATIENTS / IZIGABA ZEZI GULI

1.1 Hospital patients are placed into the following groups/ iziguli zibekwa ngezigaba ezilandelayo:

- H0 – social pensioners and formally unemployed / abathola isibonelelo sika Huluimeni nabangasebenzi. (free health services / abathola usizo lwamahhala)
- H1 – Single income – less than R70 000 per annum / othola imali engaphansi kuka R70 000 ngonyaka (Consultation R40 00 first visit / ukubona u Dokotela uma uqala, abaphindayo u R40 00.
- Family unit – less than R100 000 per annum / abaganene abathola imali engaphansi kuka R100 000 ngonyaka Consultation R45 first visits/ abaqalayo, follow – up R40 00 / abaphindayo. (ukulaliswa / inpatient R70 00 per 30 days or part thereof / izinsuku ezingamashumi amathathu nangaphansi.
- H2 – single income – between R70 001 – R250 000 per annum / othola imali ephakathi kuka R70 001 kuya ku R250 000 ngonyaka. R45 00 abaqalayo / first visit. Abaphindayo / second visit R40 00, ukulaliswa R70 00 inpatient fee.
- H3 – Single income – exceeding R250 000 per annum / othola imali edlula ku R250 000 ngonyaka. Consultation is R66 00/ imali yokubonwa uR66 00.
- H3 – family unit – exceeding R350 000 per annum / abaganene abathola imali engaphezu kuka R350 000 consultation R66 00 / ukubona u-Dokotela.
- In-patient / Ukulaliswa R306 00 per day / ngosuku.
- Private Hospital patients also known as externally funded patients.
- Patients who are externally funded e.g. (awaiting trial prisoners, convicted Prisoners, COIDA, RAF, SANDF & Foreign patients) Medical aids scheme are billed according to the services they have received from the hospital.

ITEM NO. 25



KWAZULU-NATAL PROVINCE

HEALTH
REPUBLIC OF SOUTH AFRICA

DIRECTORATE:

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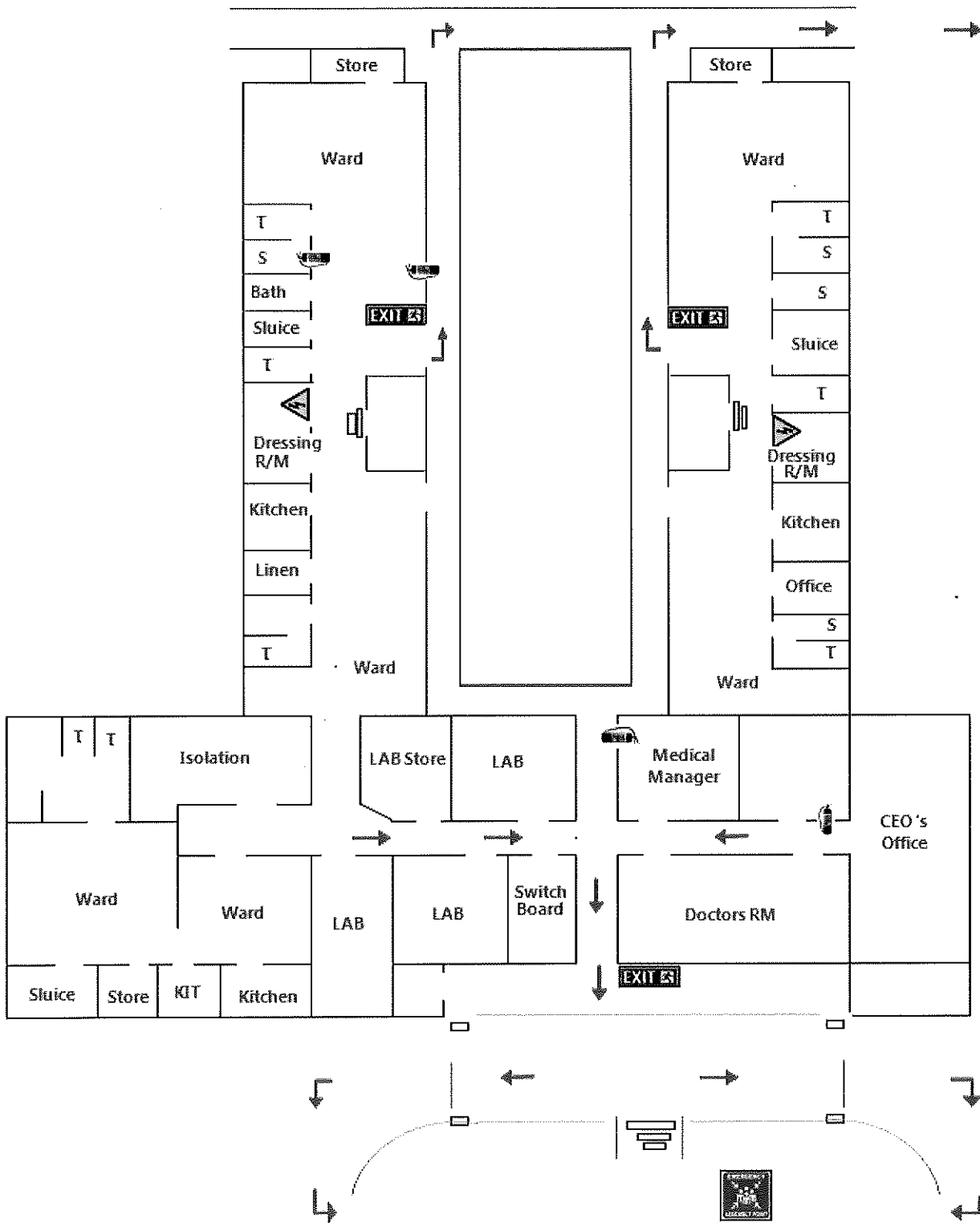
www.kznhealth.gov.za

MSELENI HOSPITAL

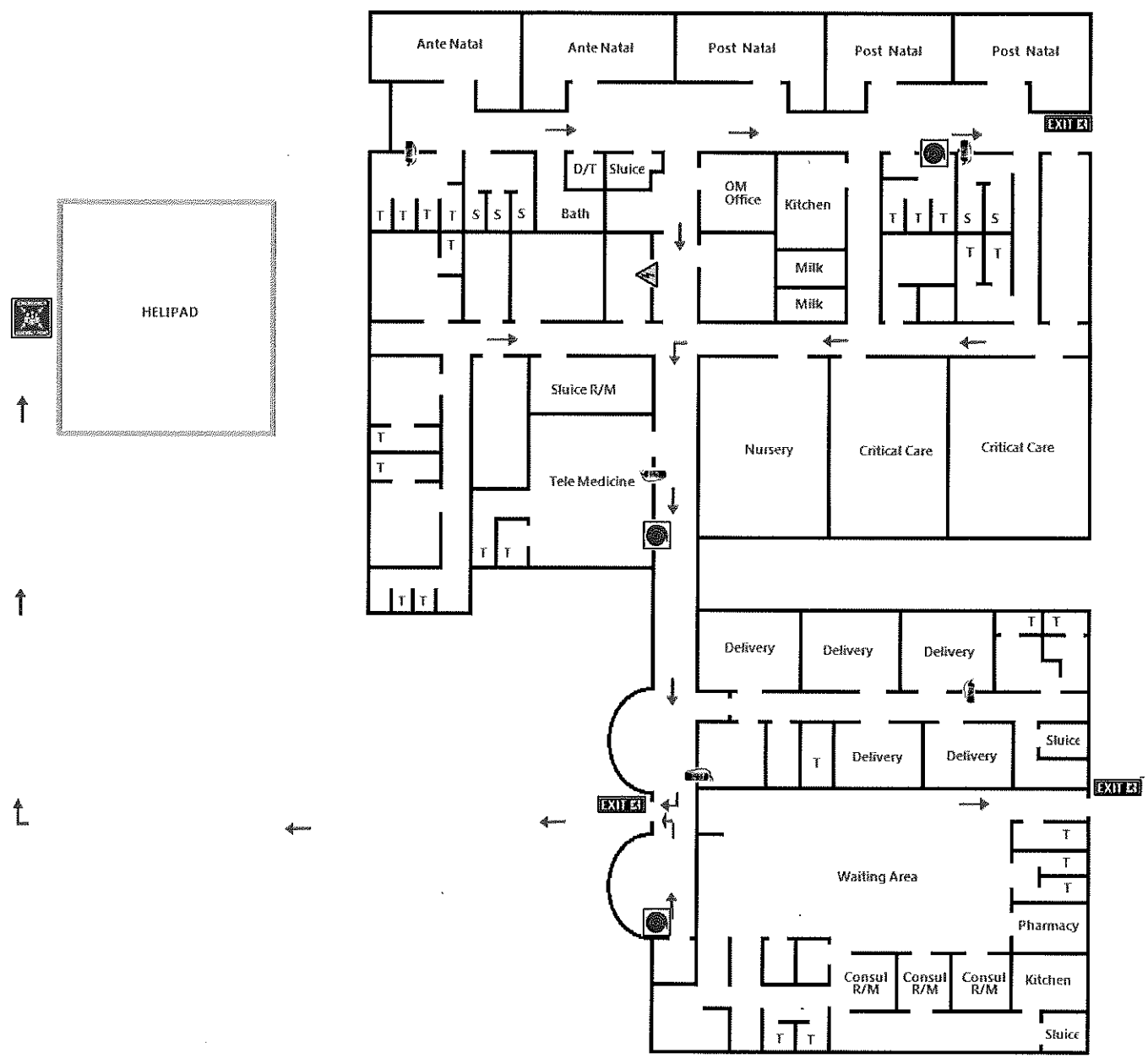
**HOSPITAL FEES MANUAL EFFECT FROM 01 APRIL 2022
(AMBULANCE SERVICES)**

		H1	H2	H3
Patient Transport / ibhasi leziguli	100 km / amakhilomitha ayikhulu	R20 / ishumi lompondo	R45 / Amashumi amabili ompondo nompondo ababili neshumi	R66 / amashumi amathathu ompondo nompondo abathathu
Basic life support / Usizo lokuqala	50km / amashumi amahlandu amakhilomitha	R60 / amashumi amathathu ompondo	R120 / amashumi ayisithupha	R181 / amashumi ayisishiyagalolunye nompondo abahlanu neshumi
Intermediate life support / usizo oluphakathi nendawo	50km / amashumi amahlanu amakhilomitha	R80 / amashumi amane ompondo	R165 / amashumi ayisishiyagalombili nompondo ababili neshumi	R245 / ikhulu namashumi amabili nompondo ababili neshumi
Advanced life support / usizo olusezingeni eliphezulu	50km / emashumi amahlanu amakhilomitha	R135 / amashumi ayisithupha ompondo nompondo ababili neshumi	R270 / ikhulu namashumi amathathu ompondo	R408 / amakhulu amabili nompondo abane

