

Manufacturer's Undertaking

To:

Israel Railways Ltd ("ISR")

We the undersigned _____, Company No. _____, the manufacturer of the system offered in ISR's Tender No. 1199 (the "**Tender**") by _____ (the "**Bidder**"), hereby confirm the following:

1. The Bidder, offering a Commercial off-the-shelf product in the field of Business Process Management/Business Process Automation of our production as specified in the Tender documents, is an authorized supplier on our behalf for the selling and supplying the product as specified in the Tender.
2. During the Duration of the Agreement between ISR and the Bidder (if the Bidder's offer shall be chosen as the winning bid), we will be obligated to provide complete backup and support services to the Bidder and to the product offered by the Bidder, and all that is necessary for the Bidder to fulfill its obligations with regards to the supply of the abovementioned Commercial off-the-shelf product in the Tender.
3. We shall be obligated towards ISR to assist in keeping the continuity of providing the support services to the Commercial off-the-shelf product of our production by cooperating in transferring the services to a new supplier, in case the Bidder will be unable to continue and provide the services as required.

Name and title _____

Name of the Manufacturer _____

Stamp and Signature _____