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CCI

THE COTTON CORPORATION OF INDIA LTD.
(A Government of India Undertaking)
KAPAS BHAVAN, CBD BELAPUR, NAVI MUMBAI – 400 614.
Tel No: +91-22-27579217, Fax No: 022- 27576030, 27579219
Website: www.cotcorp.org.in , E-mail - headoffice@cotcorp.com
Ministry of Textiles (Govt. of India), Web site :
www.ministryoftextiles.gov.in

GOVERNMENT E-MARKETPLACE (GeM) TENDER NOTICE FOR DEVELOPMENT OF WEB BROWSER BASED SOFTWARE FOR ONLINE PUBLIC GRIEVANCE REDRESSAL SYSTEM & ANNUAL CONFIDENTIAL REPORT (ACR)/ANNUAL PERFORMANCE ASSESSMENT REPORT (APAR) SYSTEM.

The Cotton Corporation of India Ltd. a Govt. of India undertaking under the Ministry of Textiles, Govt. of India is engaged in the business of procurement of raw cotton (Kapas) from the farmers through Agriculture Produce Market Committees (APMC), processing the same into Full Pressed bales (FP bales). The Corporation is doing the marketing operations through a network of 19 branch offices located in different cotton growing State and sale offices in cotton consumption States in the country. The Head Quarter of the Corporation is at CBD Belapur, Navi Mumbai, Maharashtra.

The Cotton Corporation of India Limited invites bids in GeM Portal from the firms/companies, for the Development of web browser based software for ONLINE PUBLIC GRIEVANCE REDRESSAL SYSTEM & ANNUAL CONFIDENTIAL REPORT (ACR)/ANNUAL PERFORMANCE ASSESSMENT REPORT (APAR) SYSTEM who have prior experience of software development of web browser for Central Public Sector Undertakings/Govt. Organizations / Leading Commercial Organisations.

The pre-qualification requirement is as under, however, other criteria will remain same as per GeM:

Sl. No.	Description	Compliance
1.	Tenderers will have to deposit EMD by way of Online payment. The bidders which falls under MSE category and are registered bidders with MSE authorities are exempted from EMD on production of valid MSE certificate along with Technical bid. No interest will be paid on EMD and EMD will be refunded after satisfactory completion of work.	Yes (Proof to be given)
2.	The company should have an office in Mumbai / Navi Mumbai / Thane.	Yes (Proof to be given)
3.	The bidder shall have experience in successfully implementing at least 2 web browser based software to any PSUs / Government Departments / other major Public / Private sectors during the last 5 years. Supported by copies of Purchase Orders.	Yes (It should be supported by copies of Purchase order)
4.	The bidder should not have been blacklisted by any PSU / Government Department in the past.	Self-declaration certificate on letter head by authorized signatory should be submitted.
5.	The company must be registered in India as per the Indian Companies Act, 1956 / 2013 with IT / ITES Services, and must have all registrations with Government/statutory authorities such as Sales	The bidder should submit the copy of Incorporation

	Tax Department, GST, Income Tax Department, etc., as required to provide such services. Income Tax Submit copies of Incorporation Certificate, PAN, GST Registration Certificate, and Registration.	Certificate, Income Tax Registration Certificate / PAN / GST Registration Certificate
6.	The Vendor must hold a valid ISO 9001:2015/ISO 27001:2022 Certificate. The scope of this certification should cover software design, development, maintenance and system integration.	Yes (Proof to be given)
7.	The company should have minimum turnover of 1 crore each during the last three financial year i.e. (2022, 2023, 2024).	Yes (Proof to be given)
8.	The tenderer must provide proof of employees working with Skillset & experience in their company- ➢ Angular 13 & above- Experience 3-10 years ➢ Java SpringBoot- Experience 3-8 years ➢ Oracle database- Experience 5-10 years ➢ Microsoft Dotnet- Experience 3-8 years	Employee ID Card/ self-declaration certificate on letter head by authorized signatory should be submitted.