Mseleni Main Admin Block Evacuation Floor Plan

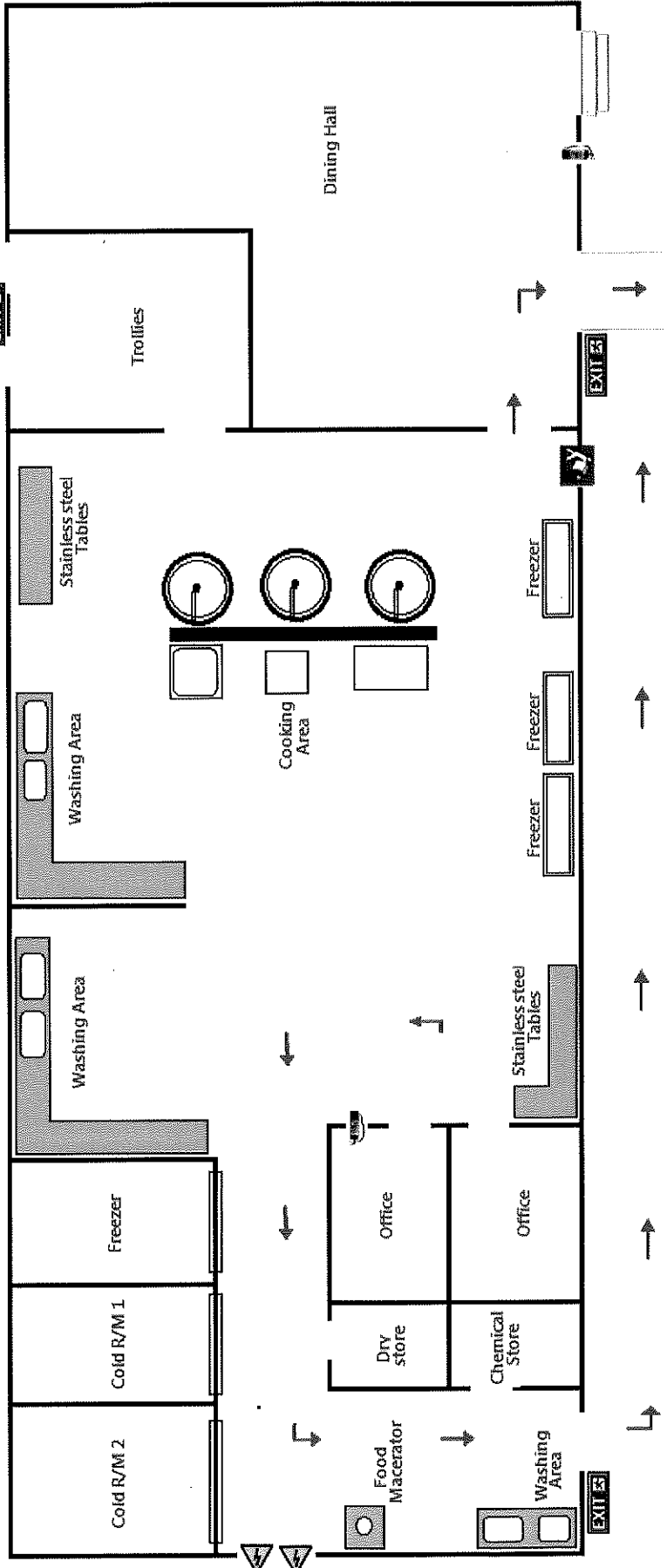


Maternity / TB Section



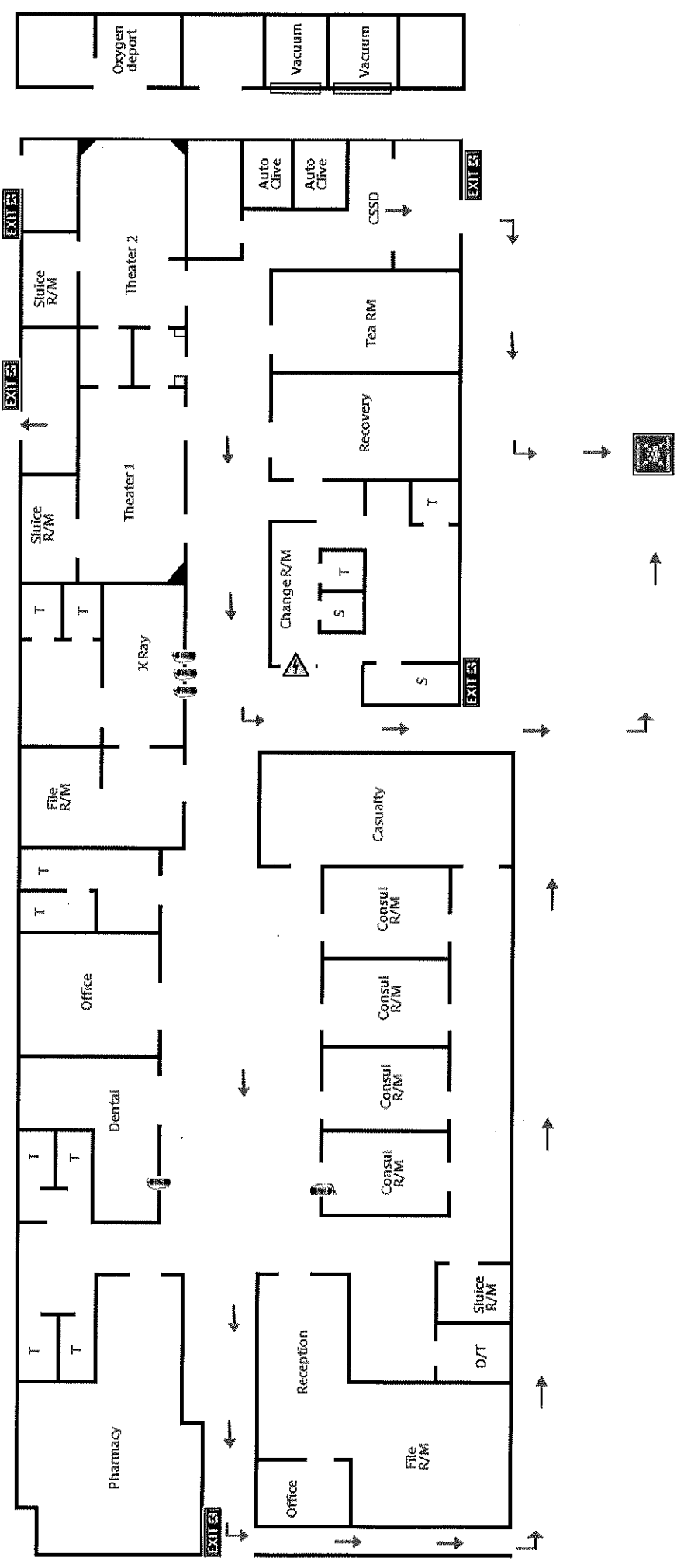
Mseleni Hospital – Kitchen Evacuation Floor Plan

