



GOVERNMENT OF TAMIL NADU FOREST DEPARTMENT

Office of the Principal Chief Conservator of Forests (Head of Forest Force)
Forest Headquarters, Guindy Velacherry Main Road,
Guindy, Chennai - 600 032



Face Recognition
Biometric Attendance
Management Software

REQUEST FOR QUOTATIONS (RFQ)

Annual Maintenance and Support Service (AMS) for Face Recognition Biometric Attendance Management Software

Sealed quotations are invited from eligible, experienced and reputed firms/vendors for providing Annual Maintenance and Support (AMS) Service for the Face Recognition Biometric Attendance Management Software installed at the Forest Headquarters, Chennai.



SCOPE OF WORK

- ✓ Preventive and corrective maintenance of the Attendance Management Software.
- ✓ Software updates, security patches, bug fixes and version upgrades.
- ✓ Remote and on-site technical support during office hours and emergency situations.
- ✓ Troubleshooting and resolution of software-related issues within the stipulated response time.
- ✓ Database maintenance, backup, restoration and optimization.
- ✓ Support for Face Recognition Biometric Devices and software integration.
- ✓ Configuration, user management, attendance policy modifications and holiday/calendar updates.
- ✓ Generation and customization of attendance reports and MIS reports.
- ✓ Technical assistance for installation, reinstallation, migration and software configuration whenever required.
- ✓ Minor software enhancements and configuration changes during the contract period.
- ✓ Ensuring data integrity, confidentiality and security of attendance records.

ELIGIBILITY CRITERIA

- ✦ Be a legally registered Company/Firm.
- ✦ Possess valid GST Registration and PAN.
- ✦ Have experience in providing Annual Maintenance Services for Face Recognition/Biometric Attendance Management Software or similar IT solutions.
- ✦ Have adequate technical manpower and support infrastructure.
- ✦ Furnish details of similar works executed during the last three years (if available).

DOCUMENTS TO BE SUBMITTED

- Company Profile
- Technical Proposal
- Financial Quote (inclusive of all taxes and charges)
- GST Registration Certificate
- PAN Card Copy
- Experience Certificates / Work Orders
- Contact details of the authorized representative



LAST DATE & TIME FOR SUBMISSION

**13.08.2026
at 03.00 PM**

DATE & TIME OF OPENING

**14.08.2026
at 03.30 PM**

SUBMISSION OF QUOTATION

Quotation shall be sent in a sealed cover addressed to
**The Chief Conservator of Forests
(Information Technology)**
Office of the Principal Chief Conservator
of Forests (Head of Forest Force),
Forest Headquarters, Guindy - Velacherry
Main Road, Guindy, Chennai - 600 032.

PLACE OF SUBMISSION

Office of the Principal Chief
Conservator of Forests
(Head of Forest Force)
Forest Headquarters,
Guindy Velacherry Main Road,
Guindy, Chennai - 600 032.

GENERAL TERMS & CONDITIONS

- The Department reserves the right to accept or reject any or all quotations without assigning any reason.
- Quotations received after the prescribed date and time or incomplete quotations are liable to be rejected.
- Selection will be based on technical competence, experience, service capability, compliance with the requirements, and financial competitiveness.
- The successful bidder shall comply with all applicable Government rules, regulations and contractual conditions.



FOR FURTHER INFORMATION

Mobile: 8925866039 | Email: tnforest@nic.in

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