



# **Request for Proposal**

## **Information Systems Audit**

**APSTAR DT SACCO LTD**  
**UKULIMA CO-OPERATIVE**  
**HOUSE, Nairobi**  
**P.O Box 44071-00100 Nairobi**

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## **Section 1: Invitation to Quote**

APSTAR DT SACCO Society Ltd  
Ukulima Co-operative House  
P.O. Box 44071-00100  
Nairobi

24<sup>th</sup> September 2025

Dear Sir/Madam,

**Subject: Request for Proposal (RFP) for Provision of Information System Audit**

APSTAR DT SACCO based in Nairobi is seeking proposals in a sealed envelope for the provision of **Information System (IS) Audit** as described in the TOR section to this request for proposal document.

.....

Chief Executive Officer  
APSTAR DT SACCO

## **SECTION 2: INSTRUCTIONS TO BIDDERS**

1. In order to prepare a responsive quotation, the bidder must carefully review, and understand the contents of the following documents:
  - a) This Invitation letter and Quotation Instruction Sheet (QIS)
  - b) Terms of Reference (TOR)
2. The following aspects will be considered for the evaluation;
  - a) Suitability of the approach and methodology including firm's capacity to undertake the services.
  - b) Qualifications and experience of proposed staff/personnel.
3. APSTAR DT SACCO implements a zero tolerance on fraud and other proscribed practices and is committed to identifying and addressing all such acts and practices against the SACCO, as well as third parties involved in the SACCO's activities.

### **QUOTATION INSTRUCTION SHEET (QIS)**

<b>Instruction to Suppliers</b>	<b>Specific Requirements</b>
<b>Assignment</b>	<b>Information Systems (IS) Audit</b>
<b>Deadline for Submission of Quotation</b>	<b>Date and Time : 08th October 2025 on or before 12 noon</b>  This is an absolute deadline, Quotation received after this date and time will be disqualified
<b>Address for Proposal Submission</b>	Quotations should be submitted to the designated address below by the date and time of the deadline given <b>Tender box located at the Second floor, APSTAR DT SACCO Society Ltd, Ukulima Co-operative House, P.O Box 44071- 00100, NAIROBI</b>
<b>Method of Submission</b>	Hard copies (1 original & 1 copy)

<b>Language of the Quotation</b>	English
<b>Quotation Currencies</b>	Kenya Shillings
<b>Payment Terms</b>	As per terms of Contract
<b>Representative of the SACCO</b>	<p>The representative of APSTAR Sacco is:</p> <p><b>Chief Executive Officer</b></p> <p>Email address: ceo@apstarsacco.coop</p>
<b>Quotation Validity Period commencing after closing date of RFQ</b>	<p>The SACCO may exceptionally request vendor to extend quotation validity beyond the initial period indicated in the RFQ. The request will be communicated in writing to all invited vendors. Otherwise, Quotation must remain valid for <b>120 days</b> from the submission date.</p> <p>.</p>
<b>Clarifications of solicitation documents</b>	<p>Clarifications may be requested not later than <u>7</u> days before the submission date.</p> <p>The address for requesting clarifications is: <b>procurement@apstarsacco.coop</b></p>
<b>Duration of Contract</b>	The estimated tenure of Contract : <b>3 weeks</b>

## **TERMS OF REFERENCE**

### **BACKGROUND**

A key strategic focus of APSTAR DT SACCO is to attain excellent Customer service and satisfaction by providing innovative products and services, which are to be delivered through diverse service distribution channels that leverage on excellent information and communication technology platforms.

Financial institutions have recently experienced increased cases of Cyber-crimes in their business environments. Most of these frauds have been as a result of the increasingly use of technology-based products and services.

While technology remains to be a strategic service delivery channel to the members', the Board is also cognizant of the significant exposures emanating from the various financial systems' solutions.