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



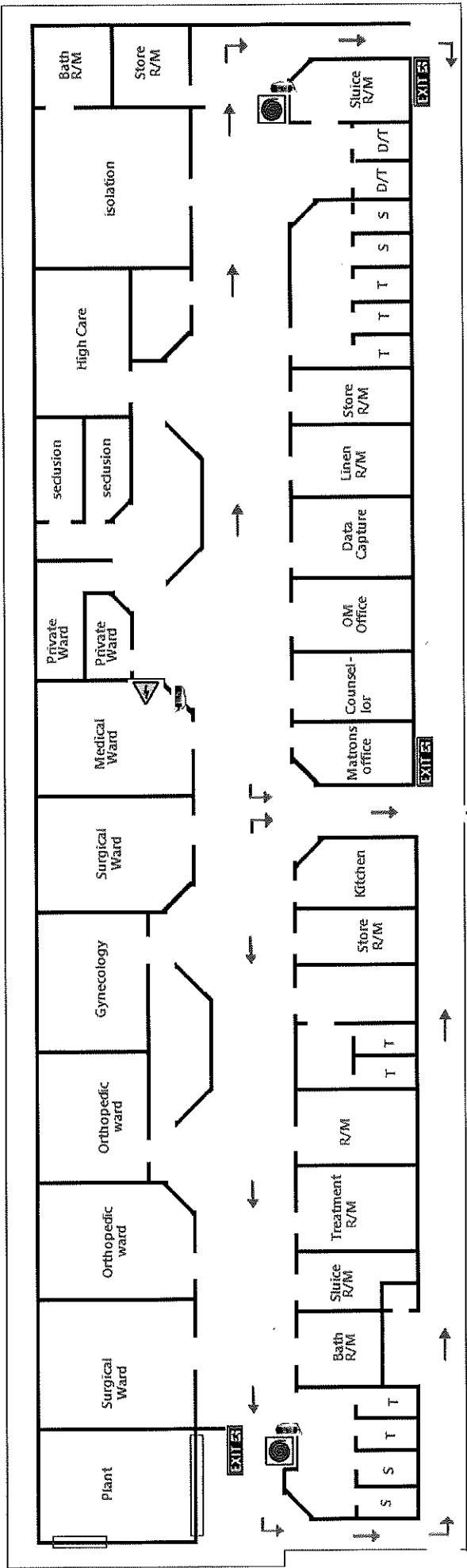
Mseleni OPD & Theatre

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



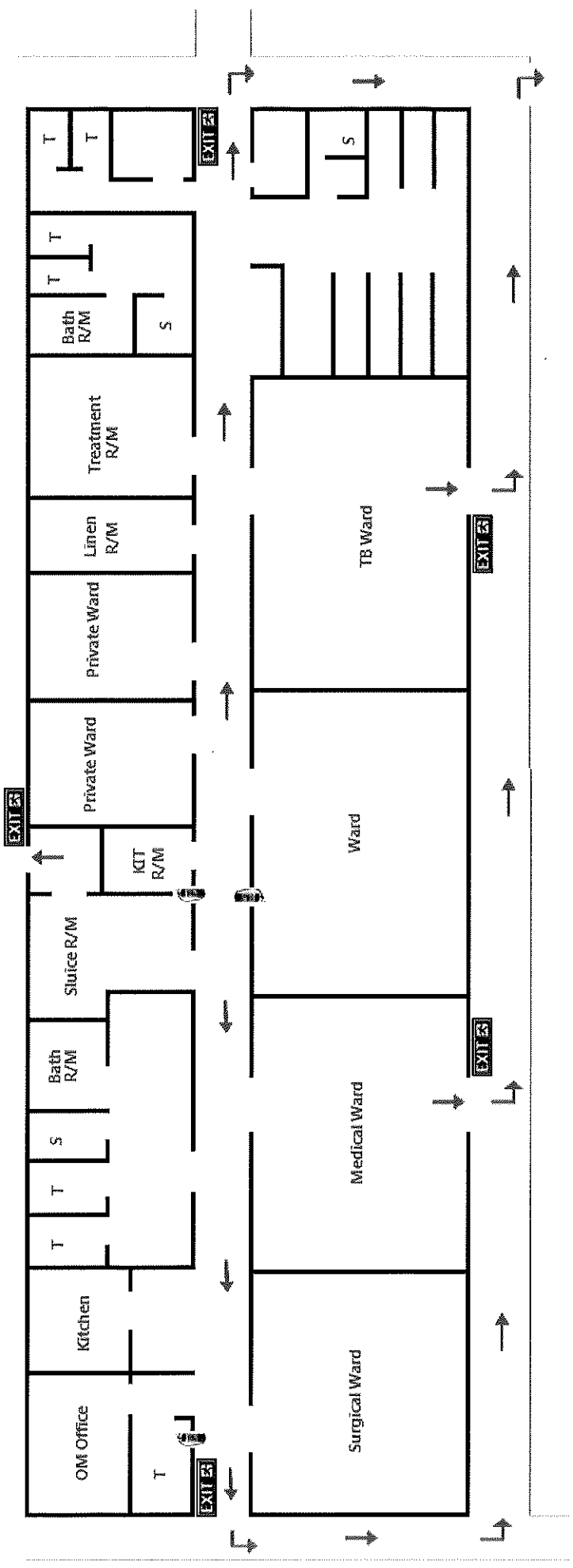
Female Surgical and Medical Ward

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



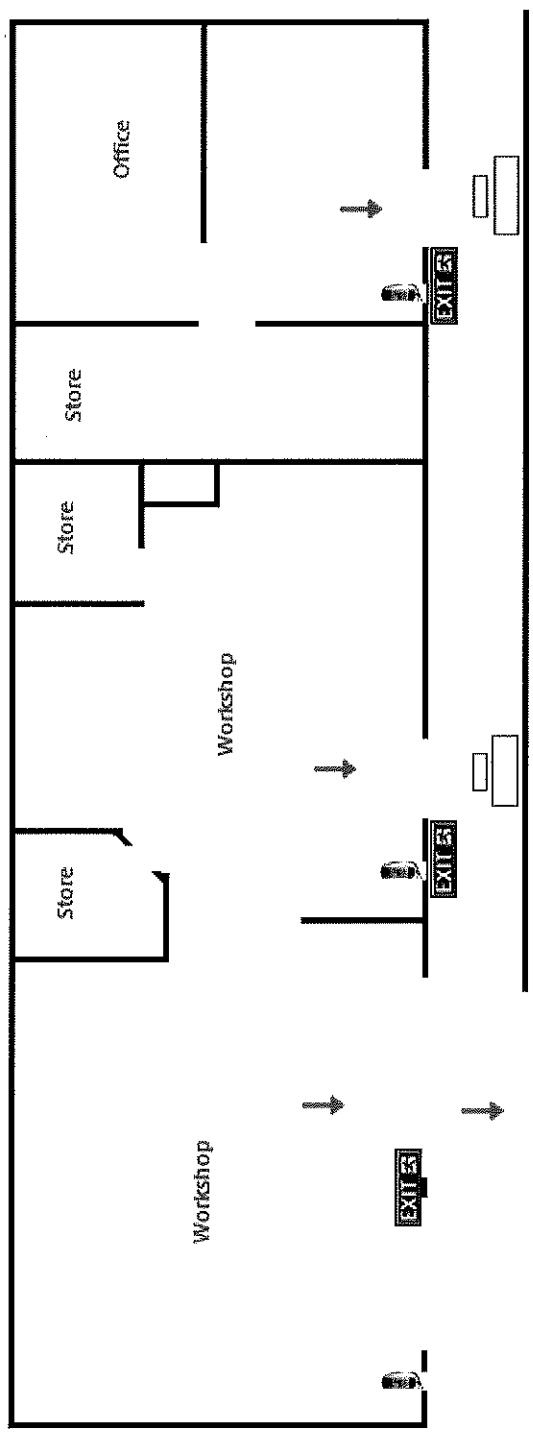
Male ward

Icons Description
Assemble Sport
Electric DB
Phone
Fire Horse
Extinguisher
Fire Blanket
Toilet
Shower
Disabled Toilet
Exit Doors



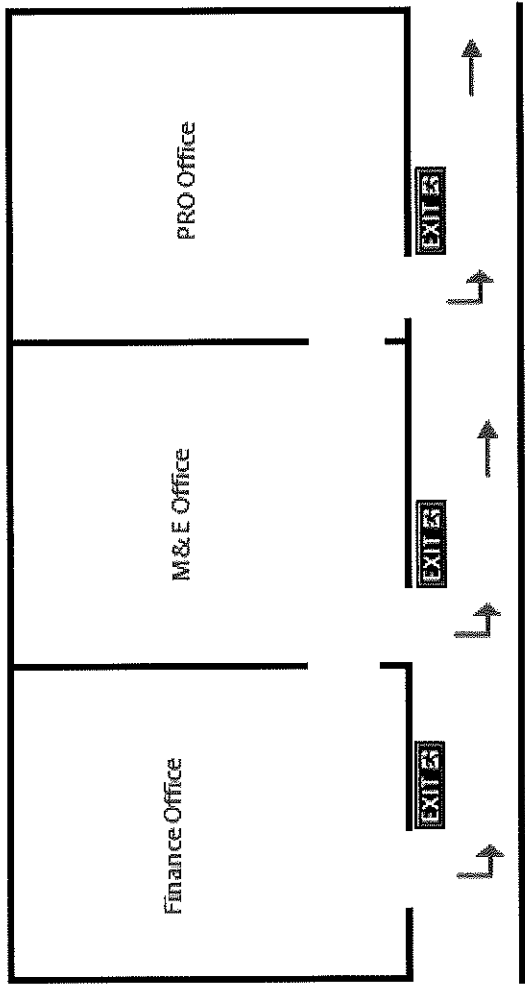
Mseleni Workshop Block Evacuation Floor Plan

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors













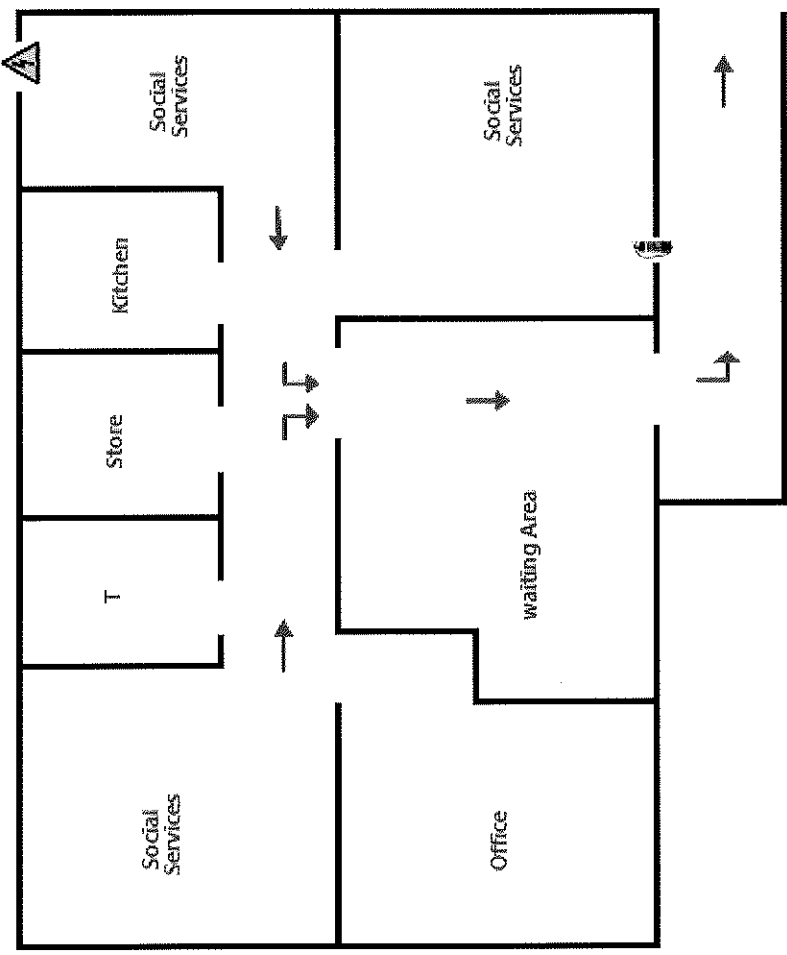
M&E – PRO Park Home

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



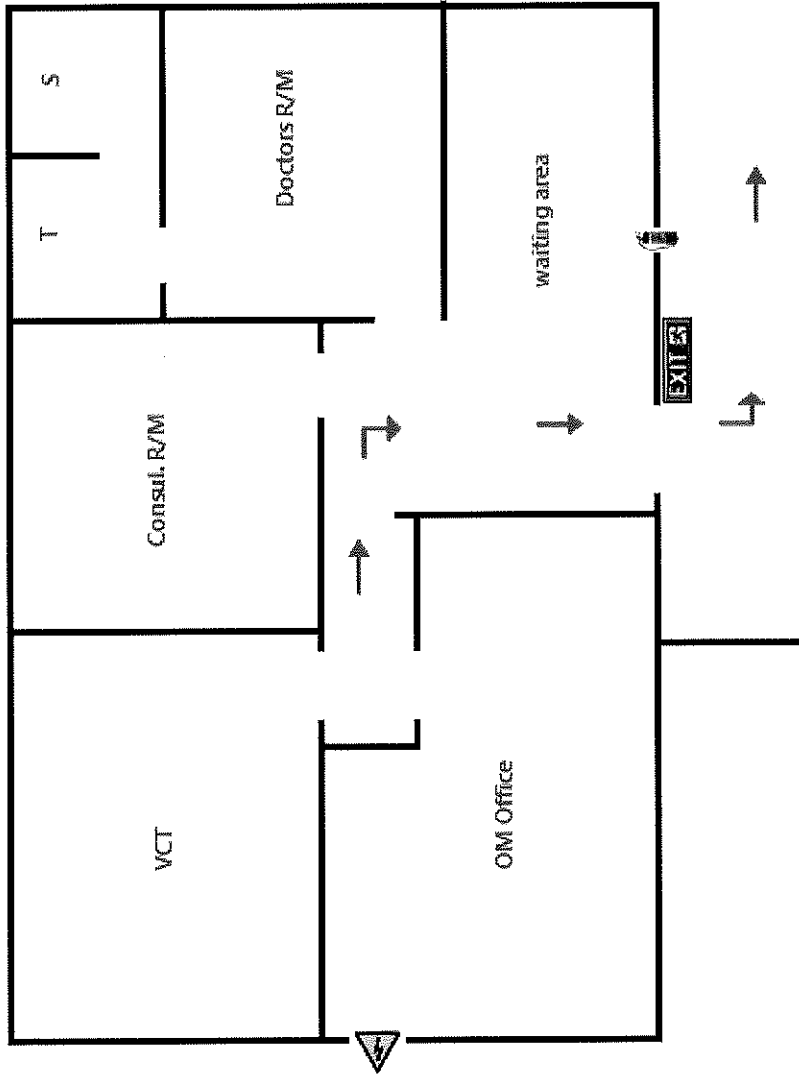
Social Services Park Home

Icons Description	
	Assemble Sign
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



