



Call for expressions of interest- non-medical services

February 2024

CS 90632 – 97261 Fort-de-France cedex

☎ 0596 55 20 00 - Télécopie 0596 75 84 00/0596 75 50 60

Hôpital Pierre Zobda-Quitman - Maison de la Femme, de la Mère et de l'Enfant
Hôpital du Lamentin – Hôpital Louis Domergue - Hôpital Albert Clarac – Centre Emma Ventura

Call for expressions of interest (C.E.I)

The CHUM is a public health institution which combines patient care, research, and education .

CHUM delivers local medical care for the people living in Martinique as well as leading edge patient care, and carries out specific public health care missions .

It is actively engaged in international cooperation in the caribbean focusing on providing care to international patients needing urgent care or care that is not available in the home country. In that respect, the strengthening of the care international pathway is a priority for CHUM and will contribute to the institution's medical expertise and attractiveness in the caribbean region. The international in coming patients at CHUM are confronted to organising their international trip, stay (sometimes they need help for making the 1st contact with the administration of CHUM) either for themselves as patient or for those coming along .And yet this paramount service offer , especially when it comes to chosing a care facility, is not one of CHUM's mission . This offer is also, more globally, of interest to the incoming non resident french national patients.

In this context, the visibility and readability of a non medical services offer by available providers represents a major challenge in the coming months for CHUM.

In order to do so, CHUM wants to know what services are offered and available in the region (according to the criteria detailed in this CEI) for communication purposes with its users .

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MARTINIQUE

Non medical services offer in the frame of international patient care at CHUM

Expressions of interest

The candidate's non-medical services will aim at completing the medical course of care at CHUM by organising, coordinating, accompanying all or part of the diverse services related to the hospital care pathway , for the patient or his accompanying person(s) who will need and request those services. Those services could also apply to french nationals living overseas .

CHUM invites the candidates to express their interest in providing those services.

This call for expressions of interest is open to :

- | | |
|--|---|
| <input type="checkbox"/> Medical service providers | <input type="checkbox"/> Non profit association |
| <input type="checkbox"/> NGOs | <input type="checkbox"/> For profit companies |

The candidates can only submit one application in their name or as a group. A single legal person has to be designated as the contact person for the project for the administration.

Interested applicants have to submit information proving they are qualified and experimented in order to perform those services. In this respect, they will need to provide evidence of recent similar services delivered and share the following documents :

- Commitment letter giving a detailed description of the services offered
- Service providing engineering : management mode, procedures, equipments, pricing policy for services, languages used for services , local and international insurances and regulatory guarantees.
- Experience with Chum or other health institutions, yearly international patient volume , yearly french non resident patient volume ,methods and connections with other Martinique health institutions in case of unavailable possibility of care at CHUM etc...

The expressions of interest need to be sent to the following adress before march the 1st 2024.

Direction des Coopérations

Me NAPOL Juliette

Direction Général du CHUM

Telephone : +596.696.30.74.70

Mail : christel.outreman@chu-martinique.fr

Candidates will be selected by a group of Chum representatives and experts related to the nature of the service needed. The candidates will be selected according to the following criteria :

- *Local, regional and caribbean partners;*
- *Quality assurance procedures and certificates : please specify the title for the certification , for example ISO 9001 or the body of the certification,for example environmental certification.*

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- *specific Technical expertise like air transport, hotel services inland ground transport.*
- *for hotel and accomodation services : CHUM proximity and geographical distribution for specific CHUM sites.*
- *languages spoken and used and knowledge and experience of territorial context .*

The choice of candidates selected for publication on CHUM's website, of their service offer will be **communicated on April the 15th, 2024**. A partnership agreement will be issued specifying the terms and conditions related to communication on each service provider's offer and the CHUM evaluation procedure of the overall device .

Annex to the call for expressions of interest
Candidate application for non medical services

Nature of the structure :

- Business name
- Legal status
- Address
- location

Coordinator

- Family name and 1st name
- Téléphone numbers (land and mobile)
- email

Fields of expertise (tick either one or several boxes)

- International / regional air Transport
- Ground transport
- Insurance relations
- Short stay accomodations in Martinique
- Long stay accomodations (more than 2 months) in Martinique
- Personal assistance related to care
- Other(s) : please specify

Description of the structure :

Description of the partnerships related and useful for the services provided

Experience and history with CHUM and/ or other health institutions :

Operational models propositions with CHUM

Free form comments :

Duly authorised to sign for :

Signature : _____

On : _____