

EXPRESSION OF INTEREST

FOR

Development of TSSC Unified Digital Portal

BY

TELECOM SECTOR SKILL COUNCIL (TSSC)

(Add: 3rd Floor, Plot no. 126, Sector-44, Gurugram, Haryana-122003)

Date: 15.05.2026

1. Introduction

The Telecom Sector Skill Council (TSSC) invites proposals from experienced and qualified technology partners for the design, development, deployment, implementation, integration, training, and support of the TSSC Unified Digital Portal.

The objective of this project is to establish a centralized, secure, scalable, and role-based digital ecosystem integrating TSSC's academic, operational, administrative, assessment, certification, HR, finance, and stakeholder management systems into a unified platform.

The proposed platform should also be future-ready for Agentic AI enablement, intelligent workflow automation, AI-driven analytics, chatbot assistance, document intelligence, and process optimization capabilities.

The proposed solution is expected to support approximately 80–100 internal TSSC employees through a centralized role-based access system along with multiple external stakeholder logins including Training Partners, Students, Trainers, Assessors, Vendors, and other portal users.

The proposed solution shall operate as a Single Sign-On (SSO) enabled platform integrating the following systems:

- [TSSC Website](#)
- [Telco Jobs Portal](#)
- [Telco Learning LMS](#)
- Assessment & Certification Systems
- HR & Administrative Systems
- Finance & Billing Systems
- Vendor & IT Asset Management Systems

The project scope, workflows, dashboards, approval hierarchies, and functional requirements are based on TSSC's operational processes and future digital transformation roadmap.

2. Project Overview

The Unified Digital Portal shall function as a centralized platform for managing the following operational areas:

- 2.1 Affiliation & Accreditation
- 2.2 Standards & Qualification Packs
- 2.3 ToT / ToA Management
- 2.4 Training Management
- 2.5 Assessment Management
- 2.6 Certification Management
- 2.7 Student & LMS Integration
- 2.8 HR & Employee Management
- 2.9 IT Asset Management

- 2.10 Vendor Management
- 2.11 Finance & Billing
- 2.12 NAPS Management
- 2.13 Project Management
- 2.14 Telco Jobs Integration
- 2.15 Telcolearning Integration
- 2.16 Dashboard & MIS Reporting

The system shall support:

- Workflow automation
- Role-based approvals
- Real-time dashboards
- Document management
- Online payments
- Notifications & alerts
- QR-based verification
- Centralized reporting and analytics

3. Existing Platforms to be Integrated into Single Platform

Platform	Website
TSSC Website	www.tsscindia.com
Telco Jobs Portal	www.telcojobs.in
Telco Learning LMS	www.telcolearning.com

4. Scope of Work

The selected vendor shall be responsible for complete end-to-end implementation including:

- 4.1 Requirement gathering & analysis
- 4.2 Workflow mapping and process design
- 4.3 UI/UX design and prototyping
- 4.4 Application development
- 4.5 API development & integration
- 4.6 Database design & optimization
- 4.7 Payment gateway integration
- 4.8 SMS & Email integration
- 4.9 Cloud/server deployment
- 4.10 Security implementation
- 4.11 Data migration
- 4.12 Testing & User Acceptance Testing (UAT)
- 4.13 Training & knowledge transfer
- 4.14 Go-live support
- 4.15 AMC & technical support

5. Detailed Functional Modules

5.1 Affiliation & Accreditation Module

The system shall support complete Training Partner (TP) and Training Centre (TC) affiliation workflows.