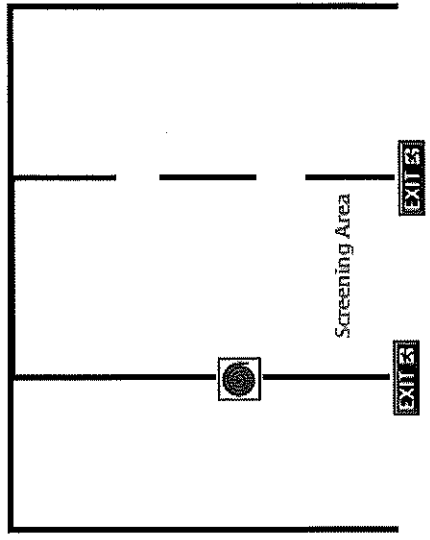
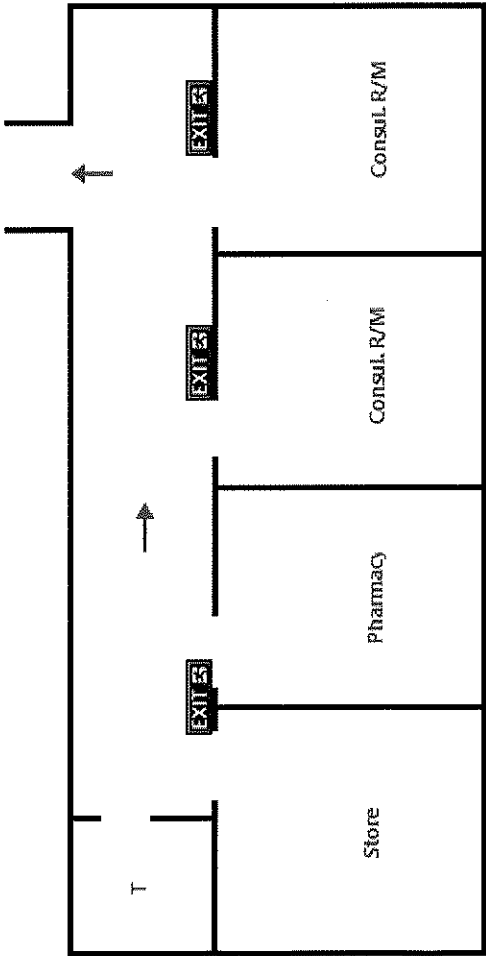
Gateway Park Home

Icons Description	
Assemble Sport	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	T
Shower	S
Disabled Toilet	D/T
Exit Doors	













