



THE NAIROBI HOSPITAL

REQUEST FOR PROPOSAL (RFP)

FOR

DATA MIGRATION ASSURANCE FOR HRMIS UPGRADE

REFERENCE NO: TNH/042-2/19/ICT

CLOSING DATE: 21st NOVEMBER 2019

CLOSING TIME: 11.00 AM (EAT)

Request for Proposal:

Data Migration Assurance for HRMIS upgrade



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Confidentiality

All information contained within this document is confidential and is provided only to give suppliers an adequate understanding of the Kenya Hospital Association (trading as **The Nairobi Hospital**) requirements towards the **Data Migration Assurance for HRMIS upgrade**. The contents of this document are provided solely for use by recipients and in considering their interest in the proposed project. Under no circumstances should information be disclosed to any outside party without The Hospital's written permission.

You are required to sign a non-disclosure agreement which is has been sent together with this request for proposal and submit it together with your bid document.



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1 About The Nairobi Hospital

1.1 Introduction

Opened in 1954, The Nairobi Hospital (“The Hospital”) has excelled in medical expertise and services provision and has deservedly earned recognition throughout East Africa and beyond as an advanced diagnostic, treatment and referral centre. Expansive investment in latest technology and medical equipment has enabled us establish leadership in medical procedures both in Kenya and outside.

1.2 Vision

To be the leading healthcare institution in the region providing world-class treatment and service.

1.2.1 Mission

To offer patients the best care, using advanced technology in an atmosphere of trust, safety and comfort.

1.2.2 Our values

The Nairobi Hospital is guided by the following values:

- **Dedication:** We are dedicated to offering patients and their families’ efficient service and great value for their money.
- **Empathy:** We are devoted to providing a warm, friendly and caring environment in which patients can recover.
- **Inspiration:** We are an organization that inspires our staff to achieve the extraordinary and develop the best careers.
- **Quality:** We pursue superior performance and quality in all we do, to build and preserve the Hospital’s clinical, organizational and financial strength.
- **Partnerships:** We recognize the value of strong internal and external partnerships to accomplish our goals.

1.3 The Nairobi Hospital Profile

The Nairobi Hospital is among the leading providers of healthcare services throughout East Africa. Equipped with the latest technology and highly skilled specialists we are able to undertake a wide range of procedures from routine investigations to complex surgeries like open heart and kidney transplants. Our Commitment is to give quality healthcare with a difference. Patient care is undeniably our first concern and their privacy, dignity and confidentiality is highly respected.



1.3.1 Divisions and Services within the Hospital

1. **Clinical Services** - responsible for diagnosis and treatment of patients and includes: Accident & Emergency, Laboratory, Pharmacy, Radiology and the Rehabilitation Unit.
 - **Accident and Emergency Centre** - a 24-hour modern, well-equipped and staffed Accident & Emergency Centre that handles both emergencies and non-emergency cases.
 - **Laboratory** - comprising Histopathology and Cytology, Clinical Chemistry, Haematology and Blood Transfusion, Special Chemistry, Microbiology and TB, and Blood Donor Services.
 - **Pharmacy** - consisting outpatient pharmacy outlets at the main hospital and at our six out-patient centres at Warwick Centre, Galleria Mall; Capital Centre, Rosslyn Riviera, Southfield Mall and Kiambu.
 - **Radiology** - provides diagnostic imaging services using state-of-the-art equipment.
 - **Physical Medicine Center** - The Rehabilitation Unit comprises Physiotherapy, Occupational Therapy and Speech Therapy Units.
 - **Anderson Centre Specialty Clinics** - These include: Paediatric Clinic, Antenatal Clinic, Postnatal Clinic, Family Health, Diabetes Clinics, Chest Clinic, Lamaze, Well Baby Clinic, Family health, Child welfare Clinic and Immunization Clinic.
2. **Nursing Care Services** - Ensures that admitted patients are well taken care of in Surgical, Medical, Maternity, Paediatric and Specialized Care Wards, as well as Theatres.
 - **Intensive Care Unit (ICU) & High Dependency Unit (HDU)** - The Critical Care Unit provides comprehensive care for unstable and critically ill patients in urgent need of advanced monitoring and intensive care treatment.
 - **North Wing** - Twelve suites that meet the high-end health care demands and global hospitality trends predicated on comfort, safety and trust. These include: 3 presidential suites, 6 premier suites and 3 deluxe suites - that act as fully fledged ICU rooms if need arises.
 - **Paediatric Ward** - It is a specialized children's facility with general ward beds.
 - **Theatres** - The hospital has Six theatres equipped with the latest operating equipment technology and are maintained with the highest level of sterility.
 - **Short Stay Centre** - This meets the need for medical/surgical interventions that do not need long stay. The facility has 18 beds, theatres, dental facilities, highly specialized in-vitro fertilization services amongst others, and houses the day surgery and endoscopy units.