Key Features

- 5.1.1 Training Partner online registration
- 5.1.2 Training Centre application submission
- 5.1.3 Infrastructure & geo-location capture
- 5.1.4 Trainer & equipment details
- 5.1.5 Document upload & verification
- 5.1.6 Multi-level approval workflow
- 5.1.7 Inspection scheduling
- 5.1.8 Rating & scoring mechanism
- 5.1.9 Compliance checklist forms
- 5.1.10 Online payment gateway integration
- 5.1.11 Accreditation certificate generation
- 5.1.12 Unique Training Centre ID generation
- 5.1.13 Validity & renewal management
- 5.1.14 Re-application & rejection workflows
- 5.1.15 Dashboard for TP & TC monitoring

User Roles

- Training Partner
- Regional Team
- Vertical Head
- Finance Team
- Validation Team
- CEO

Approval Workflow

Application → Regional Approval → Vertical Head Approval → Finance Approval → CEO Approval → Payment → Certificate Generation

5.2 Standards & Qualification Pack Management

The portal shall support management of standards vertical, qualification packs, curriculum, and certificate templates.

Features

- 5.2.1 Qualification Pack (QP) Management
- 5.2.2 Upload QP / MC / FG / PH documents
- 5.2.3 Version management
- 5.2.4 Multi-language support

- 5.2.5 Certificate template management
- 5.2.6 Template approval workflow
- 5.2.7 Archive functionality
- 5.2.8 Role-based approvals

5.3 ToT / ToA Management Module

The system shall manage Trainer and Assessor certification workflows.

Features

- 5.3.1 Trainer registration
- 5.3.2 Assessor registration
- 5.3.3 Online application submission
- 5.3.4 Document upload
- 5.3.5 Screening scheduling
- 5.3.6 Online interview/video screening
- 5.3.7 Batch creation
- 5.3.8 Assessment agency assignment
- 5.3.9 Master trainer assignment
- 5.3.10 Online/offline training management
- 5.3.11 Result upload
- 5.3.12 SIDH certificate request workflow
- 5.3.13 Certificate upload & download

Workflow

Trainer Registration → Screening → Payment → Batch Creation → Assessment → Result Upload → Approval → Certificate Generation

5.4 Job Role & Training Centre Approval Module

Features

- 5.4.1 Add Job Role & Training Centre
- 5.4.2 Upload infrastructure details
- 5.4.3 Upload center photographs
- 5.4.4 Upload equipment list
- 5.4.5 Online inspection scheduling
- 5.4.6 Virtual inspection workflow
- 5.4.7 Validation approval
- 5.4.8 Regional approval
- 5.4.9 Vertical Head approval
- 5.4.10 Business Head approval
- 5.4.11 CEO approval
- 5.4.12 Certificate generation

Inspection Features

- Video inspection support

- Compliance checklist
- Infrastructure verification
- Equipment verification
- Trainer verification

5.5 Training Management Module

Features

- 5.5.1 Batch creation
- 5.5.2 Candidate enrolment
- 5.5.3 Candidate upload through Excel
- 5.5.4 Attendance upload
- 5.5.5 Candidate login credentials
- 5.5.6 Notifications via SMS & email
- 5.5.7 Batch tracking
- 5.5.8 Ready-for-assessment workflow

5.6 Assessment Management Module

Features

- 5.6.1 Assessment alignment
- 5.6.2 Assessment agency selection
- 5.6.3 Assessor assignment
- 5.6.4 Assessment scheduling
- 5.6.5 Online/offline assessment support
- 5.6.6 Attendance verification
- 5.6.7 Marksheet upload
- 5.6.8 Result verification
- 5.6.9 Certificate verification
- 5.6.10 Certificate Approval

Workflow

Batch Ready → Assessment Alignment → Agency Approval → Assessment → Marksheet Upload → Verification → Approval → Certificate Generation

5.7 Certification Module

Features

- 5.7.1 Certificate template management
- 5.7.2 Certificate Template Approval
- 5.7.3 Bulk certificate generation
- 5.7.4 QR-enabled certificates
- 5.7.5 Candidate-wise certificate download
- 5.7.6 Batch-wise certificate generation
- 5.7.7 Multi-state certificate templates

5.7.8 Invoice download functionality

5.8 Student Module

Features

- 5.8.1 Student dashboard & Login
- 5.8.2 LMS integration
- 5.8.3 Course progress tracking
- 5.8.4 Certificate download
- 5.8.5 Job application integration
- 5.8.6 Training tracking