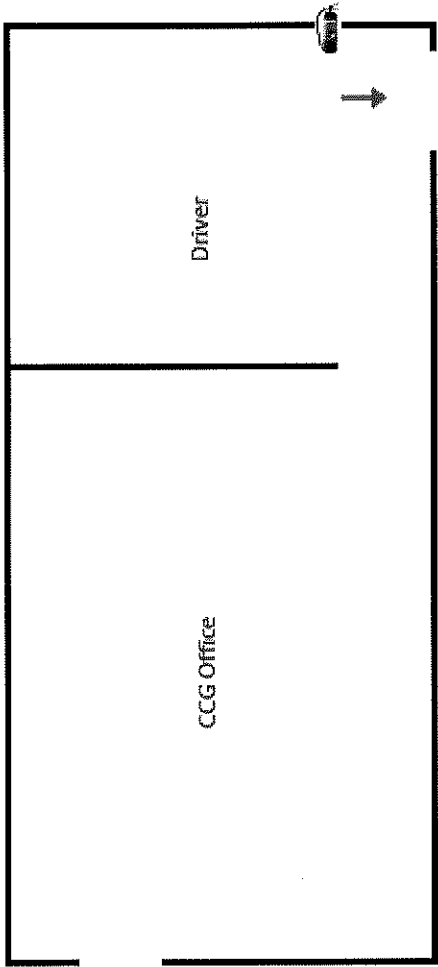
Fever Clinic

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors













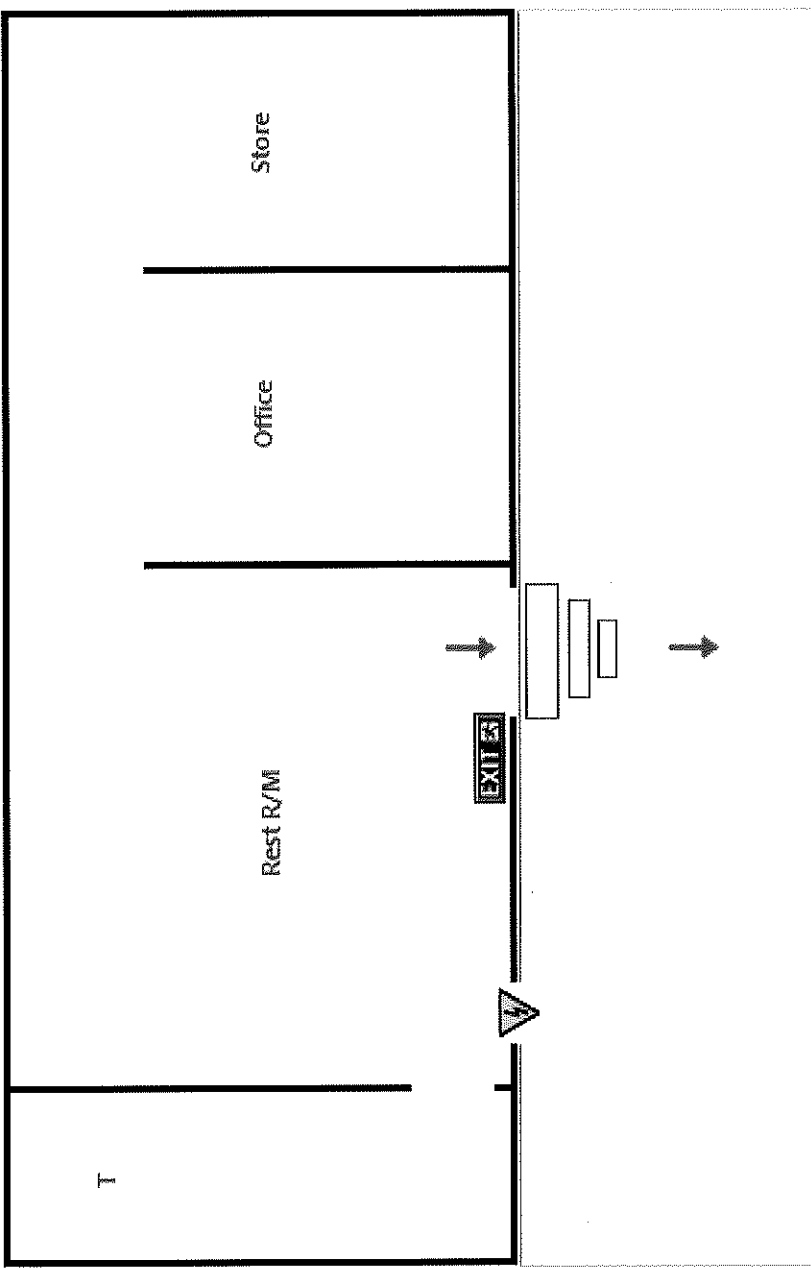
Drivers Park Home

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

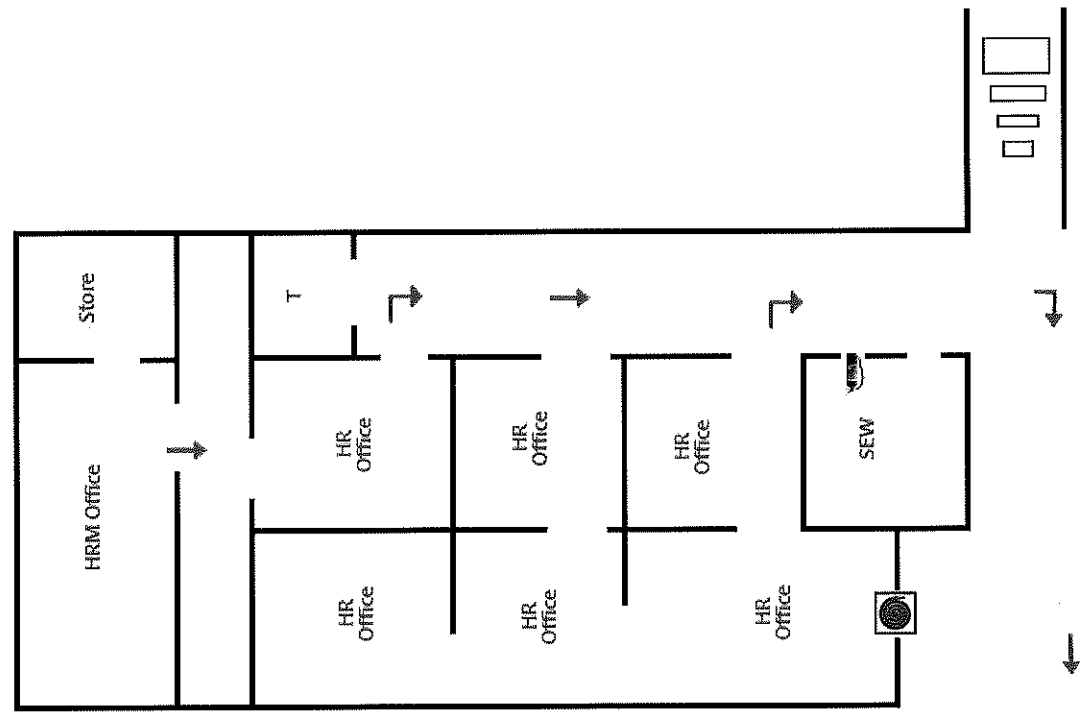


Ambulance Park Home

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

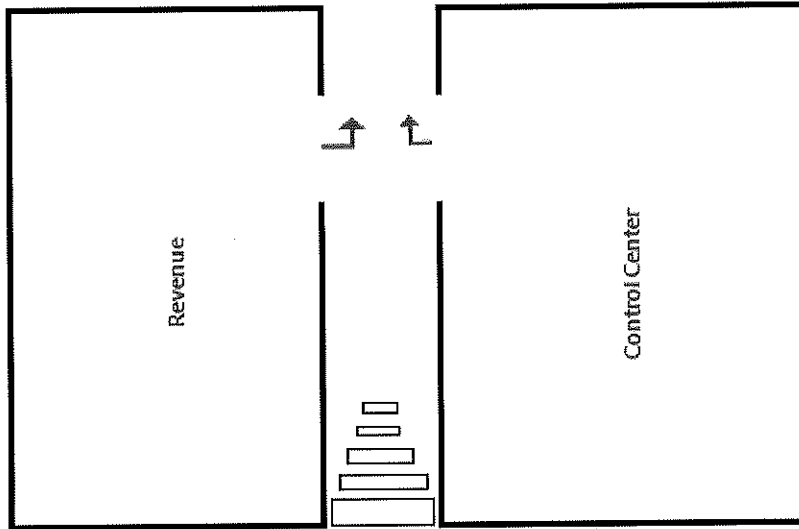


HR Offices



Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

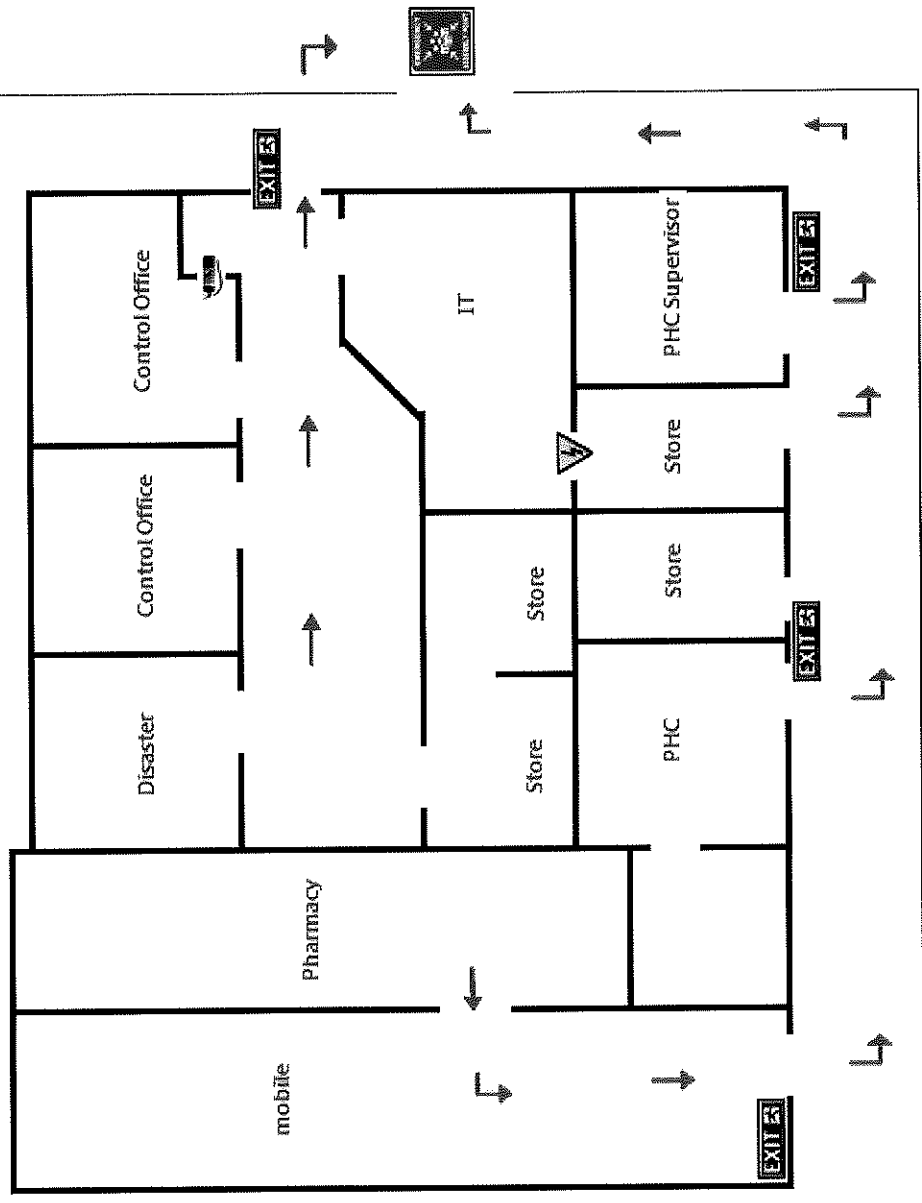
Revenue Offices



Icons Description	
Assemble Sport	
Electric DB	
Phone	
Fire Horse	
Extinguisher	
Fire Blanket	
Toilet	
Shower	
Disabled Toilet	
Exit Doors	

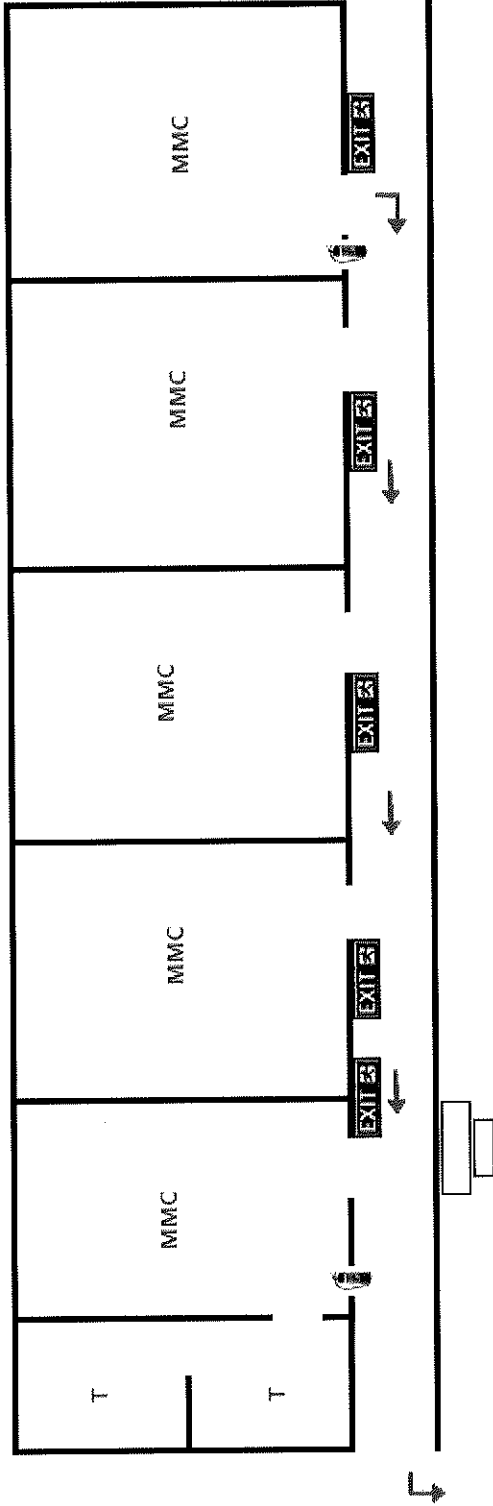
PHC and Control Centre

Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors



Icons Description	
	Assemble Sport
	Electric DB
	Phone
	Fire Horse
	Extinguisher
	Fire Blanket
	Toilet
	Shower
	Disabled Toilet
	Exit Doors

MMC





MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

ISIBHEDLELA SIKHUTHAZA UBUDLELWANE BUKA MAMA NOMTWANA

RATIONALE: to ensure that all staff members of Mseleni hospital are able to implement breastfeeding successfully.

INCAZELO: Siqikelela ukuthi bonke abasebenzi basesibhedlela saseMseleni bayafezekisa ukuncelisa okuyimpumelelo

STEP 1

Mseleni hospital has a written breastfeeding or infant and young child feeding policy.

- It is routinely communicated to all health care staff
- It is reviewed by infant and young child feeding (IYCF)
- It is written on both English and IsiZulu language
- Policy is displayed in all areas

ISIGABA 1

Umseleni isibhedlela esinemigomo yokuncelisa ibele, nokondliwa kwabantwana abancane.

- Iyaziswa kubobonke abasebenzi furhi ibuyekezwa njalo ngonyaka ukuze ihambisane noshontsho lwemigomo emisha.
- Ibhale ngesizulu nangesingisi yabekwa kuzozike izindawo ezibalulekile nalapho kunakekelwa khona omama nabantwana.



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

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STEP 2

- All health care staff are trained on skills necessary to implement this policy
- All Mseleni staff members are trained on breastfeeding
- 20 hours training for new health clinicians
- 3 hours training as a refresher course for previously trained staff
- 8 hours training for new clinical staff

ISIGABA 2

- Bonke abasebenzi bezempilo baqeqesiwe ngamakhono adingekayo ukufeza lemgomo yokuncelisa
- 20 amahora kwabafikayo abasebenza ngomtwana nomama
- 03 amahora akuvuselela ulwazi



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

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RATIONALE: to ensure that all staff members of Mseleni hospital are able to implement breastfeeding successfully.

INCAZELO: Siqikelela ukuthi bonke abasebenzi basesibhedlela saseMseleni bayafezekisa ukuncelisa okuyimpumelelo

STEP 3

- All pregnant women are informed about benefits of breastfeeding in Mseleni hospital sub-facilities clinics, mobile etc.
- Demonstration of practical skills so ensure safe implementation of breastfeeding is done.

ISIGABA 3

- Bonke omama abakhulelwe eMseleni essibhedlela bayaziswa ngobuhle bokuncelisa ibele kusuka bekhulelwe kuze kube sebebelethile.
- Bonke omama abakhulelwe bayaziswa ngokubaluleka kokuncelisa ibele, bakhonjiswa futhi nezindlela zokuphumelelisa



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

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STEP 4

- At Mseleni Hospital we help mothers to initiate breastfeeding and practice skin to skin for an hour, unhurried,
- We help mothers to put their babies on skin to skin an hour after delivery
- All mothers are supported to initiate first breastfeeding unhurried within an hour.

ISIGABA 4

- Emseleni esibhedlela, omama bayasizwa ukuba baqale ukuncelisa nokugonwa komtwana ngokushesha emuva kokubeletha lingakapheli ihora ngaphandle kokujahwa.



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

ISIBHEDLELA SIKHUTHAZA UBUDLELWANE BUKA MAMA NOMTWANA

RATIONALE: to ensure that all staff members of Mseleni hospital are able to implement breastfeeding successfully.

INCAZELO: Siqikelela ukuthi bonke abasebenzi basesibhedlela saseMseleni bayafezekisa ukuncelisa okuyimpumelelo

STEP 5

We show mothers how to breastfeeding and maternal lactation even if they should be separated from their infant.

- All staff members support mothers with breastfeeding, unhurried without taking the lead.
- Good positioning and attachment is ensured
- All mothers are supported until they gain confidence to continue breastfeeding and express breast milk on their own.
- All non-breastfeeding mothers are shown to safely prepare and give formula to their infants.