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Outpatient Services

- **The Cancer Treatment Center** - State-of-the-art centre offering cancer treatment in an atmosphere of trust, safety and comfort. Services include: Brachytherapy, Radiotherapy, Chemotherapy, Radioactive Iodine Treatment, Support groups, Nutritional Services.
 - **Endoscopy** - offers advanced endoscopy diagnosis and treatment services using Endoscopy facilities and expertise.
 - **Renal** - offers advanced renal diagnosis and treatment services using Renal facilities and expertise.
 - **Outpatient Services** - The Hospital offers outpatient services and runs six Outpatient Service Centres (OPCs) in various areas in and around Nairobi. These include:
 - i. Warwick Centre OPC
 - ii. Galleria Mall OPC
 - iii. Capital Centre OPC
 - iv. Rosslyn Riviera OPC
 - v. Kiambu OPC
 - vi. Southfield Mall OPC
3. **The Cicely McDonnell School of Nursing** - The Cicely McDonnell School of Nursing at The Nairobi Hospital was established in 1956 and offers Basic and Post-Basic Nursing Education for Kenya Registered Nurses.
 4. **Operations and Support Services Division** - The Operations and Support Services Division comprises of key support services to aid the quick recovery and comfort of the patients in the Hospital; these include:
 - Engineering and Facilities Maintenance
 - Transport & Outsourced Services (Gardening, Courier Services)
 - Laundry and Housekeeping
 - Catering and Food Services
 5. **ICT Services Division** - Support for Business Systems and Networks and Infrastructure, and Project Implementation.
 6. **Finance Services Division** - functions including Billing, Accounts Receivables, Accounts Payables, General Ledger, Cost Allocation and Cost Management.
 7. **Human Resources Division** - Human Resource Administration and Quality.
 8. **Marketing & Customer Service Division** - Business Development and Customer Service improvement.

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1.3.2 Geographical presence

The Nairobi Hospital Headquarter Campus is strategically located at Upper hill area on Ralph Bunche Road. In addition to the Main Hospital, it hosts:

1. **The Cicely McDonell School of Nursing** – Hostels and Classrooms are located within the 12-floor Anderson Building.
2. **Doctors Plaza** - a three storey building with 70 Doctor's consulting suites. The plaza has a laboratory, pharmacy and an open garden area. It is served by two lifts with IT and communication facilities interconnecting the Plaza with the main Hospital.

