

RFP for Integrated Training, Assessment, Certification & Invoicing Portal

Selection of Agency for Design, Development, Implementation and Maintenance of Training, Assessment & Financial Reconciliation Management Portal

Issued by:

Apparel Made-Ups & Home Furnishing Sector Skill Council (AMHSSC)

RFP Reference No.: AMHSSC/RFP/01/2026

Date of Issue: 07-10-2026

Last Date for Submission of Proposal: 21-10-2026

Email for Queries/Clarifications: karishma.malhotra@sscaml.com

Mobile : 7835027702

Website: www.sscaml.com

Hard Copies to be submitted at our office

Address: Somdutt Chamber 1, Africa Ave, Bhikaji Cama Place, Rama Krishna Puram, New Delhi, Delhi 110066

1. Purpose and Objectives

AMHSSC proposes to develop an integrated, web-based portal covering the complete lifecycle of **assessment, certification and invoicing**. The platform will connect Training Partners (TPs), Assessment Agencies (AAs), Assessors, SSC/Assessment Body officials, Finance teams and Management.

The key objective is to eliminate fragmented processes and create a single digital workflow from **candidate/batch registration through assessment, result processing, certification, invoicing, payment and MIS reporting**.

The portal should:

- Digitize the complete assessment lifecycle.
- Maintain centralized data for candidates, batches, Training Partners, Assessment Agencies and Assessors.
- Certificate and invoice generation.
- Track payments, outstanding amounts and reconciliation.
- Provide real-time dashboards and MIS.
- Maintain complete audit trails.
- Support API integrations and strong data security.

2. Scope and User Roles

The selected technology agency will undertake **requirement analysis, development, database and API development, testing, cloud deployment, cybersecurity, data migration, training, documentation, go-live support and annual maintenance**.

The portal will have configurable role-based access for:

- **Super Administrator** – complete system, user, master-data and workflow control.
- **SSC/Assessment Body Administrator** – batch, assessment, result, certificate, invoice and MIS management.
- **Training Partner** – candidate/batch upload, assessment requests and tracking.
- **Assessment Agency** – assessor allocation, scheduling, assessment execution and evidence submission.
- **Finance User** – invoice generation/verification, payment entry and reconciliation.
- **Management** – project, assessment, revenue, collection and scheme-wise dashboards.

3. Assessment Management

The core assessment module will manage batches and candidates from creation to final result.

Batch management will include batch ID generation, scheme/project and job-role mapping, QP mapping, TP/training-centre mapping, candidate count, approval, modification, cancellation/deletion with authorization and complete batch history.

Candidate management will support bulk Excel/CSV uploads, individual entry, document uploads, candidate ID generation, verification, duplicate detection, attendance, result history and certificate status.

4. Assessment Execution, Results and Certification

The system should support theory assessments, attendance, marks entry and automated pass/fail calculation. It should also capture evidence such as candidate photographs, assessment photographs, videos, attendance sheets, assessor reports and supporting documents.

The **Result Management Module** will provide:

- Automated marks and pass/fail calculation.
- Result submission, verification and approval.
- Result correction and rejection/hold workflows.
- Re-assessment.
- Result history.
- Bulk result upload and export.

Any modification to an approved result must require authorized approval and be recorded in the audit trail.

The **Certification Module** will automatically generate certificates based on approved results. It should support certificate templates, unique certificate numbers, QR-based verification, digital certificates, bulk generation, download/sharing, correction/reissue and cancellation.

5. Integrated Invoicing and Payment Management

The invoicing module is a major component and must be directly linked with approved assessment data. It should automatically calculate invoices using applicable **scheme-wise rates, job-role rates and candidate-wise assessment data**.

It should support:

- Batch-wise, TP-wise and project-wise invoices.
- Assessment Agency and SSC/Assessment Body share calculations.
- Applicable taxes.
- Authorized adjustments.
- Credit/debit notes.
- Invoice cancellation/revision.
- Invoice approval workflow.
- System should be integrated with accounting software. (Tally, Busy etc)

The payment module will capture payment date, amount received, bank/reference number, partial/full payments, TDS or other deductions, outstanding amounts, overdue invoices, party-wise/scheme-wise outstanding and ageing analysis.

6. Scheme, Master Data and MIS

The portal should allow multiple schemes and projects, with configurable rules for **assessment fees, SSC share, Assessment Agency share, taxes, payment terms, methodology, certificate formats, invoice formats and workflows**.

Master data will cover TPs, AAs, Assessors, Job Roles, QPs, Schemes, Projects, Training Centres, geographical data, assessment rates, certificate/invoice templates and assessment parameters.

Management dashboards should provide assessment, certification and financial information, including:

- Total/pending/completed/scheduled assessments.
- Candidate and pass/fail statistics.
- Certificates pending/generated/issued.
- Invoice generated/approved/submitted.
- Amount received and outstanding.
- Ageing and scheme/TP/project-wise revenue.