### **OBJECTIVES OF THE ASSIGNMENT**

Apstar DT Sacco Society Limited (Formerly Ukulima Sacco Society Limited) is a licensed Deposit Taking Sacco licensed by the Sacco Society Regulatory Authority (SASRA) with its Headquarters in Nairobi and branches in Nairobi, Kisumu, Mombasa, Eldoret, Embu, Nakuru, Kisii, Kakamega and Meru. The Society aspires to transform lives through resource mobilization and provision of innovative and accessible financial solutions

The Society is interested to conduct Information Systems (IS) Audit through a reputed firm. The related activities are defined in the scope of work and shall inter-alia include conducting IS audit at Apstar's Sacco facilities for providing independent reasonable assurance to the SACCO on:-

- 1) Resilience of the extant infrastructure and robustness of IT system architecture
- 2) Identification of vulnerabilities security flaws, gaps and loopholes.
- 3) Mitigation of risks where there are significant control weaknesses.
- 4) Safeguarding the information assets viz. software, hardware, network, etc.
- 5) Maintaining security, confidentiality, integrity and availability of data.
- 6) Enhancing the IT Recovery capabilities by assessing the current IT Recovery strategies

### **SCOPE OF WORK**

#### **TERMS OF REFERENCE FOR THE SYSTEM SECURITY AUDIT**

The IT Audit exercise will cover the following Areas.

## **1. IT Governance Review**

- i) Review ICT system service delivery for efficiency and assigned staff roles against best practice requirements such as ITIL bringing out any conflicting roles and roles that are currently not assigned to members of staff.
- ii) Review the information security/technology policies maintained by the SACCO determine their adequacy and ensure that they comply with the legal, regulatory, and other guiding standards
- iii) Review security breach incidence response strategies deployed by the SACCO their adequacy and effectiveness.
- iv) Review the vulnerability management framework deployed by the SACCO, its effectiveness and adequacy.
- v) Review CCTV.
- vi) Review and assist the Sacco in classifying its information system assets for proper controls.
- vii) Review the network monitoring strategies deployed by the SACCO, their adequacy and effectiveness giving value addition recommendations.
- viii) Review application activities logging strategies their effectiveness and adequacy.
- ix) Review the business continuity and disaster recovery strategies adopted by the SACCO. The review should cover the documentation, implementation, adequacy and effectiveness of the BCP and DRP strategies/frameworks.
- x) Review third party governance for system vendors and information technology service providers against best practice.
- xi) Review ICT budgets and adequacy

## **2. Vulnerability Assessment and Penetration Testing**

- i) Perform an external infrastructure and application vulnerability assessment and penetration testing exercise.
- ii) Perform an internal infrastructure and application vulnerability assessment and penetration testing exercise
- iii) Perform a penetration testing on the mobile banking application and the supporting components.
- iv) Scan the SACCO's IT environment for malware.
- v) Simulate social engineering scenarios to determine the awareness levels among members of staff
- vi) Offer awareness training sessions for key social engineering methods used by attackers and how to avoid social engineering-based exploitations (*This should be a session after the simulations with the results of the simulations used to provide the key watch out areas*).

## **3. Network Architecture and Device Configurations Review**

- i) The consultant will review the SACCO's network architecture against best practice identifying the weaknesses and provide recommendations for gap closure.

#### **4. General IT Controls Review**

- i) Perform a review of the effectiveness of the access management controls deployed around the organizations key applications, databases, and operating systems.
- ii) Perform a review of the change & enhancement management process and controls to the current system to determine their adequacy and effectiveness.
- iii) Review the program development process and controls to determine their adequacy and effectiveness
- iv) Review the interfaces between the systems on the SACCO's environment for accuracy and completeness.
- v) Review job scheduling monitoring process and controls to determine their adequacy and effectiveness.
- vi) Review the backup management strategy its effectiveness and adequacy.
- vii) Review the internal incident management process for adequacy and effectiveness.

#### **5. Application Controls Review**

Review application controls for key processes that rely on the SACCO's systems including but not limited to the following.

- i) Credit related processes
- ii) Member onboarding (KYC) process
- iii) EFT and standing order management process
- iv) Card management process
- v) Over the counter cash withdrawal/deposits
- vi) Cheques (*bankers cheques, SACCO cheques and member cheques*) management process
- vii) Mobile banking processes
- viii) Agency banking processes
- ix) ATM banking processes
- x) Account dormancy, freezing, closure and activation processes
- xi) Check-off process
- xii) Payroll processing for external parties
- xiii) Data analysis should be performed to confirm the effectiveness of the application controls.