The hospital has six (6) satellite locations located in various locations in and around Nairobi:

1. Warwick Centre Outpatient Centre
2. Galleria Mall Outpatient Centre
3. Capital Centre Outpatient Centre
4. Rosslyn Riviera Outpatient Centre
5. Kiambu Outpatient Centre
6. Southfield Mall Outpatient Centre

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2 Process for Proposal Submission and Evaluation

2.1 Tender Timetable

Date	Milestone
1 st November 2019	Tender Advertisement
12 th November	Deadline for submission of queries for clarification by bidders
18 th November	TNH response to queries for clarification sent out to bidders
21 st November 2019	Deadline for submission and bid opening
21 st -30 th November	Technical and Financial Evaluation and Reporting
2 nd - 5 th December	Internal review and recommendation
6 th December 2019	Award

2.2 Evaluation Criteria

	Evaluation Stage	Weight
1	Compliance Evaluation Vendors who do not comply with the following mandatory requirements will be eliminated at this stage: a) Certificate of Incorporation/Registration b) Audited Financial Statements for the last 3 years c) Evidence of compliance of Tax Obligations d) Signed Non-Disclosure Agreement (NDA) - using Form Provided together with this RFP	-
2	Technical Evaluation (70%)	
	Company Profile	10%
	Understanding of requirements, Proposed approach/ methodology and tools for this assignment	30%
	Proposed Schedule	10%
	Delivery Team/ Resources	10%
	References/ Case Studies	10%
3	Financial Evaluation (30%)	30%
	Total	100%

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2.2 Instructions for RFP response

Queries regarding this bid shall be sent to wycliffetoo@nbihosp.org

You are required to submit your Bid documents in **ONE** email with the **SUBJECT** Line:

RFP: DATA MIGRATION ASSURANCE FOR HRMIS UPGRADE
- REF. NO. TNH/42-2/19/ICT

Bids should be sent to: tnhbidsreceipt@nbihosp.org and received by **11.00am** (East African Time) on **21st November 2019**.

Hard copies can also be dropped at Tender box at procurement office Corporate Services Centre Second Floor at normal working hours. Clearly labelled as above. Addressed to Procurement and Stores Manager.

NOTE:

Technical and Financial proposals should be submitted as **separate attachments** and each **MUST** be **password protected**.

1. **TECHNICAL BID** (inclusive of the signed Non-Disclosure Agreement), titled:

TECHNICAL BID: DATA MIGRATION ASSURANCE FOR HRMIS UPGRADE
REF. NO. TNH/042-2/19/ICT

2. **FINANCIAL BID**, titled:

FINANCIAL BID: DATA MIGRATION ASSURANCE FOR HRMIS UPGRADE
REF. NO. TNH/042-2/19/ICT

You will be required to provide a telephone contact of someone who will be contacted by the evaluation team to release the password during the respective analysis stages.

You will be notified on email prior to releasing the password.

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3 Terms of Reference

3.1 Project Overview

The Hospital's Vision is to be the leading healthcare institution in the region providing world-class treatment and service. The Business Transformation strategy to achieve this Vision is anchored on 5 key pillars (**the 5T's**).

1. **Territory** - physical expansion to increase capacity to serve patients
2. **Turnaround** - in process improvements and pursuit of global accreditations
3. **Talent** - growth and development
4. **Technology** - digital transformation
5. **Trust** - engendered with our clients

As part of this transformation, the Hospital embarked on the journey to upgrade its **PerPay HRMIS**, its Human Resources Management Information System (HRMIS).

The Hospital has been using Perpay HRMIS to manage its human capital since 2009, with the following modules having delivered as part of the initial implementation.

1. Organization structure
2. Master detail
3. Payroll
4. Training
5. Performance Management
6. Leave Management system
7. Employee Self-service
8. Job Analysis
9. And Disciplinary module

The initial implementation was done using Oracle Internet Development Suite 9i and the associated deployment tool. This technology has since become obsolete, and the vendor has upgraded PerPay HRMIS to more recent Oracle Technology.

In late 2018, The Nairobi Hospital engaged the vendor to carry out an upgrade of PerPay HRMIS to the latest version.