Part- A

Requirement & Scope of Work for Public Grievance Redressal System (PGRS)

The vendor should design, develop, implement and host the complete online public grievance redressal system in consultation with IT Department. The tentative functionalities and modules are given below, however, the final scope of work and functionalities will be worked out at the time of submission of SRS / SDD.

The vendor is required to host complete application on a secured webserver after enabling all securities.

FORMS & MODULES:

MODULE-I COMPLAINANT- ONLINE DIRECT COMPLAINTS

1. Complainant Input Screen:

*Name	
Complainant Category	Male/Female/Organization
Password (Option)	
Confirm Password	
Password Clue	
*Address	
Pin Code	
State	
Country	
*Phone No.	
*Mobile No.	
*Email ID	
*Grievance Category	Select from Department List like- • Finance • IT • HR etc.
Grievance description	Permissible upto 4000 characters
Have you earlier lodged the grievance on the same subject?	Yes/No • On No. : Go next • On Yes: Put previous reference and date (Optional)
Do you want to upload PDF	Yes/No

Attachment?	• On No. : Go next • Yes: Upload PDF/JPG (Maximum Size 10 MB)
OTP Verification	Verified the Mobile No. through OTP
Disclaimer	I hereby state that the facts mentioned above are true to the best of my knowledge and belief.

Note: All above can be filled in Hindi/English Language which should be enabled in web application.

On Submit a Unique No. will be generated and its Acknowledgement will be sent by SMS / Email (if available) to Complainant and also the Nodal Officer of CCI.

MODULE-II COMPLAINANT ENTRY BASIS RECEIVED IN OFFLINE MODE

2. Complaint Input Screen:

Calendar Year	
Source of complaint	• Signed Complaint received by CVO (All CCI Portal Complaints- PGRS - and verified complaint) • Complaints from Ministry/Department • Complaints from CBI • Complaint from Other Source • Detected through Audit (No. of paras turned into Vigilance paras) • Detected through Inspection/ Scrutiny of Contracts etc. • CVC • PIDPI
Sr. No.	
Complaint Date	
Complaint Received Date	
Complaint Name and address	
Complaint made against	
Subject/Description	
Remark	
Vigilance/other angle	
Complaint Document (choose file)	
Whether registered	• Yes • No
Disposed	• Sent to CBI for Investigation/ appropriate action • Taken up for detailed investigation by CVO (MR 2 complaints) • Signed complaints filed being non-specific/vague/general allegations • Signed complaints not confirmed by sender • Passed on to administrative authorities for appropriate action (having no vigilance angle/ allegation of corruption)
Status	• Open • Close

Submit/refresh/download

- Option for **printing / download individual complaint** should be enabled (Excel format)
- Option for **printing / download periodic complaint** should be enabled (Excel format)

*Data from both the forms should be merged timewise i.e. Complaint Receipt Register to create reports for complete registered complains.

3. View Status of Complaint

Complainant can login in application through the user name/password alongwith OTP verification or through unique no. Complainant can view status of complaint on the following fields:

- Registration No.
- Name of Complainant
- Officer Name: To whom the complaint assigned (It should be updated as per the status of complaint)
- Officer Designation
- Contact Number
- Email ID
- Complaint Description
- Date of Receipt
- Clarification, if any
- Status Open/Close
- Date of Action:
- Current Status:

4. Reminder / Clarification Submission: Provision for submission of reminder from complaint and clarification from CCI.

5. Change Password / Forgot Password

MODULE-II CCI OFFICERS

Addressed electronic and physical grievance in the following manner:

1. All electronic and physical grievances will be moved to Vigilance Department nominated officer
2. Vigilance department will filter the grievance in following two ways:

i) The grievances having vigilance angle with be dealt separately out of software and those request will be closed by Vigilance Department. Option for request closure should be similar to other deptt.

ii) All other grievances will be examined by Vigilance Department and will be forwarded to concern department / Branches and they will then close the grievances.