#### **6. Database Security Review**

Under this domain the consultant will review the security controls for the databases maintained by the SACCO. The review will cover the following elements.

- i) The process of access management for the databases on the SACCO's environment.
- ii) Review the adequacy and effectiveness of logging of activities executed by the database administrators and other accounts that access the databases directly.
- iii) Review database setup against best practice such as CIS benchmarks



- iv) Review supporting infrastructure setup against vendor minimum baseline requirements.
- v) Review data integrity i.e. how easy to change static data and track the changes

### **DELIVERABLES**

- i. A written report with a signed executive summary, description of the assessment and audit activities and methodologies used, observations and findings with risk rankings, recommendations for risk mitigation, and strategies for improving security and recommendations for corrective action and steps to remove identified vulnerabilities.
- ii. Presentation to the APSTAR Management of the findings of the Audit exercise
- iii. A report on the assessment of the current IT Recovery capabilities and identified opportunities for improvement to ensure conformance for regulatory and business requirements.
- iv. A report on vulnerability assessment and penetration tests.
- v. An IT risk register and mitigation report.

### **DURATION OF AUDIT**

The entire audit shall be completed within 3 weeks from the date of letter of appointment.

## **Evaluation Criteria**

<b>6.1</b>	<p data-bbox="435 323 747 359"><b>(i) Eligibility Criteria</b></p> <p data-bbox="412 405 1432 499">Bidders failing to meet the eligibility criteria or not submitting requisite proof for supporting these criteria are liable to be rejected summarily.</p> <ol data-bbox="461 541 1500 1213" style="list-style-type: none"><li data-bbox="461 541 1425 695">1. The Bidder should be in the business of Information Security (IS) Audit or Information Security Consultancy with a capability of carrying out Risk Assessment.</li><li data-bbox="461 716 1500 810">2. The Bidder should have completed at least 5 Information Security (IS) Audits of similar nature for similar or larger company.</li><li data-bbox="461 831 1464 987">3. The Bidder must have at least 2 full time IS Audit professionals who hold professional certifications such as CISA/ CEH/ CISSP/ CISM/oracle 10g and 11g or MSQl Database Administration.</li><li data-bbox="461 1008 1471 1043">4. The lead auditor should be a member of ISACA for at least 6 years.</li><li data-bbox="461 1064 1500 1213">5. The Bidder must have at least one full time Risk Management professionals who hold professional certifications such as CERM, ISO 31000.</li></ol>
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	<p>6. The Bidder to demonstrate capability in information security and Risk Management. Demonstration of a valid and verifiable information security certification such as ISO27001:2013 as an entity will be added advantage</p> <p>7. The bidder should not be a present vendor of IT equipment/peripherals/software to APSTAR DT SACCO</p> <p>Bids failing to meet the Eligibility Criteria or not submitting requisite proof in support thereof as mentioned in Paragraph 6.1 of Part II Data Sheet are liable to be considered as non-responsive and rejected summarily.</p> <p><b>(ii) The list of mandatory supporting documents to be submitted are:</b></p> <ol style="list-style-type: none"> <li>1) Copy of the Certificate of Incorporation</li> <li>2) Valid ICT Authority certificate- ICTA consultancy</li> <li>3) Valid ICT Authority certificate- ICTA information security</li> <li>4) Valid business permit.</li> <li>5) Valid Tax Compliance Certificate</li> <li>6) Audited and certified accounts (Last two years)</li> <li>7) Must provide ODPC data controller and data processor compliance certificate</li> <li>8) Dully filled, signed and stamped confidential business questionnaire</li> <li>9) Dully filled, signed and stamped self-declaration that the person/tenderer is not debarred in the matter of the public procurement and asset disposal act 2015 SD1</li> <li>10) Dully filled, signed and stamped self-declaration that the person/tenderer will not engage in any corrupt or fraudulent practice SD2</li> <li>11) The tender documents must be properly bound &amp; well presented. All pages must be paginated.</li> </ol>
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	12) Must provide 2 copies of the tender document. 1 original and 1 copy.		
6.2	<b><u>Technical Evaluation Criteria:</u></b> <b>(i) Firms Experience: 30</b>		
	<b>S. No</b>	<b>Criteria</b>	<b>Points</b>
	1	<b>Previous experience of Bidder</b>  <b>General Experience</b>  Must have completed IS Audit assignments for at least 5 firms within the last 5 years.  For each assignment carried out the firm/ consultant should indicate- the name of the contract, client name, value of the contract, and the duration of the assignment.  (Provide recommendation letters, Must be in clients letter head)	20
		<b>Specific experience</b>  Must have completed IS Audit assignments for at least 2 Tier 1 Saccos within the last 5 years.  For each assignment carried out the firm/ consultant should indicate- the name of the contract, client name, value of the contract, and the duration of the assignment.  (Provide recommendation letters, Must be in clients letter head)	10

