**TERMS OF REFERENCE**

1. **General Information**

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| --- | --- |
| Purpose | **Logistics support for study tour in France from March 1st to 8th 2025** |
| Beneficiary | Ministry of Health of Ukraine |
| Country | Ukraine |

1. **Context**

The APPUI program is a multisector technical assistance aiming to improving Ukrainian populations' access to essential healthcare services in times of crisis. The program’s three main pillar are as follows:

1. Mobilization of French expertise, particularly in priority sectors (cancer, mental health, physical and rehabilitation medicine), and coordination of Franco-Ukrainian hospital cooperation.
2. Rehabilitation of healthcare facilities in selected regions and locations.
3. Provision of specialized medical equipment.

On December 11th, 2024, the Ministry of Health of Ukraine announced the initiation of the establishment of university hospitals in Ukraine. This development needs a thorough understanding of the functioning of university hospitals in other countries to effectively implement a similar system in Ukraine.

Aligned with this initiative, the Ministry of Health of Ukraine has submitted a request to organize a study visit to France. The goal of this visit is to introduce Ukrainian healthcare professionals to the French healthcare system. The program includes visits to several departments within AP-HP hospitals and the University hospital of Toulouse. This will allow the exploration in the fields of pediatrics, nuclear medicine, surgery, psychiatry, as well as the general functioning of university hospitals. Furthermore, the program will include meetings with representatives from the Ministry of Health, the Ministry of Europe and Foreign Affairs, Expertise France, and CDCS. The selected hospitals are among the greatest healthcare facilities in France and Europe.

AP-HP is the largest university hospital center in Europe, boasting a rich history and extensive experience in providing high-quality healthcare. With 38 hospitals and 6 hospital-university groups, AP-HP serves millions of patients annually, offering a wide range of medical specialties and cutting-edge treatments. This wealth of experience, coupled with a strong commitment to research and innovation, positions AP-HP as a leading institution in the global healthcare landscape. This unique structure allows for close coordination between care, research, and teaching.

The University hospital of Toulouse is a leading healthcare institution in France. Established centuries ago, it now encompasses three main sites and over 30 specialized facilities, offering a vast range of medical and surgical services. Toulouse university hospital is a champion of innovation, actively involved in clinical research and development of new treatments. Their dedication to education fosters a strong link between patient care and training future generations of healthcare professionals.

1. **Objective and Desired Results**

This study tour aims to:

- facilitate the exchange of expertise between French and Ukrainian healthcare specialists,

- enable participants to share experiences and best practices,

- gain a deeper understand the functioning of university hospitals and their different departments.

The specific objectives are:

- to gain insights into the organizational structure and operational models of French university hospitals,

- to observe best practices in clinical care, research, and education within the selected departments,

- to explore opportunities for collaboration and knowledge transfer between Ukrainian and French healthcare institutions.

The expected results of the study tour include:

- Participants will demonstrate a deeper understanding of the French healthcare system, particularly the structure and functioning of university hospitals.

- Participants will acquire practical knowledge and skills in areas such as: pediatrics, psychiatry, surgery, and nuclear medicine.

- Efficient management of university hospitals, including resource allocation, patient flow, and quality improvement.

- Integration of research and education into clinical practice.

- Participants will be able to effectively transfer the acquired knowledge and skills to their respective institutions in Ukraine.

- Fostering of long-term professional relationships between Ukrainian and French healthcare professionals.

- Exploring opportunities for joint research projects, staff exchanges, and patient referrals.

- Creation of a network of Ukrainian healthcare professionals with expertise in French healthcare practices.

- Participants will be able to implement best practices and innovative approaches learned during the study tour to improve healthcare delivery in Ukraine.

- The study tour will contribute to the capacity building of Ukrainian healthcare professionals, particularly in the context of developing university hospitals.

The Service provider will have responsibility for preparation and management of all logistical issues and arrangements related to the event.