3. Vigilance Department should have option to upload all physical grievances received through email/ physical mode and they will be addressed in similar manner as electronic grievance.
4. All internal noting will be done within application.
5. Vigilance officer/nominated officer should have option to generate various MIS reports on different parameters

Nodal Officer

- Nodal officers / Vigilance Officer of Branches / HO should be able to view / print the complaints.
- Seek Clarification / Confirmation.
- Update Grievance Status
- Address the complaint and Close

Super User Admin (Vigilance Department):

- Add Branches - Add / Delete / Update Branches
- Add Location / Department (HO) - Add / Delete / Update Location / Deptt.
- Add/Delete/Update Nominated Officers -
- Assign Nominated Officers - Assign complaint (General) to Nodal Officer

- Manual Grievance Form (Complaint received in physical form will be uploaded from here)
- Update Grievance Status (Open / Close)
- Escalation Matrix - Define an escalation matrix
- Grievance Detail - General Report by putting grievance no.
- Grievance Summary Chart
- Grievance Within a period - A Query which will display the records within a period
- Grievance Closed - Report
- Pending Grievances for more than... days
- Change Password
- Log Out

MODULE-III- Handling Important Letters

Apart from above, provision should be developed in Application for handling letters / email received in physical mode and to be replied in a time bound manner and not pertaining to Vigilance Department. Such information will not be routed through Vigilance Department and reply of these letters will be directly submitted to the concern official from where the information is received. The sending official should have option to send the information on a pre-defined list of officials and their reply will directly receive to them for onward submission. However, the escalation matrix alongwith notification and alert should in same manner.

Escalation:

1. If a Grievance is pending more than_____days at Branches/ Department, auto notification through email / SMS should go to Vigilance Officer at HO. [Option should be there to put the period]
2. If VO at HO does not reply to any grievance more than_____ days then auto notification through email / SMS should go to CVO.
3. A separate admin module for defining Escalation matrix should be developed and Admin should be able to decide the escalation matrix as per the requirement with levelling 1, 2 and 3 etc. as per the requirement of CCI.

Notification / Alert:

1. Immediately after submitting the grievance, the complainant and nominated officer will receive SMS and email (if available) notification for the grievance
2. Whenever the Complainant is forwards a grievance to nominated officer of branches /department they will receive SMS/ Email Notification
3. Whenever a grievance close, auto SMS / email notification will move to Officer and complainant
4. Auto Notification / Alert should be generated as per the escalation matrix on every updation of status of grievance.

Log, Audit Trail & MIS:

DB should have proper log and audit trail of each activity done and all the content should be encrypted as per standard. The detailed report to be developed by the vendor would be discussed at the time of preparation of SRS/SDD. However, during warranty and AMC period, the vendor is required to develop MIS reports as per the requirement of CCI.

Domain Name: Vendor should purchase a subdomain in consultation with IT department for hosting the application as per the requirement of CCI free of cost.

SMS Gateway: The vendor would provide browser based and API based SMS gateway to CCI for integration. The SMS gateway should in the name of CCI and will be used by CCI for other purposes also. The SMS application should be in the name of CCI.

Part- B

Requirement & Scope of Work for Annual Confidential Report (ACR)/Annual Performance Assessment Report (APAR) System

The vendor should design, develop, implement and host the complete online public grievance redressal system in consultation with IT Department. The tentative functionalities and modules are given below, however, the final scope of work and functionalities will be worked out at the time of submission of SRS / SDD.
The vendor is required to host complete application on a secured webserver after enabling all securities:-

Modules

1. Browser based software with individual login Ids & passwords for all the Branches of the Corporation, the module is required for every employees of the Corporation i.e. H.O. and all the Branch Offices :
2. Annual Confidential Report (ACR)/Annual Performance Assessment Report (APAR) of the Corporation, which are mentioned below :

Requirement:

a) To enter, view & print the ACR/APAR of self and employees of HO and Branches every year.
b) To enter, view & print Yearly ACR/APAR of self and officers by the H.O. / Branches.
c) To enter, update, view & print ACR/APAR of the self should be approved by his/her immediate Officer/ Branch Head as reporting officers and further approved by reviewing officer and should be submitted to HRD department.
d) Email/SMS to be sent to respective officers at each level and HRD section at HO/Branches.
e) If the ACR/APAR form is not filled upto specified period it should be locked and authority may be given to HRD for unlocking the same.
f) If reporting/receiving officer data is not filled correctly there should be option to return it back and re submit.
g) The self-appraisal should not be visible nor is it accepted by the accepting authority.

