

Document reference	PROVISION OF ON-SITE MEDICAL EMERGENCY SERVICES AT TRANSNET PORT TERMINALS (TPT), RICHARDS BAY TERMINAL FOR A PERIOD OF ONE (1) MONTH.	No of pages
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1 Description of the service and executive overview

The objective is to source services for the provision of an On-Site Medical Response through preferred and suitably qualified service provider(s) capable of providing a legally compliant Basic and Intermediate Life Support Services for a period of one (1) month, at the Richards Bay Terminals. In terms of the Occupational Health and Safety Act (OSHA) 85 of 1993, its Regulations and other legislative prescripts, the terminal is expected to conduct and maintain Occupational Health Risk Exposure Monitoring of employees. The OHSA aims to prevent work-related injuries, diseases, and fatalities by establishing clear standards and procedures for hazard identification, risk assessment, and control.

1.1 Employers Objective

Provision of On-Site Medical Emergency Services, which includes eight (8) Paramedics which will attend to injured and physically ill employees at Richards Bay Transnet Port Terminals

1.2 Provisions

The service provider shall be required to provide a 24/7 Medical Emergency Services that is compliant with the minimum standards as per the laws and regulations governing ambulance and radiology services within South Africa.

1.2.1 Emergency Services

The appointed service provider will be responsible for the following:

- 1.2.1.1 Transfer of patients to the hospital and inclusive of transfers from the hospital from the onsite clinic.
- 1.2.1.2 The service provider will be responsible for all onsite emergencies,
- 1.2.1.3 All offsite transportation and care at no cost to the patient.
- 1.2.1.4 Ensure safe and effective emergency care on site.
- 1.2.1.5 Transportation of the injured/ sick from the site to hospital.
- 1.2.1.6 Supply fully equipped ambulances, service provider will Ensure that ambulances are maintained and replenished to the applicable standards
- 1.2.1.7 Shall be liable for all costs relating to telephones, cell phones, radio licensing and or closed-circuit television (if required) and/or any other communication devices as stipulated in this tender.
- 1.2.1.8 Takes responsibility for staffing and providing medical supplies for the ambulance services as required by legislation, including inter-alia licensing Service Provider to conduct first aid and basic life support awareness to be provided to all employees.

1.2.1.9 Inspection of all first aid boxes as per requirements of the Richards Terminal. Basic health care tests e.g. Blood Pressure (BP) testing to be conducted at the onsite clinic as required by the Richards Bay Terminal.

1.2.1.10 In the event of multiple simultaneous onsite emergencies, the service provider will be responsible for the coordination of additional medical response services.

1.2.1.11 No patients will be held onsite; the service provider shall expedite the coordinate transportation to an offsite emergency department where definitive care can be administered.

1.2.1.12 Provide and manage all the required resources including medical response personnel registered with the Health Professions Council of South Africa, medical response equipment and fully kitted ambulance/s (as per legislative requirements and all subsequent amendments), rapid response unit Personal Protective Equipment, consumables for the ambulance and jump bags, etc. to enable service provider to respond to all types of medical emergencies.

1.2.1.13 Day Shift (06:00am to 18:00pm)

One (1)x Basic Life Support

One (1) x Intermediate Life Support

One (1) x Ambulance

1.2.1.14 Night Shift (18:00pm to 06:00am)

One (1) x Basic Life Support

One (1) x ILS

One (1) x Ambulance

1.2.2 Health and Wellness Manager

The service provider shall provide the Health and Wellness Manager with the following minimum requirements during the operation:

1.2.2.1 Incident report forms that will, at a minimum, identify: the details of the patient; location at which the service was provided; response time; diagnoses. The service provider should have access to an Advanced Life Support (ALS) or emergency critical care.

1.2.2.2 The ALS would not be stationed at the Richards Bay Terminal but would be expected to respond from the service providers base premises in under 10 minutes.

1.2.3 Collection and disposal of medical waste

The service provider shall make provision to collect and dispose of medical waste generated during a medical incident occurring by an accredited medical hazardous

waste company. The staff operating the ambulance must be qualified for basic and intermediate life support and are to be based on site 24 hours a day, 7 days a week.