1. **Description of Tasks**

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| **CATARING** | | | | | |
| **Date and time** | **Service** | **Description** | **Units** | **Number of units** | **Number of days** |
| 02, 04 – 07 March 2025 | Lunch | Meat, fish, vegeterian options tbc  Water | portion | 21 | 5 |
| 04 – 07 March 2025 | Dinner | Meat, fish, vegeterian options tbc  Water | portion | 21 | 4 |
| 03 March 2025 | Reception dinner | For 40 people | portion | tbc | 1 |
|  | | | | | |
| **Translation and equipment and technical support services** | | | | | |
| **Date** | **Service** | **Technical Requirements** | **Units** | **Number of units** | **Number of days** |
| 03 – 07 March 2025 | Simultaneous interpretation French-Ukrainian | 4 interpreters  Min. 3 years of relevant experience | person | 4 | 5 |
| 03 – 07 March 2025 | Delegate kit (IR receiver with headphone), (digital) DIS | In suitable technical condition | unit | 21 | 5 |
| 03 – 07 March 2025 | Basic set of DIS simultaneous interpretation system (3 in 1) | In suitable technical condition, portable | unit | 4 | 5 |
|  | | | | | |
| **accomodation** | | | | | |
| **Date** | **Service** | **Description** | **Unit** | **Number of units** | **Number of days** |
| 02 – 05 March 2025 | 02.03 – 05.03 – Paris (check-in on 02.03, check-out morning on 05.03) | Standard single or double room with single stay, all taxes and breakfast included max 180 EUR per night; arrondissement tbc | unit | 21 | 3 |
| 05 – 08 March 2025 | 05.03 – 08.03 – Toulouse (check-in on 05.03, check-out morning 08.03) | Standard single or double room with single stay, all taxes and breakfast included max 180 EUR per night; near Toulouse university hospital (2 Rue Charles Viguerie, 31300 Toulouse, France) | unit | 21 | 3 |
|  |  |  |  |  |  |
| **OTHER SERVICES** | | | | | |
| **Date and time** | **Service** | **Description** | **Unit** | **Number of units** | **Number of days** |
| 01 March 2025 | Train tickets Kyiv – Lviv or from other cities to Lviv - tbc | single compartment, 4 seats per person 2nd class or 2 seats of 1st class | ticket | 21 | 1 |
| 02 March 2025 | Transfer Lviv - Krakow airport | 21 passengers | service | 1 | 1 |
| 02 March 2025 | Flight tickets Krakow - Paris | 02.03 direct flight Krakow 20h30 – Paris 22h50 | ticket | 21 | 1 |
| 02 March 2025 | Transfer Paris airport - hotel | 21 passengers | service | 1 | 1 |
| 03 March 2025 | Transfers in Paris | 1. From hotel to MoH, 21 participants  2. To AP-HP, 21 participants  3. To AP-HP hospitals, 4 groups of 4-6 people  4. Transfer to EF HG or Ministry of foreign affairs  5. Transfer to hotel | service | 1 | 1 |
| 04 March 2025 | Transfers in Paris | 1. To AP-HP hospitals, 4 groups of 4-6 people  2. To hotel | service | 1 | 1 |
| 05 March 2025 | Transfer hotel – Paris airport | 21 passengers | service | 1 | 1 |
| 05 March 2025 | Flight tickets Paris – Toulouse | 05.03 direct flight Paris 09h00 – Toulouse 10h15 | ticket | 21 | 1 |
| 05 March 2025 | Transfer Toulouse airport - hotel | 21 passengers | service | 1 | 1 |
| 05 March 2025 | Transfers in Toulouse | 1. Transfer to Toulouse university hospital and back | service | 1 | 1 |
| 06 March 2025 | Transfers in Toulouse | 1. Transfer to Toulouse university hospital and back, 4 groups  2. Transfer to Toulouse university hospital and back, 4 groups | service | 1 | 1 |
| 07 March 2025 | Transfers in Toulouse | 1. Transfer to Toulouse university hospital and back, 4 groups | service | 1 | 1 |
| 08 March 2025 | Transfer hotel - Toulouse airport | 21 passengers | service | 1 | 1 |
| 08 March 2025 | Flight Toulouse-Krakow | 08.03 direct flight Toulouse 06:00 – Krakow 08:35 | ticket | 21 | 1 |
| 08 March 2025 | Transfer Krakow - Lviv | 21 passengers | service | 1 | 1 |
| 08 March 2025 | Train tickets Lviv-Kyiv or to other cities - tbc | single compartment, 4 seats per person 2nd class or 2 seats of 1st class | ticket | 21 | 1 |

The Service provider shall ensure the provision of the Services of high-quality standards and appropriate for a client. The Service provider shall ensure enough Personnel present to provide Support services considering the scale of the Event(s), i.e. number of participants and level on demand.

1. **Location, duration and modalities of execution**

Implementation period: March 01 – 08, 2025, with necessary preparation and reporting period.

Location: Paris, Toulouse (France).

1. **Expertise and required profile(s)**

At least three years of proven experience in organizing and managing medium to large scale events and providing high quality event management and logistics support services including the capacity to provide the full scale of services, described above; active presence in the services market.

Event support shall be provided by company manager having experience in the event arrangement and provision of logistic support, specifically of the mentioned above services. This includes proven experience in organizing study tours in European countries, preferably in France. He/she will be able to resolve any logistic or operational issues related to the event. Special requirements to the manager include flexibility, orientation at result, communicative skills, friendliness, punctuality, resistance to stress and attention to details.

The Service provider shall be based in Ukraine or in France or have a representative office in Ukraine or in France.

1. **Reporting**

With its final invoice, the Service provider shall submit a report regarding the event including final budget, relevant supporting documents, copies of subcontractors’ invoices upon demand. The report shall be submitted not later than 2 weeks after event took place.

1. **Liaison Arrangements**

Close coordination with the Project’s permanent team in Kyiv must be ensured from the start of the Contract and throughout its implementation. For all matters relating to the implementation of the contract, the contact person is Kateryna Shepetiuk, [kateryna.shepetiuk@expertisefrance.fr](mailto:kateryna.shepetiuk@expertisefrance.fr).