



TRANSNET NATIONAL PORTS AUTHORITY

**A DIVISION OF TRANSNET LIMITED
(Registration No. 90/00900/06)**

**PROVISION OF EMERGENCY RESPONSE (AMBULANCE) SERVICES FOR TRANSNET
NATIONAL PORTS AUTHORITY (TNPA) FOR A PERIOD OF THREE (3) YEARS**

1. PURPOSE

The purpose of this document is to provide a detailed scope of work for the provision of emergency response (ambulance) services for Transnet National Ports Authority (TNPA) for a period of three (3) years.

2. BACKGROUND

2.1 Background

TNPA's department of Health and Safety services is only able to provide very limited services due to lack of capacity and resource constraints. This impacts the ability of Transnet Ports to effectively deal with associated risks posed by work related injuries. Transnet National Ports Authority requires the services of an experienced medical/emergency response service provider who will immediately dispatch an appropriate road and air emergency service, staffed by qualified emergency care practitioners.

The services will assist in implementing the level of emergency preparedness for all Ports and Business Units with the view to standardize them to an acceptable and recognized level of operations. Furthermore, provide support to a commitment of strengthening operational consistency across TNPA.

Having an emergency response plan in place will improve the management of crisis, reduce costs, the severity of the injury and prevent a chain reaction, hence the need for effective Emergency Response (Ambulance) Services. The below table illustrates TNPA's current headcount:

Port / Business Unit	Grand Total
Central Region	86
DBN Logistics Hub	3
Dredging	177
Eastern Region	5
Head Office	939
Lighthouses	83
Port of Cape Town	611
Port of Durban	1087
Port of East London	139
Port of Mossel Bay	55
Port of Ngqura	259
Port of Port Elizabeth	251
Port of Richards Bay	453
Port of Saldanha	230
Western Region	4
Grand Total	4382

2.2 Scope of Work

TNPA seeks to appoint a qualified service provider who will provide Emergency Response (Ambulance) Services to TNPA. In the medical fraternity, the response within the first hour of the occurrence is considered to have the best possible chance of saving the lives of those involved. Hence the commonly used term 'The Golden Hour'.

The successful service provider will be responsible for the following services including but not limited to:

- 2.2.1. Ensure effective response to emergencies within fifteen (15) to thirty (30) minutes of occurrence in urban areas.
- 2.2.2. Provide treatment to employees in need of urgent medical care, with a goal of satisfactorily treating the presenting condition.
- 2.2.3. Arranging for timely removal of clients to the next point of definitive care.
- 2.2.4. To provide an ambulance that is equipped with qualified personnel to treat injuries, whenever possible medical personnel will work with medical practitioners already working onsite at all onsite clinics.
- 2.2.5. To provide quality medical emergency care and services that include-stabilization, monitoring, treatment and transportation of all employees at the ports and other TNPA related businesses including those in remote areas where relevant.
- 2.2.6. To provide emergency transportation for tenants, contractors and visitors. The claims will be submitted to Workman's Compensation Act (WCA), Road Accident Fund (RAF), medical aid scheme or to the employer for other assistance program.
- 2.2.7. Ensure inter-transfer of employees from one hospital to the other through air or road transportation should the need arise based on the medical doctor's recommendations.
- 2.2.8. Ensure guaranteed emergency medical response and transportation to the nearest hospital of choice for stabilization and treatment.
- 2.2.9. To immediately dispatch an appropriate road or air ambulance which is staffed by qualified personnel.
- 2.2.10. Ensure availability of Emergency Response (Ambulance) Services at functions/events organized by Transnet National Ports Authority e.g., Port Festivals, Health and Safety Days, recruitment of sea-based employees (i.e., shore-hand but not limited to). TNPA should not be charged additional fees for this service. It must be covered in the monthly fee payable.
Service provider should provide specialist advice in the event of a medical crisis if the need arises for care from a medical professional who will be able to assist whilst awaiting response. Lifesaving support must be provided to the patient by Medical Care Practitioners once at the scene of incident. The medical team should prioritize casualties based on medical conditions, the degree of urgency, the patient's state of fitness and mode of travel should also be determined.
- 2.2.11. Facilitate first aid training to an estimated number of two hundred and forty one (241) employees regarding the process to be followed in any event of an emergency. Facilitation including the provision of a venue at the chosen city, training materials and a valid training certificate. TNPA should not be charged

additional fees for this service. It must be covered in the monthly fee payable. The estimated number of employees (First Aiders) is subject to change due to operational requirements.