1.2.4 Vehicle requirements

- 1.2.4.1 Service provider vehicles must be compliant with the Road Traffic Act and the Transnet policies and procedures. It should be noted that vehicles older than five (5) years are not permitted to operate.
- 1.2.4.2 Vehicle shall be modified, adapted, and configured as an ambulance, enabling accommodation for at least one (1) stretcher patient.
- 1.2.4.3 The vehicle shall be registered as an "Ambulance" with the relevant authorities according to existing Acts, ordinances and/or regulations.
- 1.2.4.4 The vehicle shall be clearly marked as an "Ambulance" on the front, sides, and rear. Red warning lights and sirens must be fitted to the registered ambulance.
- 1.2.4.5 The vehicle shall be fitted with a radio or telephonic communications to provide continuous communication with the ambulance control station.

1.2.5 Inspections

The Service Provider will be expected to perform weekly inspections to ensure that the ambulances are:

- 1.2.5.1 All automated external defibrillator devices
- 1.2.5.2 Fire and Rescue Jump Bags
- 1.2.5.3 Fire and Rescue First Aid boxes

1.3 Technical Specification

A self-propelled diesel engine motor vehicle must be stationed at TPT Richards Bay 24hrs a day. Service and maintenance will be at a cost of the service provider. A replacement ambulance is required when the vehicle is taken for service and maintenance. Diesel will be provided inhouse in our facility. The service provider will operate in accordance with its license, and its infrastructure shall be capable of supporting it over the period of its intended operation. The service provider to be registered to provide a service within the following basic life support and intermediate life support. Where such service requires in addition to provide medical rescue services it shall ensure that it has personnel trained in accordance with courses approved by the Professional Board and be in possession of the appropriate specialized rescue equipment.

The Service Provider shall, during the term of the Agreement and at its own expense, effect and keep current policies of insurance as follows:

Medical Malpractice cover for a limit not less than **R50 million (fifty million rands) per incident.**

- 1.3.1 The Richards Bay Terminal must be named as the additional insured in all the policy listed above.
- 1.3.2 The Service Provider shall submit proof of insurance at the commencement of the contract, and thereafter annually at the renewal of the policies, for the duration of the agreement.
- 1.3.3 Any payments received from insurers shall be used for the compensation of any loss, damage, and medico legal hazards.
- 1.3.4 The Service Provider shall not make any alteration to the terms of any insurance policy without the prior approval from the Richards Bay Terminal.
- 1.3.5 Nothing in this clause limits the obligations, liabilities, or responsibilities of the service provider under the agreement or otherwise. Any amount not insured or not recovered from the insurers, or any deductible payable shall be borne by the service provider in accordance with these obligations, liabilities, or responsibilities.

1.4 Equipment

1.4.1 Airway and breathing

- 1.4.1.1 Four (4) Adult Oxygen masks providing at least 40% inhaled oxygen and tubing.
- 1.4.1.2 Bag-Valve-Mask Reservoir Resuscitator (Adult) with the range of transparent masks.
- 1.4.1.3 Oxygen supply, providing thirty (30) minutes of oxygen at the fifteen (15) liters per minute minimum, i.e. one (1) fixed ten (10) liter, O₂ cylinder and gauge minimum.
- 1.4.1.4 Four (4) Adult Oxygen Masks provide at least 40% inhaled oxygen and tubing.
- 1.4.1.5 Bag-Valve-Mask Reservoir Resuscitator (Adult) with the ran
- 1.4.1.6 One (1) x Nitrous oxide 50% / oxygen 50% premix apparatus complete with delivery device.
- 1.4.1.7 Two (2) x Oropharyngeal airway No.00
- 1.4.1.8 Two (2) x Oropharyngeal airway No.0
- 1.4.1.9 Two (2) x Oropharyngeal airway No.1
- 1.4.1.10 Two (2) x Oropharyngeal airway No.2
- 1.4.1.11 Two (2) x Oropharyngeal airway No.3
- 1.4.1.12 Two (2) x Paediatric oxygen masks providing at least 40% inhaled oxygen and tubing.
- 1.4.1.13 One (1) x suction apparatus (hand, foot or battery operated)
- 1.4.1.14 Range of hard and soft suction catheters

