

**Implementation, Maintenance and Support Services for Call Centre Automation
UNDERTAKING OF CONFIDENTIALITY**

From (Tenderer) : _____
 To : _____
 Attention : Tender Secretariat
 Email Address : _____
 Tender Procurement : _____

Dear Sir/Madam,

We hereby solemnly declare that we are fully aware that all information received/acquired/managed/delivered while participating in the abovementioned Tender Procurement exercise is strictly confidential and will undertake to ensure that:

1. We shall not reveal, divulge, or discuss any information obtained while participating in the tender procurement exercise including but not limited to provision of the information to any other person unless authorised in writing by the company to do so or unless such information has been officially released by the company to the public or required to do so under the compulsion or obligation of the law;
2. We shall not make copies of, or cause to be made public any materials/documents/intellectual properties used for the purpose of the tender procurement exercise, without prior written approval from the company;
3. We shall store safely and with utmost care any materials/documents/intellectual properties used in the tender procurement exercise, which shall at all times remain the property of the company;
4. We shall maintain the confidentiality of the affairs and concerns of the company and its customers or affiliates;
5. We shall indemnify the company against all losses, damages, costs, and expenses that may be incurred or sustained by reason of any breach on our part on the terms and conditions of this letter.

Authorised Representative Name: NRIC No.: Date:	
Witnessed By: Name: NRIC No.: Date:	