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The PerPay HRMIS upgrade project goals are to:

1. Upgrade all the existing modules and
2. Add / customize the following:
 - Interfaces to: *Health Information System, ERP, Enterprise Service Bus, Organization Structure interface*
 - Performance Management
 - Recruitment
 - Consultants Payroll
 - Time and attendance module

Project implementation is being carried out in two phases:

Phase I covering:

- Organization Structure
- Data migration
- Employee Master detail
- Leave management
- Payroll (including Consultants Payroll)
- Employee Self Service (ESS)
- Active Directory integration
- Performance Management

Phase II covering:

- Interfaces:
 - Health Information System interface - Kranium/ Staff Clinic Module
 - Financial System - NAV ERP interfaces
 - Interfaces via Fiorano Enterprise Service Bus
 - Organization Structure interface
- Recruitment and onboarding
- Training
- Disciplinary
- Job Analysis
- Time and Attendance

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3.2 Scope of Work and Deliverables

The hospital requires services towards quality assurance and validation of data migration.

The Consultant is expected to carry out:

1. Data Migration Strategy

Document a coherent Data Migration strategy that will address the adequacy, completeness, accuracy and associated risks and controls.

2. Support Data Migration

a) Preparation for data Migration

Define/ create a secure control environment, within which risks of the migration can be detected and addressed in time helping the adequacy of data transfer.

b) Quality assurance of the migration process

Review control environment migration results, identify differences to be remedied during migration, and advise on easy to remedy differences that can be handled after the migration.

c) Validation of migrated data

Review and analysis of Production environment migrated data on the adequacy, completeness, accuracy of the migration process and of the transferred data.

3. Migration Assurance

Issue a declaration about the level of assurance for the migration validation exercise.

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4 Proposal Format

4.1 Compliance Requirements

Bidders are required to provide copies of the following documentation:

- 1) Certificate of Incorporation/Registration
- 2) Audited Financial Statements for the last 3 years
- 3) Evidence of compliance to Tax Obligations
- 4) Signed Non-Disclosure Agreement (NDA) - using the Form Provided together with this Request for Proposal (RFP)

4.2 Technical Proposal Response

The Technical bid submitted in response should provide the following minimum information:

- 1) Company Profile
- 2) Understanding of requirements, Proposed approach/ methodology and tools for this assignment
- 3) Proposed Schedule
- 4) Delivery Team/ Resources - Profiles of Consultants
- 5) References

4.2.1 Company Profile

Profile providing history, geographical presence, capabilities, awards/ honors, industry leadership credentials etc.

4.2.2 Understanding of requirements, Proposed approach/ methodology and tools for this assignment

Provide your understanding of our stated requirements and provide your proposed approach/ methodology in delivering this assignment.

This should highlight, at minimum, proposed approaches to:

- 1) Data Migration Strategy
- 2) Support Data Migration
 - a. Preparation for data Migration
 - b. Quality assurance of the migration process
 - c. Validation of migrated data
- 3) Migration Assurance

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4.2.3 Proposed Schedule

Share a **descriptive** proposed delivery schedule indicating the activities to be undertaken with in carrying out this assignment, their (inter)-dependencies, duration, key milestones.

4.2.4 Delivery Team/ Resources

Team profiles of the proposed Project Team which should indicate at minimum:

- Key Expertise areas
- Relevant Experience
- Academic and Professional Credentials
- Disclosure of 3rd party consultants or firms (if any) whom you intend to partner with during delivery of this assignment. This should include the specific scope that they will cover.

4.2.5 References

Provide **at least 3** References for projects that illustrate your demonstrated capability.

Highlight the business problem and the impact that your services had for listed References.

Include client contact details.

4.3 Financial Proposal Response

Price table that breaks down the cost by activity and provides a total for the initiative.

You should document any assumptions you have made in notes attached to the quotation. You are required to provide a binding quotation for the purpose of selection and contracting; however, it is recognized that there are areas of uncertainty, which it may not be possible to resolve without further analysis and work. In these circumstances, please quote a range of costs and indicate the work required and its cost for eliminating/minimizing the uncertainty.

All costs should include and clearly state all applicable taxes in Kenya and country of origin for all the areas of the financial proposal.