1.4.1.15 Two (2) x masks + nebulizer type

1.4.1.16 Two (2) x neonatal suction catheters No.5

1.4.1.17 Two (2) x Neonatal suction catheters No.8

1.4.1.18 One (1) x cricothyroidotomy equipment

1.4.1.19 Magill's forceps – adult

1.4.2 Circulation

1.4.2.1 Six (6) x Balanced Salt Solution E.g. Ringers lactate

1.4.2.2 Intravenous fluids: 2 x Normal Saline 200ml

1.4.2.3 Synthetic colloid 2 x units e.g. Haemocoel/HAES-sterile

1.4.2.4 Range of administration sets and cannula

1.4.2.5 Two (2) x 60 micro drips/ml

1.4.2.6 Four (4) x 15 drops/ml

1.4.2.7 Four (4) x 14G cannula/needle

1.4.2.8 Four (4) x 16G cannula/needle

1.4.2.9 Four 4 x 18G cannula/needle

1.4.2.10 Four 4 x 20G cannula/needle

1.4.2.11 Blood glucose monitoring strips

1.4.2.12 Drugs according to SAMDC Scope of practice for AEA

1.4.2.13 Range of syringes and needles

1.4.2.14 Sphygmomanometer with adult and pediatric cuffs

1.4.2.15 One (1) x Stethoscope

1.4.2.16 Monitor/defibrillator

1.4.2.17 Defibrillation type gel or pads

1.4.2.18 ECG electrodes

1.4.2.19 ECG Paper for monitor/defibrillator

1.4.2.20 Two (2) x 18cm Spencer Wells (straight)

1.4.3 Dressings

1.4.3.1 Two (2) Rolls adhesive tape

1.4.3.2 Three (3) x 75mm bandages elasticized.

1.4.3.3 Two (2) x 100mm bandages elasticized

1.4.3.4 One (1) x wound dressing – extra large

1.4.3.5 Five (5) x wound dressing – 100mm x 100mm

1.4.3.6 Five (5) x wound dressing – 100mm x 200mm

1.4.3.7 Two (2) x packets of 10 gauze swabs

1.4.3.8 Gloves (disposable), various sizes

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1.4.4 Disability

- 1.4.4.1 Ambulance stretcher with straps and mattresses with “body elevation” facility with an appropriate fixation device
- 1.4.4.2 One (1) x Blanket and/ or sheet
- 1.4.4.3 One (1) x Space blanket
- 1.4.4.4 Full set of cervical collars
- 1.4.4.5 Two (2) Long Spine Board or equivalent with straps
- 1.4.4.6 Short Spine Board or equivalent with straps (if vehicle involved in patient extrications)
- 1.4.4.7 Six (6) x Splints – long (leg) i.e. Rigid support material e.g. Cardboard, metal, vacuum, wood
- 1.4.4.8 Four (4) x splints – short (arm) plastic, etc.
- 1.4.4.9 One (1) x lower extremity traction splint (e.g. Trac 3/Thomas tarangua etc.)

1.4.5 Others

- 1.4.5.1 Antiseptic solution – 100ml equivalent
- 1.4.5.2 One (1) x Fire Extinguisher
- 1.4.5.3 Glucose powder or gel, 25gm minimum
- 1.4.5.4 One (1) x pair of scissors
- 1.4.5.5 Regurgitation bags or receiver
- 1.4.5.6 One (1) x Torch
- 1.4.5.7 Waste Disposal facility and Sharps Container
- 1.4.5.8 Maternity pack
- 1.4.5.9 One (1) x Water Bottle
- 1.4.5.10 Case book or patient record sheet
- 1.4.5.11 Two (2) x Urine drainage bag
- 1.4.5.12 Scoop stretcher with straps
- 1.4.5.13 PASG/MAST
- 1.4.5.14 Pulse oximeter

2. SERVICES/DUTIES

	SERVICE / DUTIES	FREQUENCY
1.	Safety File (file to be updated yearly) permits	Yearly
2.	Provide professional On-Site Medical Emergency Services	Daily
3.	Qualified personal: All Onsite Medical Emergency Services shall be carried out by paramedics fully competent and qualified (Basic Life	