ISIGABA 5

Emuva kokuteta kukhonjiswa umama ukuthi kunceliswa kanjani, nokuqhubeka nokuncelisa ngokuzimela noma behlukene nomtwana.

- Abasebenzi bayamsekela umama oncelisayo ngaphandle kokujaha
- Ukuphathwa kabile komtwana nokufakwa kwakhe ebeleni kuyaqinisekiswa
- Bonke omama bayalekelelwa kuze kuqinisekise ukuthi sebeyakwazi ukuzimela ekuqhubekeni ukuncelisa nokukhanywa kobisi lomtwana.
- Bonke omama abangancelisi ubisi lwebele bayakhonjiswa ukwenziwa kobisi lomtwana okungelona olwebele ngendlela ephephile

MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

ISIBHEDLELA SIKHUTHAZA UBUDLELWANE BUKA MAMA NOMTWANA

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STEP 6

Give new born no food or drink other than milk unless medically indicated

- All mothers are encouraged to breastfeed exclusively for 6 months
- Expressed breastmilk can given by cup feeding to maintain exclusively breastfeeding
- Only prescribed medication can be given

ISIGABA 6

Abantwana abazeiwe banikwa ubisi lwebele kuphela, ngaphandle uma kunesizathu sikadokotela.

- Omama bakhuthazwa ukuncelisa ubisi lwebele lona lodwa lungaxutshwa nalutho umntwana aze abe nezinyanga eziyisithupha.



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE- INFANT AND YOUNG CHILD FEEDING POLICY

ISIBHEDLELA SIKHUTHAZA UBUDLELWANE BUKA MAMA NOMTWANA

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STEP 7

All mothers practice rooming-in for 24 hours a day

- Mothers are allowed to care for their babies, remaining with them for 24 hours
- This encourage continuous breastfeeding

ISIGABA 7

Abantwana abazelwe banikwa ubisi lwebele kuphela, ngaphandle uma kunesizathu sikadokotela.

- Omama bakhuthazwa ukuncelisa ubisi lwebele lona lodwa lungaxutshwa nalutho umntwana aze abe nezinyanga eziyisithupha.



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE- INFANT AND YOUNG CHILD FEEDING POLICY

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STEP 8

Feeding on demand is encouraged

- No schedule time for mothers to feed their infant
- All mothers are encouraged to respond to their infant feeding cues.

ISIGABA 8

- Umntwana unceliswa ibele ngasosonke iskhathi uma edinga ukuncela.
- Isikho isikhathi sokuncelisa esihlelelwe umama uncelisa noma inini uma umntwana ekhombisa izimpawu zokufuna ukuncela.



MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE-INFANT AND YOUNG CHILD FEEDING POLICY

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saseMseleni bayafezekisa ukuncelisa okuyimpumelelo

STEP 9

No artificial teats are given to feed infants

- No dummies, teats are to be given to all babies

ISIGABA 9

- Abantwana abanikwa izinkohliso, ubisi lwebete kuphela

MSELENI HOSPITAL

MOTHER BABY FRIENDLY HOSPITAL INITIATIVE- INFANT AND YOUNG CHILD FEEDING POLICY

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STEP 10

Breastfeeding support groups are established and mothers are referred to them on discharge

- That ensure continuous lactation in community

ISIGABA 10

ukuqanjwa kwezinhlaka zomama zokukhuthaza ukuncelisa uma sebephumile esibhedlela

- Isibhedlela nemitholampilo siyadlulisela omama kulezinhlangano ukubakhuthaza ukuthi bazisebenzie ama sebekhishiwe
- Abantwana abanikwa izinkohliso, ubisi lwebele kuphela



MSELENI HOSPITAL

OKUNEZELIWE

OKOKUQALA

Lesisibhedlela siyawusekela umgomo kazwelonke oqondisa indlela yokudayiswa kwezidlo zabantwana (R991)

Ngokungavumeli abakhangisi bezinkampani zobisi okungesilo olwebele ukuthi baxhumane nomama abakhulelwe noma esebebelethile.

Ngokususa yonke izikhangiso zobisi okungesilo olwebele.

OKWESIBILI

Ukunakelwa ngobunga ni bukamama

- Isibhedlela sikhuthaza ukuba omama abakhulelwe babe nabaphelezeli uma beya emtholampilo besakhulelwe um asebesikwa noma sebebeletha.
- Ukusetshenziswa kwezindlela zokudambisa izinhlungu zemihelo ngaphandle kwemithi nemijovo.
- Omama abakhulelwe bayakhuthazwa ukuthi badle futhi baphuze kancane ngesikhathi besasikwa.
- Ukuvikelwa kokuqhunyiselwa kwamanzi, ukususelwa imihelo, nokuhlinzwa.

OKWESITHATHU

Igciwane lesandulela ngculazi nokunceliswa komntwana

- Abasebenzi bayafundiwa ngobungozi bokutheleleka ngegciwane lengculazi kumama okhulelwe, ehelelwa noma esebeletha
- Ukuqhubeka kokuhlolele igciwane komama oncelsayo, ongenalo igciwane mgemuva kwezinyanga ezintathu, njalo njalo kuze kube uyayeka ukuncelisa.
- Ukulekelelwa komama ukuqhubeka nokuncelisa umntwana ibele noma ngabe enegciwane lesandulela ngculazi.

Ibhale:

Usuku:

Usuku lokubuyekeza:



MSELENI HOSPITAL

ADDITIONAL ITEMS:

ITEM 1

- Ensure compliance with the regulation relating to food staff for infants and young children (R991) based on international code of marketing of breast milk substitutes
- No employees of distribution of breast milk substitutes bottles, teats should have direct contact with pregnant woman or mothers
- Prohibits display of material for distributors
- Prohibits distribution of samples to pregnant woman

ITEM 2

- Encouragement to have companion of their choices for emotional and physical support
- None drug method to relieve pain during labour is encouraged
- No invasive procedures for women unnecessary

ITEM 3

- Health care personnel are trained in the risk of HIV transmission during pregnancy, labour and delivery
- Importance of testing and counselling for HIV negative breastfeeding mothers in three months intervals throughout the breastfeeding period.
- Assisting mothers to continue with breastfeeding after 6months of exclusively even if they are HIV positive for 2years while both mother and infant are supported for ART adherence

Signature:

Date:

Review date:

ITEM NO. 25



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

SIKHONELA UKUKUSIZA!

UMnyango wezeMpilo uzibophezele ekuhlizakeni usizo lwezempilo oluseqophelweni eliphezulu kuzona zonke izakhamuzi zesiFundazwe saKwaZulu-Natali.

Uma unemibuzo, imibono, izincomo noma

izikhalo uyacelwa ukuba uxhumane neSikhulu Somtholampilo okanye noMxhumanisi

wesikhungo Nomphekathi weZempilo, kanti iminingwane yabo yokuxhumana ikhonjiswe ngezansi kwezithombe zabo.

Okanye usibhalele ufake ebhokisi lemibono elibekiwe kuzona zonke izindawo zokulinda.



IGAMA: MRS T.R. SIBISI
ISIKHUNDLA: CHIEF EXECUTIVE OFFICER
ISIKHUNGO: MSELENI HOSPITAL
I IMEYILI: tholl62@gmail.com
UCINGO: 0609871455/0355741004



IGAMA: MRS Q.B. NTULI
ISIKHUNGO: QUALITY MANAGER
ISIKHUNGO: MSELENI HOSPITAL
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KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

KwaZulu-Natal Department of Health

kznhealth

KZN Department of Health

@kznhealth

GROWING
KWAZULU-NATAL
TOGETHER

ITAM NIG 28



KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

WE ARE HERE TO HELP YOU!

The Department of Health is committed to providing a quality health care to all citizens of the Province of KwaZulu-Natal.



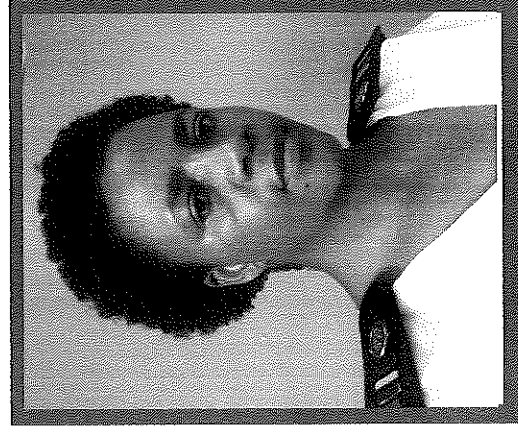
NAME: MRS T.R. SIBISI
RANK: CHIEF EXECUTIVE OFFICER
FACILITY: MSELENI HOSPITAL
E-MAIL: thollie62@gmail.com
CONTACT: 0609871455/0355741004

if you have any queries, suggestions, compliments or complaints

please contact the

CHIEF EXECUTIVE OFFICER (CEO) OR QUALITY MANAGER(QAM)

of the hospital whose contact details appear underneath their photographs.
Or please write for us and put in the suggestions box placed in all waiting areas.



NAME: MRS Q.B. NTULI
RANK: QUALITY MANAGER
FACILITY: MSELENI HOSPITAL
E-MAIL: queen14ntuli@gmail.com
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KWAZULU-NATAL PROVINCE
HEALTH
REPUBLIC OF SOUTH AFRICA

KwaZulu-Natal Department of Health

kznhealth

KZN Department of Health

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BIDDER'S DISCLOSURE

1. PURPOSE OF THE FORM

Any person (natural or juristic) may make an offer or offers in terms of this invitation to bid. In line with the principles of transparency, accountability, impartiality, and ethics as enshrined in the Constitution of the Republic of South Africa and further expressed in various pieces of legislation, it is required for the bidder to make this declaration in respect of the details required hereunder.

Where a person/s are listed in the Register for Tender Defaulters and / or the List of Restricted Suppliers, that person will automatically be disqualified from the bid process.

2. BIDDER'S DECLARATION

2.1. Is the bidder, or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest¹ in the enterprise, employed by the state? **YES/NO**

2.1.1 If so, furnish particulars of the names, individual identity numbers, and, if applicable, state employee numbers of sole proprietor/ directors / trustees / shareholders / members/ partners or any person having a controlling interest in the enterprise, in table below.