The system should generate downloadable **Excel, CSV and PDF reports**, including batch, candidate, assessment, assessor, AA, TP, result, certificate, invoice, payment, outstanding, ageing, scheme/project, state, job-role, pass/fail, re-assessment, audit and user activity reports.

7. Integration, Security and Audit

The proposed system should follow an **API-driven architecture** and be capable of integrating with Skill India/government portals, State Skill Development portals, existing SSC portals, finance/payment systems, SMS/email gateways, permitted WhatsApp/API services, identity verification systems and certificate repositories such as DigiLocker where applicable.

Security requirements include:

- Role-Based Access Control.
- Multi Factor Authentication/OTP where applicable.
- Password and session management.
- Encryption.
- Secure APIs.
- Firewall/Web Application Firewall.
- Vulnerability Assessment and Penetration.
- Secure database architecture.
- Backups and disaster recovery.
- Audit logs and activity monitoring.

Technical Specifications

Hosting Requirements

- Secure NIC cloud Hosting + Backup Server
- Storage: Scalable Up to 10TB SSD (NVMe)
- RAM: 64 GB
- CPU: 10 Cores
- SSL: Included for secure communications

Maintenance and Support

Annual Maintenance Contract (AMC)

After the initial free maintenance period, an AMC will be required. The AMC should include:

- Cloud Server Management
- Backup and Restore
- Application/Portal Optimization
- Content Updates
- Software Updates
- Speed Optimization
- Database Optimization
- Security Audits –STQC and CERT-IN certified annually
- Platform have API based integration capabilities
- Cloud fare base intrusion and firewall protection

- Malware and Threat Protection
- Backup and Recovery
- Bug Fixes
- Technical Assistance
- Application Monitoring
- Browser Compatibility
- Analytics and Reporting
- Minor Changes
- Phone & Email Support
- Payment Gateway Integration
- Enhanced Search and Matching Algorithms
- Mobile App Development

Terms and Conditions

1. The applicant must be a registered company in India.
2. The applicant should have experience in developing and maintaining application, portals or similar web applications.
3. All prices quoted should be in Indian Rupees (INR) and inclusive of all taxes except GST, which should be mentioned separately.
4. The initial contract will be for a period of **2 year**, which may be extended based on performance.
5. The successful applicant will be required to sign a Non-Disclosure Agreement (NDA) to ensure the confidentiality of data and information shared during the project.
6. The source code of the developed software will remain the property of AMHSSC and should not be shared with any third party without written consent.
7. The successful applicant shall indemnify AMHSSC against any liability arising out of copyright infringement or unauthorized use of any software, hardware, or technology any other digital asset
8. Any dispute arising out of this contract shall be subject to the jurisdiction of courts in New Delhi, India.
9. AMHSSC reserves the right to accept or reject any or all bids without assigning any reason thereof.
10. The successful applicant shall comply with all applicable labor laws and regulations in India.
11. The applicant shall ensure compliance with all relevant data protection and privacy laws in India.
12. The successful applicant shall provide documentation including user manuals, technical documentation, and API documentation where applicable.
13. AMHSSC reserves the right to request changes or modifications to the application during the development phase without incurring additional costs, provided these changes are within the scope of the original requirements.
14. The applicant shall provide a detailed Service Level Agreement (SLA) as part of their proposal, outlining response times and resolution times for various types of issues.
15. In case of termination of the contract, the applicant shall ensure a smooth handover of the project, including all relevant documentation and knowledge transfer.
16. The applicant's team members will be available for support during 10 AM – 06 PM (Mon - Fri) except holidays throughout the course of engagement.
17. Time duration of delivering this project will remain intact except any situation caused due to act of God. If the applicant extends the project duration for any aforesaid reason(s), there will be a valid explanation to be given to the client well in advance.

18. AMC will be auto renewed with no additional cost.
19. Any changes as per requirement with no additional charges.
20. ISO27001 certification.

The portal must maintain an audit trail covering logins, creation/modification/deletion, assessment activities, result changes, certificates, invoices, payments and user/role changes, including user, date, time, action and before/after values wherever applicable.

8. Technology, Implementation and Support

The portal should be **web-based, cloud-ready, scalable, mobile-responsive, API-driven, modular, secure and highly available**. The bidder must specify expected capacity, concurrent users, response time, uptime/SLA, backup frequency, disaster recovery, Recovery Time Objective and Recovery Point Objective.

Where an existing system is available, the vendor must conduct data analysis, cleansing, validation, migration and post-migration verification while maintaining data integrity.

Testing will include **unit, integration, system, performance, security, UAT and regression testing**. Go-live will occur only after successful UAT and organizational approval.

The vendor must provide administrator, operations, finance, TP/AA/Assessor training, manuals, technical/API documentation, SOPs and training videos where required. Post-implementation support should be SLA-based and include application, database, API, security, performance, backup and user support.

9. Deliverables, Ownership and SLA

Major deliverables include the **Requirement Specification, SRS, UI/UX designs, system architecture, developed portal, database, APIs, testing and VAPT reports, migration report, manuals, technical documentation, training, deployment, source code, API documentation, warranty and AMC support and knowledge transfer**.