Functionalities Required

The following details can be viewed and printed by all Branch Heads and HRD section at H.O.:

Reports Required by HRD Section:-

a) To enter, view & print the ACR/APAR of self every year.
b) To enter, view & print ACR/APAR of self by the immediate officer at H.O. / Branches.
c) To enter, update, view & print ACR/APAR of the self should be approved by his/her Officer/ Branch Head approved by reviewing officer, further to his senior officer and last to the HRD department.

*Report/forms formats will be provided at the time of pre-bid meeting.

Technical Requirement for PGRS & ACR/APAR

Details of Requirements.	1. Designing, Development and implementation of web browser application & additional thereon. 2. Security features to be incorporated 3. Encryption of User ID/ passwords and other details as required 4. Date validations
Security Audit	The Vendor is required to conduct a Security Audit of the web browser based application through and suggested modifications should be made in the web application so that it can be hosted on Web Server.
Technology to be used	1. The Vendor is required to use the latest technology for design & development of web browser based software in consultation with CCI. Technology to be used:- Frontend:- Angular with HTML CSS Middleware:- Java spring boot or Microsoft Dotnet Database: - MySQL or PostgreSQL. 2. The web browser based application will be made available to HO/Branch Offices and other locations, the application at branch locations should be opened using internet. The vendor should conduct online training to CCI Officials without any cost as an when required.
Maintenance Warranty & Support	1. The web browser based application should be under maintenance & support warranty for the period of One year from the date of successful hosting of new web application in Web Server. Further, the vendor should provide minimum 3 years post warranty AMC services. Which can be further extended for 2 years at the same price and terms. 2. The vendors should provide all documentation Including user manual related with this project in hard and soft copy at H.O. 3. The Vendor has to maintain the web browser based application atleast for a period of three years after expiry of warranty period, on the cost percentage mentioned in financial bid.
Hosting of Web Application	The web browser based application is required to be hosted in a secured web server which should be available inside India & all security as per the guidelines of Govt. Of India to be followed. The vendor has to host the application in MeiTY, GCC Empanelled Cloud server provider during the contract period free of cost.
Implementation & Support Phase	The Vendor has to deploy its team to onsite location (The Cotton Corporation of India, Head office, Kapas Bhavan, Plot No.3-A, Sector 10, CBD Belapur, Navi Mumbai-400614) for development of web browser based application. Further, post go-live support can be provided through online/offline as per the instructions provided by the Corporation.
Migration Activity	The Vendor has to migrate existing data, reports etc. from the existing system to new system.
Source Code	The vendor is required to hand over Source code alongwith all documentation to the corporation.

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TECHNICAL BID: I
(SPECIFICATIONS)

1) Office Address in Navi Mumbai/Mumbai/Thane:

Yes	No

I. Name of the Organisation/Firm
II. Year of Establishment
III. Contact person
IV. Address of the Registered Office.
V. Address of office at Navi Mumbai/Mumbai/ Thane (with Phone Nos., Fax Nos. & Email ID) (Address Proof of local address to be attached)

2) Whether the Earnest Money Deposit has been submitted alongwith this Technical Bid-I by the way of Demand Draft or Pay Order in favour of The Cotton Corporation of India Ltd. Payable at Mumbai. :

Yes	No

If yes , Details :
Draft / Pay order No.:
Date :
Amount :
Bank's Name :

3) Whether Proprietorship, Partnership firm, or Company**.** :
Please enclose copies of documents, proof such as Certificate of Incorporation, Partnership deed etc.:

4) The company should have minimum turnover of 1 crore each during the last three financial year i.e. (2022, 2023, 2024).

Yes	No

5) Whether the Vendor is holding a valid ISO 9001:2015/ISO 27001:2022 Certificate:
If yes, please enclose copy of certificate.