Full Name	Identity Number	Name of State Institution

2.2. Do you, or any person connected with the bidder, have a relationship with any person who is employed by the procuring institution? **YES/NO**

2.2.1. If so, furnish particulars:

2.3. Does the bidder or any of its directors / trustees / shareholders / members / partners or any person having a controlling interest in the enterprise have any interest in any other related enterprise whether or not they are bidding for this contract? **YES/NO**

2.3.1. If so, furnish particulars:

3. DECLARATION

I, the undersigned (name)..... in submitting the accompanying bid, do hereby make the following statements that I certify to be true and complete in every respect:

- 3.1. I have read and I understand the contents of this disclosure;
- 3.2. I understand that the accompanying bid will be disqualified if this disclosure is found not to be true and complete in every respect;
- 3.3. The bidder has arrived at the accompanying bid independently from, and without consultation, communication, agreement or arrangement with any competitor. However, communication between partners in a joint venture or consortium² will not be construed as collusive bidding.
- 3.4. In addition, there have been no consultations, communications, agreements or arrangements with any competitor regarding the quality, quantity, specifications, prices, including methods, factors or formulas used to calculate prices, market allocation, the intention or decision to submit or not to submit the bid, bidding with the intention not to win the bid and conditions or delivery particulars of the products or services to which this bid invitation relates.
- 3.5. The terms of the accompanying bid have not been, and will not be, disclosed by the bidder, directly or indirectly, to any competitor, prior to the date and time of the official bid opening or of the awarding of the contract.
- 3.6. There have been no consultations, communications, agreements or arrangements made by the bidder with any official of the procuring institution in relation to this procurement process prior to and during the bidding process except to provide clarification on the bid submitted where so required by the institution; and the bidder was not involved in the drafting of the specifications or terms of reference for this bid.
- 3.7. I am aware that, in addition and without prejudice to any other remedy provided to combat any restrictive practices related to bids and contracts, bids that are suspicious will be reported to the Competition Commission for investigation and possible imposition of administrative penalties in terms of section 59 of the Competition Act No 89 of 1998 and or may be reported to the National Prosecuting Authority (NPA) for criminal investigation and or may be restricted from conducting business with the public sector for a period not exceeding ten (10) years in terms of the Prevention and Combating of Corrupt Activities Act No 12 of 2004 or any other applicable legislation.

I CERTIFY THAT THE INFORMATION FURNISHED IN PARAGRAPHS 1, 2 and 3 ABOVE IS CORRECT.

I ACCEPT THAT THE STATE MAY REJECT THE BID OR ACT AGAINST ME IN TERMS OF PARAGRAPH 6 OF PFMA SCM INSTRUCTION 03 OF 2021/22 ON PREVENTING AND COMBATING ABUSE IN THE SUPPLY CHAIN MANAGEMENT SYSTEM SHOULD THIS DECLARATION PROVE TO BE FALSE.

.....
Name of Bidder

.....
Signature

.....
Position

.....
Date

¹ the power, by one person or a group of persons holding the majority of the equity of an enterprise, alternatively, the person/s having the deciding vote or power to influence or to direct the course and decisions of the enterprise.

² Joint venture or Consortium means an association of persons for the purpose of combining their expertise, property, capital, efforts, skill and knowledge in an activity for the execution of a contract.

GENERAL CONDITIONS OF CONTRACT

1. AMENDMENT OF CONTRACT

- 1.1. Any amendment to or renunciation of the provisions of the contract shall at all times be done in writing and shall be signed by both parties.

2. CHANGE OF ADDRESS

- 2.1. Bidders must advise the Department of Health (institution where the offer was submitted) should their address (*domicilium citandi et executandi*) details change from the time of bidding to the expiry of the contract.

3. GENERAL CONDITIONS ATTACHED TO THIS QUOTATION

- 3.1. The Department is under no obligation to accept the lowest or any quote.
- 3.2. The Department reserves the right to communicate in writing with vendors in cases where information is incomplete or where there are obscurities regarding technical aspects of the offer, to obtain confirmation of prices or preference claims in cases where it is evident that a typing, written, transfer or unit error has been made, to investigate the vendor's standing and ability to complete the supply/service satisfactorily.
- 3.3. **ALL DECISIONS TAKEN BY THE DEPARTMENT ARE FINAL, INCLUDING THE AWARD OR CANCELLATION OF THIS QUOTATION.**
- 3.4. The price quoted must include VAT (if VAT vendor).
- 3.5. Should a bidder become a VAT vendor after award or during the implementation of a contract, they may not request the VAT percentage from the Department as the service provider made an offer during the period they were not registered as a VAT vendor. The Department is only liable for any VAT from registered VAT vendors as originally stated on the quotation document.
- 3.6. The bidder must ensure the correctness & validity of the quotation:
 - (i) *that the price(s), rate(s) & preference quoted cover all for the work/item (s) & accept that any mistakes regarding the price (s) & calculations will be at the bidder's risk*
 - (ii) *it is the responsibility of the bidder to confirm receipt of their quotation and to keep proof thereof.*
- 3.7. The bidder must accept full responsibility for the proper execution & fulfilment of all obligations conditions devolving on under this agreement, as the Principal (s) liable for the due fulfilment of this contract.
- 3.8. This quotation will be evaluated based on the 80/20 points system, specification, correctness of information and/or functionality criteria. All required documentation must be completed in full and submitted.
- 3.9. Offers must comply strictly with the specification.
- 3.10. Only offers that meet or are greater than the specification will be considered.
- 3.11. Late offers will not be considered.
- 3.12. Expired product/s will not be accepted. All products supplied must be valid for a minimum period of six months.
- 3.13. Used/ second-hand products will not be accepted.
- 3.14. A bidder not registered on the Central Suppliers Database or whose verification has failed will not be considered.
- 3.15. All delivery costs must be included in the quoted price for delivery at the prescribed destination.
- 3.16. Only firm prices will be accepted. Such prices must remain firm for the contract period. Non-firm prices (including rates of exchange variations) will not be considered.
- 3.17. In cases where different delivery points influence the pricing, a separate pricing schedule must be submitted for each delivery point.
- 3.18. In the event of a bidder having multiple quotes, only the cheapest according to specification will be considered.
- 3.19. Verification will be conducted to identify if bidders have multiple companies and are cover-quoting for this bid.
- 3.20. In such instances, the Department reserves the right to immediately disqualify such bidders as cover-quoting is an offence that represents both corruption and acquisition fraud.

4. SPECIAL INSTRUCTIONS AND NOTICES TO BIDDERS REGARDING THE COMPLETION OF THIS QUOTATION.

- 4.1. Unless inconsistent with or expressly indicated otherwise by the context, the singular shall include the plural and vice versa and with words importing the masculine gender shall include the feminine and the neuter.
- 4.2. Under no circumstances whatsoever may the quotation/bid forms be retyped or redrafted. Photocopies of the original bid documentation may be used, but an original signature must appear on such photocopies.
- 4.3. The bidder is advised to check the number of pages and to satisfy himself that none are missing or duplicated.
- 4.4. Quotations submitted must be complete in all respects. However, where it is identified that information in a bidder's response, which does not affect the preference points or price, is incomplete in any respect, the said supplier meets all specification requirements and scores the highest points in terms of preference points and price, the Department reserves the right to request the bidder to complete/ submit such information.
- 4.5. Any alteration made by the bidder must be initialled; failure to do so may render the response invalid.
- 4.6. Use of correcting fluid is prohibited and may render the response invalid.
- 4.7. Quotations will be opened in public as soon as practicable after the closing time of quotation.
- 4.8. Where practical, prices are made public at the time of opening quotations.
- 4.9. If it is desired to make more than one offer against any individual item, such offers should be given on a photocopy of the page in question. Clear indication thereof must be stated on the schedules attached.

4.10. The Department is under no obligation to pay suppliers in part for work done if the supplier can no longer fulfill their obligation.

5. SPECIAL INSTRUCTIONS REGARDING HAND DELIVERED QUOTATIONS

- 5.1. Quotation shall be lodged at the address indicated not later than the closing time specified for their receipt, and in accordance with the directives in the quotation documents.
- 5.2. Each quotation shall be addressed in accordance with the directives in the quotation documents and shall be lodged in a separate sealed envelope, with the name and address of the bidder, the quotation number and closing date indicated on the envelope. The envelope shall not contain documents relating to any quotation other than that shown on the envelope. If this provision is not complied with, such quotations/bids may be rejected as being invalid.
- 5.3. All quotations received in sealed envelopes with the relevant quotation numbers on the envelopes are kept unopened in safe custody until the closing time of the quotation/bids. Where, however, a quotation is received open, it shall be sealed. If it is received without a quotation/bid number on the envelope, it shall be opened, the quotation number ascertained, the envelope sealed and the quotation number written on the envelope.
- 5.4. A specific box is provided for the receipt of quotations, and no quotation found in any other box or elsewhere subsequent to the closing date and time of quotation will be considered.
- 5.5. No quotation/bid sent through the post will be considered if it is received after the closing date and time stipulated in the quotation documentation, and proof of posting will not be accepted as proof of delivery.
- 5.6. Quotation documents must not be included in packages containing samples. Such quotations may be rejected as being invalid.

6. SAMPLES

- 6.1. In the case of the quote document stipulating that samples are required, the supplier will be informed in due course when samples should be provided to the institution. (This decreases the time of safety and storage risk that may be incurred by the respective institution). The bidders sample will be retained if such bidder wins the contract.
 - (i) If a company/s who has not won the quote requires their samples, they must advise the institution in writing of such.
 - (ii) If samples are not collected within three months of close of quote the institution reserves the right to dispose of them at their discretion.
- 6.2. **Samples must be made available when requested in writing or if stipulated on the document.**
 - (i) If a Bidder fails to provide a sample of their product on offer for scrutiny against the set specification when requested, their offer will be rejected. All testing will be for the account of the bidder.

7. COMPULSORY SITE INSPECTION / BRIEFING SESSION

7.1. Bidders who fail to attend the compulsory meeting will be disqualified from the evaluation process.

- (i) The institution has determined that a compulsory site meeting take place
- (ii) Date 21 / 06 / 2022 Time 10 : 00 Place RECREAION HALL AT MSELENI HOSPITAL

Institution Stamp:	Institution Site Inspection / briefing session Official
	Full Name:
	Signature:
	Date:

8. STATEMENT OF SUPPLIES AND SERVICES

8.1. The contractor shall, when requested to do so, furnish particulars of supplies delivered or services executed. If he/she fails to do so, the Department may, without prejudice to any other rights which it may have, institute inquiries at the expense of the contractor to obtain the required particulars.

9. SUBMISSION AND COMPLETION OF SBD 6.1

9.1. Should a bidder wish to qualify for preference points they must complete a SBD 6.1 document. Failure by a bidder to provide all relevant information required, will result in such a bidder not being considered for preference point's allocation. The preferences applicable on the closing date will be utilized. Any changes after the closing date will not be considered for that particular quote.