Provide:

- 1) Summary of Fees
- 2) Breakdown of Costs - Professional Implementation Services
- 3) Breakdown of Costs - Reimbursable Costs
- 4) Your Standard Business Terms or draft service contract.

Use the formats provided on the next page where applicable.

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4.3.4 Business Terms

Provide your Draft Business Terms (or draft contract) including proposed billing schedule.

4.4 Proposal response checklist

The checklist below is merely expected to serve as a guide in preparation of your bid.

Description	Bidder Response
Mandatory requirements	
a) Certificate of Incorporation/Registration	
b) Audited Financial Statements for the last 3 years	
c) Evidence of compliance to Tax Obligations	
d) Signed Non-Disclosure Agreement (NDA)	
Technical requirements	
1) Company Profile	
2) Understanding of requirements, Proposed approach/ methodology and tools for this assignment	
3) Proposed Schedule	
4) Delivery Team/ Resources	
5) References	
Financial requirements	
1. Summary of fees	
a) Professional Implementation costs	
b) Reimbursable costs	
2. Breakdown of Costs - Professional Implementation Services	
3. Breakdown of Costs - Reimbursable Costs	
4. Business terms - Draft Business Terms (or draft contract) including proposed billing schedule.	

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Non-Disclosure Agreement

The Chief Executive Officer

The Nairobi Hospital,
P.O. Box 30026 - 00100,
NAIROBI, KENYA

STRICTLY PRIVATE & CONFIDENTIAL

Dear Sirs,

CONFIDENTIALITY AGREEMENT

1. In connection with your consideration of tendering for the **Data Migration Assurance for HRMIS Upgrade** with The Nairobi Hospital ("The Hospital"), The Hospital in respect of the Request for Proposal regarding the **Data Migration Assurance for HRMIS Upgrade** will provide you with information concerning The Hospital's operations.
2. As a condition to, and in consideration of, you being furnished by or on behalf of The Hospital with information, data, materials or experience, whether written, mechanical or oral ("Confidential Information") relating to the Request for Proposal you undertake:
 - a) to keep the Confidential Information completely and strictly confidential;
 - b) not to disclose the whole or any part of the Confidential Information to any person (subject to clause 3 and 5 herein) unless authorized in writing by The Hospital;
 - c) subject to (d) below, not to use the Confidential Information for your own benefit, other than to appraise the possible transaction, or for the benefit of anyone other than The Hospital;
 - d) to use the Confidential Information only for the purpose for which it is supplied by The Hospital;
 - e) to maintain the Confidential Information as The Hospital's property;
 - f) not to disclose to any other person that you are engaged in discussions or working with The Hospital in relation to the proposed transaction;
 - g) where any Confidential Information is marked or described as "Privileged" (whether as attracting legal professional privilege or howsoever) to acknowledge and accept the privilege vested in such Confidential Information ("Privileged Information") and to treat the same as privileged and, further, to acknowledge that your access to such Privileged Information is not, and shall not be deemed

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by you to be, any waiver of privilege on the part of The Hospital in respect of Privileged Information; and

- h) to use all reasonable endeavors, whether requested by The Hospital or not, to maintain privilege in the Privileged Information at all times.

This obligation of confidentiality and maintenance of privilege shall not apply to information which you can prove in writing:

- i) was generally in the public domain at the time of disclosure; or
- ii) was lawfully in your possession prior to such disclosure and was not acquired directly or indirectly from The Hospital or any company associated with The Hospital or from a third party under an obligation of confidence; or
- iii) is or becomes public knowledge by act or acts other than those of you or any person related to you; or
- iv) is information furnished to you without restriction by any third party having a bona fide right to do so.

For the purposes of this paragraph 2, no Confidential Information shall be deemed in the “public domain” or “in the receiver’s possession” merely because such information is embraced by more general information.