Yes	No

6) Whether the Vendor have successfully establishing at least 2 web browser based software to any PSUs / Government Departments / other major Public / Private sectors during the last 5 years. Supported by copies of Purchase Orders: :

Yes	No

If yes, the following details be given :
(Separate sheet can be enclosed)

Sr. No.	Name of the Orgn./PSU	Project Handled year	Duration of the Project	Value of the Project

(Note: Certificates of Project completed/ Work order duly self-certified along with Contact details of the concerned organization should be attached.)

7) Manpower details :

Yes	No

The tenderer must provide proof of employees working with Skillset & experience in their company-

- Angular 13 & above- Experience 3-10 years
- Java SpringBoot- Experience 3-8 years
- Oracle database- Experience 5-10 years
- Microsoft Dotnet- Experience 3-8 years

8) Incorporation Certificate/PAN No./GST Registration Certificate.
(Self-attested copy to be enclosed)

Yes	No

Signature of the Tenderer :

Name of the Tenderer :

Address & Seal :

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FINANCIAL BID: II

Sr. No	Particulars	Total Cost (exclusive taxes) (INR)	Tax (% & INR)	Total Cost Inclusive of Taxes (INR)
		1	2	3=1+2
A.	One Time Cost of Design, Development and Implementation of Web Browser Based Application Software for Online Public Grievance Redressal System with one year support/warranty. (All Entries and Report Contents should be Bilingual and will be under maintenance warranty for one year from the actual date of Hosting) **(Part- A)**			
	One Time Cost of Design, Development and Implementation of Web Browser Based Application Software for Annual Confidential Report (ACR)/Annual Performance Assessment Report (APAR) with one year support/warranty. (All Entries and Report Contents should be Bilingual and will be under maintenance warranty for one year from the actual date of Hosting) **(Part- B)**			
B.	One Time Cost of Wildcard EVSSL Certificate **(Part- A & B)**			
C.	One Time Cost of SMS Gateway with 1 Lac SMS with four years validity **(Part- A & B)**			
D.	Security Audit Cost (CERT-in / STQC empanelled vendors) **(Part- A & B)**			
E.	**Total Cost (A+B+C+D)**			
F.	Annual Maintenance Charges after expiry of warranty period of second year including EVSSL and SMS gateway **(Part- A & B)**			
G.	Annual Maintenance Charges after expiry of warranty period of third year including EVSSL and SMS gateway **(Part- A & B)**			
H.	Annual Maintenance Charges after expiry of warranty period of forth year including EVSSL and SMS gateway **(Part- A & B)**			
I.	**Total Cost (F+G+H)**			
	GRAND TOTAL (E+I)			
	Per SMS cost after consumption of 1 Lac SMS			

NOTE: GRAND TOTAL will be the basis for deciding L-1.

Vendor has to maintain the web browser based application for a period of minimum 3 years after one year warranty/support at the cost mentioned at I above.

Signature of the Tenderer :

Name of the Tenderer :

Address & Seal :

Other Terms & Conditions for PGRS & ACR/APAR

CCI invites the vendors' attention to the following terms and conditions, which underline this tender.

- Pre-Bid meeting will be held on 11th November, 2025 at 03:00 PM at head office, Kapas Bhawan.
- Last day for Tender submission will be on 18th November, 2025 till 3.00 PM and will be open on 18th November, 2025 at 3.30 PM.

1. Contract with the Vendor

CCI would enter into a contract with the vendor who will be responsible for delivery and overall implementation for designing and development of new web browser based software for Online Public Grievance Redressal System & Annual Confidential Report (ACR)/Annual Performance Assessment Report (APAR) System.

2. Proposal Process Management

CCI reserves the right to accept or reject any or all proposals, to revise the tender, to request one or more re-submissions or clarifications from one or more vendors, or to cancel the process in part or whole. Additionally, CCI reserves the right to alter the specifications, in part or whole, during the Tender process, and without re-issuing the Tender. All claims for functional/technical delivery made by the vendors in their responses to the tender shall be assumed as deliverable within the quoted financials.

Vendors shall be entirely responsible for their own costs and expenses that are incurred while participating in the Tender and contract negotiation processes.