10. TAX COMPLIANCE REQUIREMENTS

- 10.1. In the event that the tax compliance status has failed on CSD, **it is the suppliers' responsibility to provide a SARS pin in order for the institution to validate the tax compliance status of the supplier.**
- 10.2. In the event that the institution cannot validate the suppliers' tax clearance on SARS as well as the Central Suppliers Database, **the quote will not be considered and passed over as non-compliant according to National Treasury Instruction Note 4 (a) 2016/17.**

11. TAX INVOICE

11.1. A tax invoice shall be in the currency of the Republic of South Africa and shall contain the following particulars:

- | | |
|--|--|
| (i) the name, address and registration number of the supplier; | (iv) a description and quantity or volume of the goods or services supplied; |
| (ii) the name and address of the recipient; | (v) the official department order number issued to the supplier; |
| (iii) an individual serialized number and the date upon which the tax invoice is issued; | (vi) the value of the supply, the amount of tax charged; |
| | (vii) the words tax invoice in a prominent place. |

12. PATENT RIGHTS

The supplier shall indemnify the **KZN Department of Health** (hereafter known as the purchaser) against all third-party claims of infringement of patent, trademark, or industrial design rights arising from use of the goods or any part thereof by the purchaser.

13. PENALTIES

- 13.1. If at any time during the contract period, the service provider is unable to perform in a timely manner, the service provider must notify the institution in writing/email of the cause of and the duration of the delay. Upon receipt of the notification, the institution should evaluate the circumstances and, if deemed necessary, the institution may extend the service provider's time for performance.
- 13.2. In the event of delayed performance that extends beyond the delivery period, the institution is entitled to purchase commodities of a similar quantity and quality as a substitution for the outstanding commodities, without terminating the contract, as well as return commodities delivered at a later stage at the service provider's expense.
- 13.3. Alternatively, the institution may elect to terminate the contract and procure the necessary commodities in order to complete the contract. In the event that the contract is terminated the institution may claim damages from the service provider in the form of a penalty. The service provider's performance should be captured on the service provider database in order to determine whether or not the service provider should be awarded any contracts in the future.
- 13.4. If the supplier fails to deliver any or all of the goods or to perform the services within the period(s) specified in the contract, the purchaser shall, without prejudice to its other remedies under the contract, deduct from the contract price, as a penalty, a sum calculated on the delivered price of the delayed goods or unperformed services using the current prime interest rate calculated for each day of the delay until actual delivery or performance.

14. TERMINATION FOR DEFAULT

- 14.1. The purchaser, without prejudice to any other remedy for breach of contract, by written notice of default sent to the supplier, may terminate this contract in whole or in part:
- (i) if the supplier fails to deliver any or all of the goods within the period(s) specified in the contract,
 - (ii) if the supplier fails to perform any other obligation(s) under the contract; or
 - (iii) if the supplier, in the judgment of the purchaser, has engaged in corrupt or fraudulent practices in competing for or in executing the contract.
- 14.2. In the event the purchaser terminates the contract in whole or in part, the purchaser may procure, upon such terms and in such manner as it deems appropriate, goods, works or services similar to those undelivered, and the supplier shall be liable to the purchaser for any excess costs for such similar goods, works or services.
- 14.3. Where the purchaser terminates the contract in whole or in part, the purchaser may decide to impose a restriction penalty on the supplier by prohibiting such supplier from doing business with the public sector for a period not exceeding 10 years.

15. THE DEPARTMENT RESERVES THE RIGHT TO PASS OVER ANY QUOTATION WHICH FAILS TO COMPLY WITH THE ABOVE.

PREFERENCE POINTS CLAIM FORM IN TERMS OF THE PREFERENTIAL PROCUREMENT REGULATIONS 2017

This preference form must form part of all quotes invited. It contains general information and serves as a claim form for preference points for Broad-Based Black Economic Empowerment (B-BBEE) Status Level of Contribution

NB: BEFORE COMPLETING THIS FORM, BIDDERS MUST STUDY THE GENERAL CONDITIONS, DEFINITIONS AND DIRECTIVES APPLICABLE IN RESPECT OF B-BBEE, AS PRESCRIBED IN THE PREFERENTIAL PROCUREMENT REGULATIONS, 2017.

1. GENERAL CONDITIONS

- 1.1 The following preference point systems are applicable to all quotes:
- the 80/20 system for requirements with a Rand value of up to R50 000 000 (all applicable taxes included); and
- 1.2 The value of this quote is estimated to not exceed R50 000 000 (all applicable taxes included) and therefore the 80/20 preference point system shall be applicable.
- 1.3 Points for this quote shall be awarded for:
- (a) Price; and
 - (b) B-BBEE Status Level of Contributor.
- 1.4 The maximum points for this quote is allocated as follows:

	POINTS
PRICE	80
B-BBEE STATUS LEVEL OF CONTRIBUTOR	20
Total points for Price and B-BBEE must not exceed	100

- 1.5 Failure on the part of a bidder to submit proof of B-BBEE Status level of contributor together with the quote, will be interpreted to mean that preference points for B-BBEE status level of contribution are not claimed.
- 1.6 The purchaser reserves the right to require of a bidder, either before a quote is adjudicated or at any time subsequently, to substantiate any claim in regard to preferences, in any manner required by the purchaser.

2. DEFINITIONS

- (a) "B-BBEE" means broad-based black economic empowerment as defined in section 1 of the Broad-Based Black Economic Empowerment Act;
- (b) "B-BBEE status level of contributor" means the B-BBEE status of an entity in terms of a code of good practice on black economic empowerment, issued in terms of section 9(1) of the Broad-Based Black Economic Empowerment Act;
- (c) "bid" means a written offer in a prescribed or stipulated form in response to an invitation by an organ of state for the provision of goods or services, through price quotations, advertised competitive bidding processes or proposals;
- (d) "Broad-Based Black Economic Empowerment Act" means the Broad-Based Black Economic Empowerment Act, 2003 (Act No. 53 of 2003);
- (e) "EME" means an Exempted Micro Enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (f) "functionality" means the ability of a tenderer to provide goods or services in accordance with specifications as set out in the tender documents.
- (g) "prices" includes all applicable taxes less all unconditional discounts;
- (h) "proof of B-BBEE status level of contributor" means:
 - 1) B-BBEE Status level certificate issued by an authorized body or person;
 - 2) A sworn affidavit as prescribed by the B-BBEE Codes of Good Practice;
 - 3) Any other requirement prescribed in terms of the B-BBEE Act;
- (i) "QSE" means a qualifying small business enterprise in terms of a code of good practice on black economic empowerment issued in terms of section 9 (1) of the Broad-Based Black Economic Empowerment Act;
- (j) "rand value" means the total estimated value of a contract in Rand, calculated at the time of bid invitation, and includes all applicable taxes;

3. POINTS AWARDED FOR PRICE

3.1 THE 80/20 PREFERENCE POINT SYSTEMS

A maximum of 80 points is allocated for price on the following basis:

$$P_s = 80 \left(1 - \frac{P_t - P_{\min}}{P_{\min}} \right) \text{ Where}$$

- P_s = Points scored for price of bid under consideration
- P_t = Price of bid under consideration
- P_{min} = price of lowest acceptable bid

4. POINTS AWARDED FOR B-BBEE STATUS LEVEL OF CONTRIBUTOR

4.1 In terms of Regulation 6 (2) and 7 (2) of the Preferential Procurement Regulations, preference points must be awarded to a bidder for attaining the B-BBEE status level of contribution in accordance with the table below:

B-BBEE Status Level of Contributor	Number of points (80/20 system)
1	20
2	18
3	14
4	12
5	8
6	6
7	4
8	2
Non-compliant contributor	0

5. BID DECLARATION

5.1 Bidders who claim points in respect of B-BBEE Status Level of Contribution must complete the following:

6. B-BBEE STATUS LEVEL OF CONTRIBUTOR CLAIMED IN TERMS OF PARAGRAPHS 1.4 AND 4.1

6.1 B-BBEE Status Level of Contributor: =(maximum of 20 points)

(Points claimed in respect of paragraph 7.1 must be in accordance with the table reflected in paragraph 4.1 and must be substantiated by relevant proof of B-BBEE status level of contributor.

7. SUB-CONTRACTING
applicable box)

(Tick

YES		NO	
-----	--	----	--

7.1 Will any portion of the contract be sub-contracted?

7.1.1 If yes, indicate:

- i) What percentage of the contract will be subcontracted.....%
- ii) The name of the sub-contractor.....
- iii) The B-BBEE status level of the sub-contractor.....

8. Whether the sub-contractor is an EME or QSE

(Tick applicable box)

iv) Specify, by ticking the appropriate box, if subcontracting with an enterprise in terms of Preferential Procurement Regulations, 2017:

YES		NO	
-----	--	----	--

Designated Group: An EME or QSE which is at least 51% owned by:	EME √	QSE √
Black people		
Black people who are youth		
Black people who are women		
Black people with disabilities		
Black people living in rural or underdeveloped areas or townships		
Cooperative owned by black people		
Black people who are military veterans		
OR		
Any EME		
Any QSE		

9. **DECLARATION WITH REGARD TO COMPANY/FIRM**

9.1 Name of company/firm:.....

9.2 VAT registration number:.....

9.3 Company registration number:.....

9.4 **TYPE OF COMPANY/ FIRM [TICK APPLICABLE BOX]**

- Partnership/Joint Venture / Consortium
- One person business/sole propriety
- Close corporation
- Company
- (Pty) Limited

9.5 **DESCRIBE PRINCIPAL BUSINESS ACTIVITIES**

.....
.....

9.6 **COMPANY CLASSIFICATION [TICK APPLICABLE BOX]**

- Manufacturer
- Supplier
- Professional service provider
- Other service providers, e.g. transporter, etc.

9.7 Total number of years the company/firm has been in business:.....

9.8 I/we, the undersigned, who is / are duly authorised to do so on behalf of the company/firm, certify that the points claimed, based on the B-BBE status level of contributor indicated in paragraphs 1.4 and 6.1 of the foregoing certificate, qualifies the company/ firm for the preference(s) shown and I / we acknowledge that:

- i) The information furnished is true and correct;
- ii) The preference points claimed are in accordance with the General Conditions as indicated in paragraph 1 of this form;
- iii) In the event of a contract being awarded as a result of points claimed as shown in paragraphs 1.4 and 6.1, the contractor may be required to furnish documentary proof to the satisfaction of the purchaser that the claims are correct;
- iv) If the B-BBEE status level of contributor has been claimed or obtained on a fraudulent basis or any of the conditions of contract have not been fulfilled, the purchaser may, in addition to any other remedy it may have –
 - (a) disqualify the person from the bidding process;
 - (b) recover costs, losses or damages it has incurred or suffered as a result of that person's conduct;
 - (c) cancel the contract and claim any damages which it has suffered as a result of having to make less favourable arrangements due to such cancellation;
 - (d) recommend that the bidder or contractor, its shareholders and directors, or only the shareholders and directors who acted on a fraudulent basis, be restricted by the National Treasury from obtaining business from any organ of state for a period not exceeding 10 years, after the *audi alteram partem* (hear the other side) rule has been applied; and
 - (e) forward the matter for criminal prosecution.

WITNESSES
1.
2.

..... SIGNATURE(S) OF BIDDERS(S)
DATE:
ADDRESS.....