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	Support and Intermediate Life Support); the appointed Service Provider shall always have competent and qualified staff on site. The Service Provider is to appoint a competent and qualified (Advanced Life Support) practitioner in the medical field to be the sole point of contact for all matters in relation to this contract. The sole point of contact shall be referred to as the Operations Manager. The Operations Manager to control, supervise and manage all his medical emergency personnel on Site, Ambulance and any related resources and all contractual obligations. The supervisor shall be vested with suitable powers to receive instructions from the Transnet Port Terminals Health and Wellness Manager. The Operations Manager is to attend miscellaneous and ad hoc meetings as may arise throughout the contract as required by the Transnet Port Terminals Health and Wellness Manager.	
4.	Response time: Transnet Port Terminals operates 24/7, the Service provider will be required to respond to any medical emergency within five (5) minutes of receiving the notification from emergency line. The service provider shall ensure at any time during the contract, be it day or night including weekends and public holidays that the appropriate staff are available to respond to any medical emergencies within five (5) minutes. The response team shall be made up of one Intermediate Life Support and one Basic Life Support personnel.	Daily
5.	Professional Body Registrations: The service provider to ensure that all medical personnel are registered with the Health Professions Council of South Africa as a Statutory Body, Established in Terms of The Health Professions Act, committed to protecting the Public and guiding the Professions.	Yearly

3. Management and Meetings

It is Transnet Port Terminals intention that the Parties use the techniques of partnering to manage the contract by holding meetings designed to manage the administration of the contract proactively and jointly with the objective of minimising the adverse effects of risks and surprises for both Parties.

Title and purpose	Approximate time & interval	Location	Attendees
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Kick-off meeting	Once off at beginning of contract	New Ark Road, Transnet Port Terminal, Umkhombe	Health and Wellness Manager, SCM Representatives, (appropriate key persons) and Service Provider
Overall contract progress and feedback	Monthly	New Ark Road, Transnet Port Terminal, Umkhombe	Health and Wellness Manager, SCM Representatives, (appropriate key persons) and Service Provider
Ad Hoc	As an when necessary	New Ark Road, Transnet Port Terminal, Umkhombe	Health and Wellness Manager, SCM Representatives, (appropriate key persons) and Service Provider

4. Health and Safety Information

The Service Provider must comply with the following Safety Management Plan (SMP): All health and safety matters associated with the works will be dealt with in accordance with Occupational Health & Safety Act, 1993 (Act No. 85 of 1993) and the Transnet integrated Management System.

The service provider shall prepare, implement, and administer the Health and Safety Management Plan (CHSMP). The Health and Safety Management Plan must provide a systematic method of managing hazards and implementing control measures.

The service provider must prepare and submit the Occupational Health & Safety file to the SHEQ Department for acceptance before start of the works. SHE File is to be always kept on site. The file as to contain amongst others, if applicable:

- 4.1 Principal Contractors Organogram
- 4.2 Letter Of Good Standing with Compensation Fund
- 4.3 Appointments
- 4.4 Induction: Employees and Visitors: Staff Medical Certificates
- 4.5 Principal service provider SHEQ Policy
- 4.6 Health & Safety Plan, Integrated Legal Register, Client Specification
- 4.7 Fall Protection Plan (If Applicable)

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- 4.8 Risk Assessments: Method Statements: Safe Operating Procedures
- 4.9 Incidents / Accidents Register and Investigation Reports
- 4.10 Health And Safety Training Records - Induction Records and Toolbox Talks
- 4.11 Emergency Contact Telephone Numbers
- 4.12 Business Continuity Plan Including Emergency Plan
- 4.13 Documented Proof of Daily Toolbox Safety Talks/ DSTI
- 4.14 All Registers
- 4.15 Welfare Facilities
- 4.16 Mandatary Agreement
- 4.17 Communication Plan
- 4.18 Qualification, Professional Body Registrations and Training Records
- 4.19 General (Section 37(2), Site Access Certificate)

5. The Contractor's Invoices

The invoice must correspond with the monthly cost amount due to the service provider as stated in the letter of award or signed agreement. The invoice states the following:

- 5.1 Invoice addressed to Transnet SOC Ltd;
- 5.2 Transnet SOC Limited's VAT No: 4720103177;
- 5.3 Invoice number
- 5.4 The Service Provider VAT Number
- 5.5 The Vendor number
- 5.6 Invoices submitted presented for the attention of the Health and Wellness Manager

6. Termination of Services

Transnet reserves its right to cancel the Contract/Order in whole or in in part at any time upon at least seven (7) days written notice to the service provider.