3. Date of Bid Expiration

Due to the nature of the evaluation process, and approval activities that may occur, proposals must be valid for a minimum of 90 days from the last date of proposal submission. The Corporation reserves the right to ask the vendors for extension of bid validity.

4. Bidder Authorisation to Bid

Responses submitted by vendors to this Tender represent a firm offer to contract on the terms and conditions described in the vendors' response. The proposal must be signed by an official duly authorised to bid. An Authorisation Letter in this regard must be attached with the tender.

5. Proposal Ownership

The proposal and all supporting documentation submitted by the vendors shall become the property of CCI.

6. Effective date of start of contract

The effective date of start of contract will be reckoned from the date of the work order by the Corporation.

7. The vendor will not be allowed to sub-let/outsource the contract to any other party.

8. Project Schedule

The total project schedule shall be 90 days from the date of Work Order. The entire application should be designed, developed, Implemented, integrated and commissioned alongwith its security, hosting, SMS gateway etc. as per the requirement of CCI within this period.

9. Source code

The vendor has to provide complete source code alongwith all documentations while handing over the project to CCI.

10. Financial Bid

In Financial Bid II, all costs should be in Indian Rupees (INR). It is expected that vendors should provide fixed costs for all the cost items including all taxes applicable and mentioned therein. No options should be quoted other than as per the Bill of material. Wherever options are given, the bid is liable to be rejected.

11. Payment Terms

The Payment terms towards one time development and implementation of the project will be as under:

On Submission of SRS & SDD and commencement of work (Part- A)	10%
On Submission of SRS & SDD and commencement of work (Part- B)	10%
Completion of entire project including hosting, testing, training & security audit (Part- A)	30%
Completion of entire project including hosting, testing, training & security audit (Part- B)	30%
On Successful Completion of Warranty period after hosting of web browser based software (Part- A)	10%
On Successful Completion of Warranty period after hosting of web browser based software (Part- B)	10%

The payment towards AMC will be paid on quarterly basis in 4 equal instalment after rendering the services.

The payment will be made through Electronic Clearing Service (ECS) for which vendor has to provide MICR No. and details of Bank Account to CCI.

12. Warranty:

The implemented system will be under one year warranty / support from the date of completion of complete Scope of Work detailed above and Go-live. During warranty vendor would resolve all problems, bug removal in the software deployed in time lines mentioned at s.no. 13 below.

Based on the requirement and the satisfactory performance during the warranty support period, CCI may enter into AMC contract with the vendor for which separate order will be placed.

13. Resolution of Reported Problems/bugs:

For the problem/bug identified as critical problems, the vendor would endeavor to make the basic system operational within six hours and non-critical problem within 2 days failing to which it will be treated under downtime mentioned under point no. 14 (below).

14. Uptime:

The tenderer should be able to maintain the required uptime of 99.8% during support failing which a LD would be imposed as detailed in 'LD Clause' at serial no. 15 below.

15. Liquidity Damages:

i) If fail to commission and integrate any or all of the equipment and the related services within the time period specified in the Purchase Order, CCI shall without prejudice to its other remedies available under Purchase Order, deduct from the Order price as liquidated damages, a sum equivalent to 0.5% (one half of one percent) of the price of the delayed goods or unperformed services for each week or part thereof, of delay until actual delivery or performance, upto a maximum deduction of 10% of Order price. Once the maximum is reached, CCI may consider cancellation of the Purchase Order.

ii) LD (Liquidated Damages) for downtime during Warranty Support period would be applicable separately as under:

The timings for the purpose for down time will be taken as round the clock on all the 365 days including all National holidays. The available time for the entire system would be 24 hours * 365 days.

Following LD would be imposed with respect to down time:

a) If the uptime as per s. no. 14 (above) is less than 99.8%, LD of Rs. 500/-for every hour exceeding the downtime of 0.2% would be imposed.

The maximum LD for said contract on account of 'a' (above) will be 10% of the contract value.

LD amount would be recovered either by way of making adjustment in payment to the Service Provider or by collecting cheque /draft.

