

**NATIONAL INSTITUTE FOR SMART GOVERNMENT
ON BEHALF OF
THE GOVERNMENT OF THE DEMOCRATIC SOCIALIST REPUBLIC OF
SRI LANKA**

Ministry of Digital Economy

BIDDING DOCUMENT – SCHEDULE OF REQUIREMENTS

Volume 02 of 03 - Annexure 14: List of Indicative Trainings

Two Stage Bidding Procedure

FOR THE

**APPOINTMENT OF A MASTER SYSTEM INTEGRATOR (MSI) FOR
DEVELOPMENT, IMPLEMENTATION AND MAINTENANCE OF THE “UNIQUE
DIGITAL IDENTITY (SL-UDI) PROJECT” OF GOVERNMENT OF SRI LANKA**

INVITATION FOR BIDS No: NISG/SLUDI-2025

June 2025

Table of Contents

14.1. List of Indicative Trainings..... 3

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S. No.	Type	Domain	Duration per batch	Outcome
1.	Technical Training	Biometrics Solution (To be provided in partnership with Biometric Solution Provider) + Manual Adjudication + Biometric SDK	1 week	Hands on understanding of the ABIS and IDMS, Software Development Kits, its integration and Troubleshooting guidelines
2.		Authentication (To be provided in partnership with Biometric Solution Provider + Authentication Devices)	1 week	Hands on understanding of the Authentication Services, Software Development Kits, and authentication Services
3.		Security (Basic)	2 days	Understanding of security guidelines, risk, reporting and compliance. Understanding of access rights and policies, Dos and DONTs, and general awareness about cybersecurity and cyber-threats
4.		Security (Advance)	4 weeks	Advanced knowledge of network security architecture, data Centre security, threats and situation management, software security, etc.
5.		Technology	5 days	Database management, network management, virtualization, container platforms, server storage management, back up and replication management
6.		BCP + Data Center Operations	2 days	Awareness on disaster policy, disaster management and BCP, DC and DR Operations
7.		Application (COTS and Bespoke)	5 days	Understanding of application development and maintenance, testing, portals management, user acceptance, release management
8.		MOSIP	5 days	Understanding of MOSIP Components, MOSIP Technology, Functionalities and Features, Support Mechanism, Service Levels, etc.
9.	Support Functions Training	Registration System (Enrolment, Quality Check, Enrolment Devices)	1 week	Monitoring of the continuous enrolment process, upkeep and maintenance of the enrolment software, maintenance of the Enrolment Kits, coordination with and supervision of the Citizen Service Centres, etc.
10.		Contact Centre	3 days	Understanding of Call Logging, Call Forwarding, Call Resolution mechanisms, FAQs, CRM etc.
11.		Technical Helpdesk	2 days	Understanding of call/ticket logging, call/ticket forwarding, and resolution mechanisms, FAQs, etc.