5.9 HR & Employee Management Module

Features

- 5.9.1 Employee login
- 5.9.2 Attendance management
- 5.9.3 Check-in / Check-out
- 5.9.4 Attendance regularization
- 5.9.5 Leave management
- 5.9.6 OD request management
- 5.9.7 Reporting Manager approvals
- 5.9.8 HR policy documents
- 5.9.9 Dashboard analytics

5.10 Asset Management Module

Features

- 5.10.1 Asset inventory management
- 5.10.2 Laptop/Desktop and other assets allocation
- 5.10.3 Asset request workflow → Approval
- 5.10.4 Asset issuance workflow
- 5.10.5 Asset return workflow
- 5.10.6 Asset maintenance tracking
- 5.10.7 Warranty tracking
- 5.10.8 Depreciation report
- 5.10.9 Employee-wise asset mapping
- 5.10.10 AMC tracking
- 5.10.11 Asset audit reports

5.11 Vendor Management Module

Features

- 5.11.1 Vendor registration
- 5.11.2 Vendor approval workflow
- 5.11.3 RFQ management

- 5.11.4 Quotation upload
- 5.11.5 Comparative Statement (CS) generation
- 5.11.6 Purchase Order (PO) generation
- 5.11.7 Invoice upload
- 5.11.8 Payment status tracking
- 5.11.9 Vendor performance history

5.12 Finance & Billing Module

Features

- 5.12.1 Online payment collection
- 5.12.2 UPI / Net Banking / Card payments
- 5.12.3 Invoice generation
- 5.12.4 Payment approval workflows
- 5.12.5 Financial dashboards
- 5.12.6 Ledger management
- 5.12.7 Transaction tracking
- 5.12.8 UTR verification

5.13 Dashboard & Reporting Module

Features

- 5.13.1 Centralized dashboards
- 5.13.2 Role-based analytics
- 5.13.3 Power BI integration
- 5.13.4 Data warehouse integration
- 5.13.5 Export to Excel/PDF
- 5.13.6 Real-time reporting
- 5.13.7 KPI dashboards
- 5.13.8 Audit logs

6. Technical Requirements

The proposed solution should support:

- 6.1 Web-based responsive architecture
- 6.2 Mobile compatibility
- 6.3 Cloud deployment
- 6.4 Secure API architecture
- 6.5 Role-based access control (RBAC)
- 6.6 SSO authentication
- 6.7 Multi-user concurrent access
- 6.8 Audit logging
- 6.9 Data Backup & disaster recovery
- 6.10 Scalable database architecture
- 6.11 High availability infrastructure

7. Security Requirements

The vendor shall ensure:

- 7.1 Secure coding practices
- 7.2 Role-based security implementation
- 7.3 Database encryption
- 7.4 API security mechanisms
- 7.5 Vulnerability assessment
- 7.6 Penetration testing
- 7.7 Activity logging
- 7.8 Backup policies
- 7.9 Data privacy compliance

8. Notifications & Communication

The system should support automated notifications through:

- SMS
- Email

Notification Triggers

- Registration confirmation
- Login credentials
- Approval/rejection updates
- Screening schedules
- Batch schedules
- Assessment schedules
- Result declarations
- Certificate generation
- Payment confirmation

9. Deliverables

The selected vendor shall provide:

Functional Deliverables

- 9.1 Complete web portal
- 9.2 Admin panel
- 9.3 Role-based dashboards
- 9.4 Workflow automation
- 9.5 Reporting system
- 9.6 Notification engine
- 9.7 Certificate engine
- 9.8 Payment system

Technical Deliverables

- Source code
- Database schema
- API documentation
- Deployment documentation
- Architecture diagram
- Security reports
- Test cases & reports

Documentation Deliverables

- User manuals
- Admin manuals
- SOP documents
- Training videos

10. Vendor Eligibility Criteria

The vendor should:

- 10.1 Have minimum 3 years of relevant experience in website and enterprise web portal development and maintenance.
- 10.2 Have expertise in workflow automation
- 10.3 Have cloud deployment expertise
- 10.4 Provide client references
- 10.5 Provide dedicated support team

11. Project Timeline – From PO issue date.

Phase	Timeline
Requirement Gathering	2 Weeks
UI/UX Design	3 Weeks
Development	8 Weeks
Integrations	3 Weeks
Testing & UAT	3 Weeks
Training & Deployment	3 Weeks

12. Service Level Agreement (SLA)

The selected vendor shall provide comprehensive SLA support during development, deployment, stabilization, warranty, and AMC periods.