16. Validity of Prices

Prices shall remain same during the contract period and no escalation in prices would be acceptable to CCI. Any increase in taxes after opening of quotation will not be considered at any stage during the entire Implementation period/warranty/support/AMC.

17. Confidentiality, Security and privacy

Successful tenderer must maintain the security criteria as well privacy and confidentiality of the product and the services. Any violation in this regard may be treated as unsatisfactory service and CCI reserves the right to terminate the contract.

a. Supplier/ Service Provider shall keep confidential and shall not disclose or make available directly or indirectly to any third party all information and material of whatever nature and in whatever medium which is communicated, or becomes available to, or accessible by in the course of this Agreement ("Confidential Information"). Similarly, CCI should not disclose any information regarding technology, tools and knowledge being used by to anybody outside the scope of the Agreement.
b. Supplier/ Service Provider acknowledges that the Confidential Information is the valuable property of CCI and that any disclosure of it could give rise to considerable damage to CCI and vice - versa.
c. Supplier/Service Provider shall not use or access the Confidential Information for any reason except as is necessary to perform this Agreement.
d. Supplier/Service Provider shall not misuse or share the access privileges which have been given by CCI during the course of this agreement.
e. Supplier/ Service Provider shall not permit any employee to have access to the Confidential Information until such time as that employee, agent shall have entered into a confidentiality agreement with in a form approved by CCI.
f. Supplier/Service Provider shall immediately notify CCI of any information which comes to its attention regarding any actual breach of confidentiality, disclosure or unauthorized use of Confidential Information. Shall co-operate with CCI in any investigation, prosecution, litigation or other action taken by CCI regarding the subject of any such information.

g. In the event of any actual or alleged breach of confidentiality, disclosure or unauthorized use of Confidential Information by any future, existing or former employee, of Supplier/ Service Provider, shall enforce its rights to injunctive or other relief to the fullest extent possible or, if requested by CCI assign such rights to CCI. Shall assist CCI in every way in enforcing those rights.
h. Upon termination or completion of this Agreement, shall deliver to CCI any Confidential Information in Supplier/ Service Provider's possession which is capable of being delivered. Shall delete, erase, or otherwise destroy any Confidential Information contained in computer memory, magnetic, optical, laser, electronic, or other media in its possession or control which is not capable of delivery to CCI.
i. Supplier/ Service Provider shall maintain the confidentiality of the Confidential Information and protect it from unauthorized access or use. Remote access to CCI Network, however, shall not be provided to until CCI approves in writing the method of access as providing suitable access controls security features to prevent unauthorized access. Such consent may be conditional and may be withdrawn at any time at CCI's discretion.
j. Supplier/Service Provider shall comply with all CCI security and other procedures and will permit and co-operate with any additional security or other precautions which CCI may wish to implement in respect of the Services or Supplies provided by under this Agreement.
k. Supplier/ Service Provider shall assist in its evaluation, investigation, or implementation of security measures including (but not limited to) providing CCI with any information which might be relevant to CCI's assessment of whether it should approve access to the Confidential Information by an employee of Supplier/ Service Provider.
l. Within the bounds of its obligations under this Contract, shall take reasonable steps to protect CCI property, staff and customers from any loss or damage.
m. These provisions are in addition to (and not in substitution for) all security or confidentiality obligations between the parties.
n. Neither party shall publicize the existence of this Agreement or any of its terms nor any other matter related to it (including the business relationship between the parties) without first obtaining the written approval of the other party.
o. The provisions of this Clause 17 shall remain in force during contract period as well as after the expiry or termination of the contract.
p. The Corporation reserves the right to accept or reject any/all tender without assigning any reason thereof.

18. Refund of EMD

The EMD amount for venders other than to whom the work awarded will be refunded within 15 days after finalization of tender. However, the EMD amount of the vender to whom work is awarded will be refunded after completion of entire project including testing, hosting of web browser based software and training. The EMD will be forfeited if the vendor does not complete the work and backs out in between during the project.

NOTE: Corporation/CCI wherever appears in above document means "The Cotton Corporation of India Ltd."