- 2.2.12. Provide comprehensive quarterly reports and recommendations to TNPA based on incidents occurred and general service rendered.
 - 2.2.13. Provide a dedicated phone number to TNPA with a short number made available which is easy to dial and can be linked to a cellphone to assist employees mostly working off-site.
 - 2.2.14. Provide all employees with telephone stickers and vehicle stickers to increase awareness on the availability of the emergency service and associated contact number.
 - 2.2.15. Evacuation drills to be conducted every six (6) months including simulation of first aid response in an emergency at all TNPA ports and business units in order to provide and manage complete holistic risk mitigating assistance and site based medical solutions.
 - 2.2.16. Provide quality medical emergency care and services that include stabilization, monitoring, treatment, and transportation of all employees at the ports and business units and other TNPA related businesses including those in remote areas where relevant.
 - 2.2.17. Ensure that service is provided nationally and provide national liaison person who will be assigned to TNPA. All queries and requests received from TNPA are to be responded to within a 24-hour turnaround time.
 - 2.2.18. Conduct adjudication of the TNPA first aid teams annual SHE competition and provide first aid kits and scenarios that will be used at the competition.
 - 2.2.19. Respond by air within 10 -15 minutes to any diving recompression chamber for diving medical sickness as per SECTION 21 of the Commercial Diving Regulation 2022 of the Occupational Health and Safety Act 85 of 1993.
 - 2.2.20. Transport the patient to the nearest recompression chamber within 2hrs of experiencing decompression sickness as per SECTION 21 of the Commercial Diving Regulations 2022 of the Occupational Health and Safety Act 85 of 1993.
- 2.3 The following factors will be considered during the Supplier Performance Review:
- 2.3.1. Establishment of a standardized emergency response care service across TNPA.
 - 2.3.2. Work in accordance with international transportation standards; and
 - 2.3.3. Implementation of ISO 45001 and be compliance to the Occupational Health and Safety Act No. 85 of 1993 and its Regulations.

3. TECHNICAL EVALUATION CRITERIA

The table below indicates the technical criteria that bidders' proposals will be evaluated against. The minimum technical threshold is set at 70%.

Technical Evaluation Criteria	Weight
<p>Methodology and approach</p> <p>Bidders must provide a detailed methodology indicating their proposed methodology and approach for delivery of the service to TNPA. The methodology must include the following elements:</p> <ul style="list-style-type: none"> • Proposed approach for delivery of the required services across all the required TNPA locations; • Staffing and resource allocation and availability; • Emergency response vehicle availability and equipment; • Communication equipment; • Coverage and Availability Requirements – (24/7 Coverage); • Turnaround time for response to emergencies; • Adherence to reporting requirements; and • First aid training requirements. <p>Rating scale:</p> <p>3 points = Methodology satisfactorily addresses all of the elements listed above. 2 points = Methodology satisfactorily addresses 5 – 7 elements listed above. 1 point = Methodology satisfactorily addresses 1 – 4 elements listed above. 0 points = No information provided or irrelevant information provided (i.e. not addressing the requirements of the scope of work).</p>	<p>25</p>
<p>Experience</p> <p>The Bidder must submit contactable reference letters from at least three (3) clients where emergency response (ambulance) services have been rendered in the past five (5) years. The reference letters must include, but not limited to:</p> <ul style="list-style-type: none"> • Services rendered; • Duration of the contract (i.e., contract start and end date); • Size of the client organisation; and • Level of performance or an indication of satisfactory services rendered. <p>The letter must be on the client company letterhead or bear the client company stamp. The letter must be dated.</p> <p>Rating scale:</p> <p>3 points = 3 or more reference letters addressing all requirements cited above. 2 points = 2 reference letters addressing all requirements cited above. 1 point = 1 reference letter addressing all requirements cited above. 0 points = No information provided, or reference letters do not address all the requirements cited above.</p>	<p>30</p>

<p>Implementation</p> <p>The Bidder must provide a risk mitigation plan for the required services including but not limited to:</p> <ul style="list-style-type: none"> • The identification of risks that would impact service delivery caused by either human resources, equipment, turnaround time or other factors; and • Mitigation of the risks to avoid disruption of service delivery. <p>Rating scale:</p> <p>3 points = The bidder has provided a risk mitigation plan that satisfactorily addresses all requirements cited above.</p> <p>2 points = The bidder has provided a risk mitigation plan that satisfactorily addresses only one of requirements cited above.</p> <p>1 point = The bidder has provided a generic risk mitigation plan that does not satisfactorily addresses all requirements cited above.</p> <p>0 points = No information provided.</p>	25
<p>Key Account Person</p> <p>The Bidder must provide the CV of the proposed key account person that will manage the TNPA account. The CV must clearly indicate the number of years of experience, the key deliverables in managing key accounts in the medical field.</p> <p>Rating scale:</p> <p>3 points = CV indicates 5 or more years of relevant experience.</p> <p>2 points = CV indicates 3 - 4 years of relevant experience.</p> <p>1 point = CV indicates less than 3years of relevant experience.</p> <p>0 points = No information provided or CV indicates irrelevant experience.</p>	20
Total	100%