	<b>Total Score for Criterion (i)</b>	<b>30</b>
<b>(ii) Adequacy of the Proposed Methodology: 40</b>		
<b>Sl. No</b>	<b>Criteria</b>	<b>Points</b>
<b>1</b>	Detailed approach and methodology for conducting the IS Audit covering all the requirements mentioned in the Scope of Work and the expected Deliverables, including but not limited to risk assessment and analysis, sample audit report formats, compliance review mechanism, etc.	<b>20</b>
<b>2</b>	Approach and methodology for conducting IT Recovery assessment	<b>10</b>
<b>3</b>	Work plan and activity schedule in line with the TOR	<b>5</b>
<b>4</b>	Training and knowledge transfer framework	<b>5</b>
	<b>Total Score for Criterion (ii)</b>	<b>40</b>
<b>(iii) Key professional staff qualifications and competence for the assignment: 30</b>		
<b>Sl. No</b>	<b>Team Composition and Key Areas of Expertise</b>	<b>Points</b>
	Qualified staff that meet the following basic requirements. Must provide evidence/proof of certificates and description of the CVS	
<b>1</b>	Lead Auditor <ul style="list-style-type: none"> <li>Master's Degree in information technology or related field:</li> </ul>	<b>10</b>

		<ul style="list-style-type: none"> <li>• Member of ISACA for at least 6 years</li> <li>• Certified information system auditor (CISA)</li> <li>• Certified information security manager (CISM)</li> <li>• 5 years' experience as a lead auditor in handling similar assignments</li> </ul>	
		At least 4 IS Audit and Risk Professionals	
	<b>2</b>	Cyber security Auditor ( at least 2 staff) <ul style="list-style-type: none"> <li>• Degree in information technology, Engineering or related field (2marks)</li> <li>• Certified Penetration Testing Engineer (CPTE)</li> <li>• Certified Ethical Hacker (CEH)</li> <li>• 3 years' experience in handling IS audit assignments</li> </ul>	<b>10</b>
	<b>3</b>	Risk assessment auditor (at least 2 staff) <ul style="list-style-type: none"> <li>• Degree in information technology, Engineering or related field (2 marks)</li> <li>• Certified Enterprise risk management</li> <li>• ISO 31000 certified</li> <li>• 3 years' experience in handling IS audit assignments</li> </ul>	<b>10</b>
		<b>Total Score for Criterion (iii)</b>	<b>30</b>
<p>In <b>part 6.2 (iii)</b> the key resources and team composition based on the core areas of expertise required for the assignment will be evaluated, as described in Section 3 – Scope of Work. The number of points to be assigned to each of the above disciplines shall be determined considering the</p>			

	<p>following three sub-criteria:</p> <p>1) General qualifications  <i>Sub-criteria</i>  <i>a) Educational qualification and training</i>  <i>b) Number of years of auditing experience</i>  <i>c) Number of years of association with the audit organization</i>  <i>(Resources are required to have a minimum of 3 months on the payroll of the organization)</i></p> <p>2) Adequacy for the assignment  <i>Sub-criteria</i>  <i>a) Experience as stated in 'Area of Specific Expertise &amp; Qualification and Professional Experience</i>  <i>b) IS Audit experience in similar assignments</i>  <i>c) Adequate involvement in the assignment</i></p> <p><b>Total points for the above criteria (i), (ii), (iii): 100</b></p>
	<p><b>St = Total points obtained for the above criteria (i), (ii), (iii)</b></p> <p>The minimum technical score required to pass is: <b><u>70 Points</u></b></p>
<b>6.3</b>	<p>The formula for determining the technical score is as follows:</p> <p><math>St = (100 \times T / T_m)</math>, in which St is the normalized technical score, Tm is the highest technical score and T is the technical score of the proposal under consideration.</p> <p>The formula for determining the financial scores is the following:</p> <p><math>S_f = 100 \times F_m / F</math>, in which Sf is the financial score, Fm is the lowest price and F the price of the proposal under consideration.</p> <p>The weights given to the Technical and Financial Proposals are:</p> <p><b>T = 0.70; and F = 0.30</b></p>
<b>7.1</b>	Address:

	APSTAR DT SACCO Ukulima Co-operative House P.O Box 44071-00100 Nairobi
<b>7.1</b>	Expected date for commencement of work will be communicated after the Award.

## Sample CV template:

CV's may follow the below sample template and should include as a minimum biographical data, education/degree and relevant employment record.

Name:		
Position for this Assignment:		
Nationality:		
Language Skills:		
Educational and other Qualifications		
Employment Record: [Insert details of as many other appropriate records as necessary]		
From [Year]: _____ To [Year]: _____		
Employer: _____		
Positions held: _____		
Relevant Experience (From most recent; Among the assignments in which the staff has been involved, indicate the following information for those assignments that best illustrate staff capability to handle the tasks listed under the TOR) [Insert details of as many other appropriate assignments as necessary]		
Period: From - To	Name of project/organization:	Job Title, main project features, and Activities undertaken
References (minimum 3)	(Name/Title/Organization/Contact Information – Phone; Email)	



## **Financial Quotation**

The components comprising the total price must provide sufficient detail to allow the SACCO to determine compliance of quotation with requirements as per TOR of this RFP. The supplier shall include a complete breakdown of the cost elements associated with this assignment as shown below

Item	Costs (Ksh)
Total Cost for Conducting Information System Audit	
Applicable Taxes	
Total Amount (Including Taxes)	

### **Terms and Conditions**

1. The price quoted should be in Kenya Shillings
2. No out-of-pocket expenses will be paid over and above the total amount
3. The fee should include all taxes, duties, levies, service tax etc. The fee should include the cost of all deliverables envisaged as part of the project
4. All details must be completely filled up. The corrections, if any should be authenticated. In case of the corrections/alteration are not properly authenticated, the application shall become liable for rejection at the discretion of APSTAR DT SACCO
5. Invoices should be clear and legible.

**NB : Quotations MUST be submitted in a sealed envelope**

## **Tendering Forms**

### i) TENDERER'S ELIGIBILITY - CONFIDENTIAL BUSINESS QUESTIONNAIRE

Instructions to tenders

Tender is instructed to complete the particulars required in this Form, *one form for each entity if Tender is a JV*. Tenderer is further reminded that it is an offence to give false information on this Form.

#### a) Tenderer's details

	ITEM	DESCRIPTION
1	Name of the Procuring Entity	
2	Reference Number of the Tender	
3	Date and Time of Tender Opening	
4	Name of the Tenderer	
5	Full Address and Contact Details of the Tenderer.	1. Country 2. City 3. Location 4. Building 5. Floor 6. Postal Address 7. Name and email of contact person.
6	Current Trade License Registration Number and Expiring date	
7	Name, country and full address ( <i>postal and physical addresses, email, and telephone number</i> ) of Registering Body/Agency	
8	Description of Nature of Business	
9	Maximum value of business which the Tenderer handles.	
10	State if Tenders Company is listed in stock exchange, give name and full address ( <i>postal and physical addresses, email, and telephone number</i> ) of state which stock exchange	

### General and specific details

b) Sole Proprietor, provide the following details.

Name in full \_\_\_\_\_ Age \_\_\_\_\_

Nationality \_\_\_\_\_ Country of Origin \_\_\_\_\_

Citizenship \_\_\_\_\_

c) Partnership, provide the following details.

	Names of Partners	Nationality	Citizenship	% Shares owned
1				
2				
3				

d) Registered Company, provide the following details.

i) Private or public Company \_\_\_\_\_

ii) State the nominal and issued capital of the Company-

Nominal Kenya Shillings

(Equivalent).....