SLA Coverage

- 12.1 Application support
- 12.2 Server & infrastructure support
- 12.3 Database support
- 12.4 Security support
- 12.5 API & integration support

- 12.6 Bug fixing & troubleshooting
- 12.7 Performance monitoring
- 12.8 Backup & disaster recovery
- 12.9 Preventive maintenance
- 12.10 Technical helpdesk support

12.1 Support Coverage

The vendor shall provide:

- 12.1.1 Remote support
- 12.1.2 Email support
- 12.1.3 Phone support
- 12.1.4 Ticket-based support system
- 12.1.5 Escalation support
- 12.1.6 Emergency technical support

12.2 Support Timings

Support Type	Availability
Standard Support	Monday to Saturday – 9:00 AM to 7:00 PM
Emergency and Critical Issue Support	24x7

12.3 Uptime Commitment

The vendor shall ensure:

- 12.3.1 Minimum 99.5% uptime on month-on-month basis
- 12.3.2 Continuous monitoring
- 12.3.3 High availability architecture
- 12.3.4 Failover support where applicable

12.4 Preventive Maintenance

Activities shall include:

- 12.4.1 Application health checks
- 12.4.2 Database optimization
- 12.4.3 Security patch updates
- 12.4.4 Server monitoring
- 12.4.5 Backup verification
- 12.4.6 Performance tuning
- 12.4.7 API health checks

12.5 Security Support

The vendor shall provide:

- 12.5.1 Security patch management
- 12.5.2 Vulnerability fixes

- 12.5.3 Malware/security monitoring
- 12.5.4 User access review support
- 12.5.5 Audit log monitoring
- 12.5.6 Backup validation

12.6 Backup & Disaster Recovery

The vendor shall maintain:

- 12.6.1 Daily incremental backups
- 12.6.2 Weekly full backups
- 12.6.3 Backup retention policy
- 12.6.4 Recovery testing
- 12.6.5 Disaster recovery procedures
- 12.6.6 Data restoration support

12.7 Warranty Support

The vendor shall provide warranty support for minimum 2 years after Go-Live including:

- 12.7.1 Bug fixes
- 12.7.2 Minor modifications
- 12.7.3 Performance optimization
- 12.7.4 Technical troubleshooting
- 12.7.5 Security fixes

12.8 Annual Maintenance Contract (AMC), for minimum 8 years after warranty

Post-warranty AMC shall include:

- 12.8.1 Application maintenance
- 12.8.2 Database maintenance
- 12.8.3 Security updates
- 12.8.4 Bug fixing
- 12.8.5 Performance optimization
- 12.8.6 Minor feature enhancements
- 12.8.7 Technical support
- 12.8.8 Backup monitoring

13. Techno-Commercial Proposal Requirements

The commercial proposal should include:

- 13.1 Module-wise costing
- 13.2 UI/UX cost
- 13.3 Development cost
- 13.4 API integration cost
- 13.5 Hosting cost
- 13.6 SMS/Email integration cost
- 13.7 Payment gateway integration cost

- 13.8 AMC cost
- 13.9 Taxes

14. Evaluation Criteria

Vendor selection will be based on:

- 14.1 Technical understanding of the project- A technical discussion will be held with TSSC management before finalisation.
- 14.2 Relevant experience in the domain
- 14.3 Proposed architecture
- 14.4 Team capability
- 14.5 Delivery timeline
- 14.6 Support model
- 14.7 Commercial proposal

15. Ownership & Intellectual Property

All source code, database structures, APIs, UI/UX designs, reports, documents, and deliverables developed under this project shall remain the exclusive property of TSSC.