The term “person” as used in this agreement shall be broadly interpreted to include without limitation any corporation, company, partnership or individual.

- 3. You shall restrict access to the Confidential Information to the parties who need to know the same for the purpose of appraising and investigating the Business (“Permitted Persons”) and you shall use best endeavors to ensure that the Permitted Persons shall not divulge the Confidential Information (and, in particular, Privileged Information) to any other person and shall deal with the Confidential Information solely in accordance with this agreement. Furthermore, you accept strict liability for any breaches of this agreement by your Directors, Officers, employees, representatives and advisers.

You will not, and you shall procure that the Permitted Persons will not, contact any Director, Officer, employee, representative or adviser of The Hospital or the Business other than those specifically designated for the purpose of the proposed transaction.

- 4. All tangible forms of Confidential Information, including, without limitation, all summaries, copies and excerpts of any Confidential Information, shall be the sole property of The Hospital, and shall be immediately delivered by you to us upon our request or upon termination of your interest in the proposed transaction for whatever reason and you will not retain any copies or other reproductions in whole or in part of such material. You will use your best efforts to destroy or expunge from any computer

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or other electronic database all notes, analyses, studies, memoranda or other documents prepared by you or Permitted Persons which contain or are derived from, in whole or in part, the Confidential Information. Notwithstanding the return or the destruction of the Confidential Information, you will continue to be bound by your obligations of confidentiality and use hereunder with respect to all Confidential Information.

5. Without our prior written permission, you shall not and shall use your best endeavors to ensure that the Permitted Persons referred to above do not disclose to any other person the Confidential Information or Privileged Information unless disclosure is required to be made under any applicable laws, codes of conduct and/or industrial relations practices.

In the event that you are requested or required by document subpoena, civil investigative demand, interrogatories, request for information or other similar process to disclose any information supplied by The Hospital or The Hospital's representatives, you shall provide us with prompt notice of such request so that we may seek (in so far as practicable) an appropriate protective order or waive any compliance with the provisions of this agreement.

6. This agreement shall form part of all other agreements entered thereafter and shall not be rendered invalid by either a completion of the tendering process or termination of the contract thereafter.
7. You confirm that you are acting in this matter as principal and not as agent or broker for any other person.
8. No failure or delay by The Hospital in exercising any right, power or privilege hereafter shall operate as a waiver thereof, nor shall any single or partial exercise thereof preclude any other or further exercise thereof or the exercise of any other right, power or privilege hereunder.
9. The Hospital shall be under no obligation to accept any offer or proposal related to this agreement.
10. You acknowledge and recognize that any breach by you of this agreement could injure The Hospital irreparably. Therefore, in case of any breach you shall be liable to pay the Hospital general or specific damages which shall be determined by the court and shall be equal to the damages suffered by the Hospital. Accordingly, The Hospital shall also be entitled to seek any orders or any other remedies available in equity to enforce

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its rights hereunder even after the termination of the agreements entered between the Hospital and yourself.

11. Your obligations hereunder shall also extend to information acquired from The Hospital in connection with the proposed transaction prior to the signing of this agreement.
12. You understand that neither The Hospital nor any of its representatives may at any express or implied representation or warranty as to the accuracy or completeness of the information. You agree that neither The Hospital, nor any of its representatives or advisors shall have any liability to you or any of your representatives or advisors resulting from the information, errors therein or omissions there from. You shall be entitled to rely solely on the representations and warranties made to you in any final purchase agreement.
13. Neither you nor any of your associated companies nor any representative or adviser who have been taking an active role in the transaction and to whom Confidential Information is disclosed to, will for a period of two years from the date hereof either directly or indirectly solicit for employment as a Director, Officer or any other position in the Hospital.
14. This agreement shall be interpreted and construed according to Kenyan law and be subject to the non-exclusive jurisdiction of the Kenyan courts.

Yours sincerely

The undersigned,

Representative Name	
Signature	
Official Title	
Email	
Date	