Issued Kenya Shillings

(Equivalent).....

iii) Give details of Directors as follows.

	Names of Director	Nationality	Citizenship	% Shares owned
1				
2				
3				

e) DISCLOSURE OF INTEREST-Interest of the Firm in the Procuring Entity.

i) Are there any person/persons in ..... (*Name of Procuring Entity*) who has/have an interest or relationship in this firm?

Yes/No.....

If yes, provide details as follows.

	Names of Person	Designation in the Procuring Entity	Interest or Relationship with Tenderer
1			
2			
3			

i) Conflict of interest disclosure

Type of Conflict	Disclosure YES OR NO	If YES provide details of the relationship with Tenderer
Tenderer is directly or indirectly controlled by or is under common control with another tenderer.		

Tenderer receives or has received any direct or Indirect subsidy from another tenderer.		
Tenderer has the same legal representative as another tenderer		
Tender has a relationship with another tenderer, directly or through common third parties that puts it in a position to influence the tender of another tenderer, or influence the decisions of the Procuring Entity regarding this tendering process.		
Any of the Tenderer's affiliates participated as a consultant in the preparation of the design or technical specifications of the Works that are the subject of the tender.		
Tenderer would be providing goods, works, non-consulting services or consulting services during implementation of the contract specified in this Tender Document.		
Tenderer has a close business or family relationship with a professional staff of the Procuring Entity who are directly or indirectly involved in the preparation of the Tender document or specifications of the Contract, and/or the Tender evaluation process of such contract.		
Tenderer has a close business or family relationship with a Professional staff of the Procuring Entity who would be involved in the implementation or supervision of the Contract.		
Has the conflict stemming from such relationship stated in item 7 and 8 above been resolved in a manner acceptable to the Procuring Entity throughout the tendering process and execution of the Contract?		

f) **Certification**

On behalf of the Tenderer, I certify that the information given above is complete, current and accurate as at the date of submission.

Full name\_\_\_\_\_

Title or designation\_\_\_\_\_

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

# **SELF-DECLARATION FORMS**

FORM SD1

SELF DECLARATION THAT THE PERSON/TENDERER IS NOT DEBARRED IN THE MATTER OF THE PUBLIC PROCUREMENT AND ASSET DISPOSAL ACT 2015

I ..... of post office  
Box.....being a resident of ..... In the Republic of  
.....do hereby make the following statement :

1. THAT I am the Company Secretary/ Chief Executive/ Managing Director /Principal Officer/Director of.....(insert name of the Company) who is a Bidder in respect of Tender No.....for  
.....(insert tender title/description)  
for..... (Insert name of the Procuring entity)  
and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its Directors and subcontractors have not been debarred from participating in procurement proceeding under Part IV of the Act.
3. THAT what is deponed to herein above is true to the best of my knowledge, information and belief ..... ..

\_\_\_\_\_  
(Title)

Bidder Official Stamp

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)

FORM SD2

SELF DECLARATION THAT THE PERSON/TENDERER WILL NOT ENGAGE IN ANY CORRUPT OR FRAUDULENT PRACTICE

I, ..... of post office  
Box.....being a resident of ..... In the Republic of  
.....do hereby make the following statement :

1. THAT I am the Company Secretary/ Chief Executive/ Managing Director /Principal Officer/Director of.....(insert name of the Company) who is a Bidder in respect of Tender No.....for  
.....(insert tender title/description)  
for..... (Insert name of the Procuring entity)  
and duly authorized and competent to make this statement.
2. THAT the aforesaid Bidder, its servants and/or agents /subcontractors will not engage in any corrupt or fraudulent practice and has not been requested to pay any inducement to any member of the Board, Management, Staff and/or employees and/or agents of...  
.....(insert name of the Procuring entity) which is the procuring entity.
3. THAT the aforesaid Bidder, its servants and/or agents /subcontractors have not offered any inducement to any member of the Board, Management, Staff and/or employees and/or agents of.....(name of the procuring entity)
4. THAT the aforesaid Bidder will not engage /has not engaged in any corrosive practice with other bidders participating in the subject tender
5. THAT what is deponed to here in above is true to the best of my knowledge information and belief.

\_\_\_\_\_  
(Title)  
Bidder Official Stamp

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Date)