16. Confidentiality Clause

The selected vendor shall maintain strict confidentiality regarding all project-related information, data, reports, documents, workflows, and user information.

No information may be shared with third parties without written approval from TSSC CEO.

17. Submission Details

Interested vendors are requested to submit following documents by **25th May 2026** to "**tssc@tsscindia.com**" :-

- 17.1 Technical Proposal (Technology Stack, Implementation Plan, Development Approach)
- 17.2 Commercial Proposal
- 17.3 Company Profile
- 17.4 GST & PAN documents
- 17.5 Client references
- 17.6 Relevant project portfolio
- 17.7 Team structure
- 17.8 Project methodology
- 17.9 ITR of last 2 years

18. Contact Details

To seek any clarification or additional information on the project, email may be sent to **it@tsscindia.com**

19. Declaration

TSSC reserves the right to:

- 19.1 Accept or reject any proposal
- 19.2 Modify project scope
- 19.3 Request additional information
- 19.4 Cancel the EOI process without prior notice

20. Conclusion

Telecom Sector Skill Council invites experienced technology partners for successful implementation of the TSSC Unified Digital Portal.

TSSC

**Techno-Commercial Proposal Submission Format
Development of TSSC Unified Digital Portal**

1. Vendor Information

Particulars	Details
Company Name	
Registered Address	
Office Address	
Contact Person Name	
Designation	
Mobile Number	
Email ID	
Website	
GST Number	
PAN Number	
CIN Number	
Year of Establishment	
Total Employees	
Technical Team Strength	

2. Technical Proposal

2.1 Project Understanding

Describe your understanding of the project requirements, workflows, integrations, and implementation approach.

2.2 Proposed Technology Stack

Component	Proposed Technology
Frontend	
Backend	
Database	
Hosting/Cloud	
Reporting Tools	
Security Tools	

2.3 Proposed Architecture & Deployment Approach

2.4 Integration Approach

Integration Area	Proposed Methodology
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LMS Integration	
Payment Gateway	
SMS Gateway	
Email Gateway	
Telco Jobs Portal	
Power BI	
Third-Party APIs	

2.5 Security & Data Protection

Describe security standards, encryption methods, backup strategy, access control, and audit logging approach.

2.6 Project Team Details

Name	Designation	Experience	Role in Project

2.7 Project Timeline

Phase	Proposed Timeline
Requirement Gathering	
UI/UX Design	
Development	
Integration	
Testing & UAT	
Deployment	
Training	
Support	

2.8 Relevant Experience

Project Name	Client Name	Scope	Year

3. Commercial Proposal

3.1 Module-wise Costing

S. No.	Module Name	Cost (INR)
1	Affiliation & Accreditation Module	
2	Standards & Qualification Pack Module	
3	ToT / ToA Management Module	
4	Job Role & TC Approval Module	
5	Training Management Module	
6	Assessment Management Module	

7	Certification Module	
8	Student & LMS Module	
9	HR & Employee Management Module	
10	Asset Management Module	
11	Vendor Management Module	
12	Finance & Billing Module	
13	Dashboard & Reporting Module	

3.2 Additional Cost Components

Particular	Cost (INR)
UI/UX Design	
API Integration	
Payment Gateway Integration	
SMS/Email Integration	
Cloud/Hosting Setup	
Security Implementation	
Testing & UAT	
Deployment	
Training	
Data Migration	
Warranty Support	
AMC Cost (Annual)	
Taxes	
Total Project Cost (of Clause 3.1 & 3.2)	

4. SLA Commitment

Particular	Vendor Commitment
Application Uptime	
Response Time for Critical Issues	
Resolution Time for Critical Issues	
Support Availability	
Warranty Period	
AMC Duration	

5. Declaration

We hereby declare that:

- The information submitted in this proposal is true and correct.
- We have understood the project scope and requirements.
- We agree to comply with TSSC terms and conditions.
- We possess the required technical capability and resources for successful execution of the project.

Authorized Signatory

Name

Designation

Company Name

Signature & Stamp

Date

