



TAMIL NADU FOREST DEPARTMENT

REQUEST FOR QUOTATIONS (RFQ)

FOR ANNUAL MAINTENANCE CONTRACT (AMC) ELEPHANT DEATH AUDIT FRAMEWORK (EDAF) SOFTWARE APPLICATION



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



Sealed quotations are invited from eligible and reputed software firms for providing Annual Maintenance Contract (AMC) for the Elephant Death Audit Framework (EDAF) Software Application of the Tamil Nadu Forest Department for a period of **ONE YEAR** from the date of issue of Work Order.

AMC PERIOD



ONE YEAR

from the date of
issue of Work Order

SCOPE OF WORK (AMC)

- EDAF WEB APPLICATION MAINTENANCE**
 - Preventive and corrective maintenance of EDAF web application
 - Bug fixing, troubleshooting and error rectification
 - Performance tuning and optimization
 - UI/UX improvements and compatibility with latest browsers
- MOBILE APPLICATION MAINTENANCE (ANDROID)**
 - Maintenance of Android Mobile Application (if applicable)
 - Bug fixing and performance improvement
 - Compatibility with latest Android versions
- DATABASE ADMINISTRATION**
 - Database monitoring, optimization and tuning
 - Data integrity verification
 - Backup and restoration support
 - Performance and query optimization
- SERVER SUPPORT**
 - Application deployment and configuration support
 - Server troubleshooting and performance monitoring
 - SSL configuration support
 - Log monitoring and analysis
 - Coordination with State Data Centre (SDC) / Hosting Agency
- SECURITY MANAGEMENT**
 - Security patches and updates
 - Vulnerability identification and rectification
 - Secure authentication support
 - Data protection and security best practices
 - Security audit observations (if any) to be attended
- FUNCTIONAL & USER SUPPORT**
 - User creation, password reset and role assignment
 - Access related issues and master data updates
 - Report generation and data validation
 - Workflow related issues
- TECHNICAL SUPPORT**
 - Remote support, telephonic support and email support
 - Online meeting support
 - On-site support whenever required by the Department
- ENHANCEMENT SUPPORT (WITHIN AMC)**
 - Addition of fields and modification of reports
 - Dashboard improvements
 - Minor workflow and notification changes
 - Print format modifications

Major development, if any, will be taken up separately with prior approval of the Department.

- BACKUP & DISASTER RECOVERY SUPPORT**
 - Periodic database backup support
 - Restoration testing
 - Data recovery support
 - Disaster recovery assistance
- DOCUMENTATION**
 - Bug Register and Issue Resolution Register
 - Change Log and Enhancement Register
 - Updated User Manual and Technical Documentation
- SERVICE LEVEL AGREEMENT (SLA)**

Nature of Issue	Response Time	Resolution Time
Critical Issue (Application Down)	Within 2 Hours	Within 24 Hours
Major Issue	Within 4 Hours	Within 2 Working Days
Minor Issue	Within 1 Working Day	Within 5 Working Days
Enhancement Requests	Within 2 Working Days	As mutually agreed
- DELIVERABLES**
 - Smooth and uninterrupted functioning of the application
 - Timely bug fixes and preventive maintenance
 - Monthly Maintenance Report
 - Quarterly Performance Report
 - Updated source code for modifications carried out
 - Documentation of all changes and enhancements
- ELIGIBILITY CRITERIA**
 - Registered firm/company with valid GST & PAN
 - Experience in software development and AMC services
 - Experience in web/mobile application maintenance
 - Adequate technical manpower and infrastructure
- PAYMENT TERMS**

Payment will be released on satisfactory completion of AMC services as per terms & conditions of the Department and subject to certification by the competent authority. Applicable statutory deductions will be made as per Government rules.
- CONFIDENTIALITY**

The agency shall maintain strict confidentiality of all Government data and shall not disclose any information to any third party without prior written permission from the Tamil Nadu Forest Department.
- RIGHT TO ACCEPT OR REJECT**

The Department reserves the right to accept or reject any or all quotations without assigning any reason thereof and the decision of the Department shall be final and binding.

SUBMISSION OF QUOTATIONS

- The sealed cover shall be superscribed as
"Quotation for Annual Maintenance Contract (AMC) of Elephant Death Audit Framework (EDAF) Software Application" and 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.
Quotations received after the due date
and time will not be considered.

QUOTATION SHALL CONTAIN

- Covering Letter
- Technical Proposal
- Company Profile
- Experience Details & Client List
- GST Registration Certificate
- PAN Copy
- Financial Quote
- Contact Details of Authorized Signatory

KEY DATES

- Last Date & Time for Submission
of Application
24.08.2026 at 3.00 PM
- Date of Opening of Quotations
: **25.08.2026 at 3.30 PM**
(To be communicated)
- Validity of Quotation
: 90 Days from the date
of opening

POINT OF CONTACT

- For any clarification, please contact:
**Office of the Principal Chief
Conservator of Forests
(Head of Forest Force)
Forest Headquarters,
Guindy, Chennai - 600 032.**
- Phone : 8925866039
Email : tnforest@nic.in

