

**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 16: RACI Matrix

Two Stage Bidding Procedure

FOR THE

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

INVITATION FOR BIDS No: NISG/SLUDI-2025

June, 2025

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1.1 RACI MATRIX2

1.1 RACI Matrix

Project RACI Matrix*

#	Task / Activity	Responsible	Accountable	Consulted	Informed
1.	IT Infrastructure Setup	MSI	MSI	PMC	MSP & GOSL
2.	High availability Auto-scaling capacity for peak loads	MSI	MSI	PMC	MSP & GOSL
3.	Mirror of production topology and data flows	MSI	MSP	PMC	MSP & GOSL
4.	Business Continuity and Disaster Recovery, to achieve RPO ≤ 1 hour, RTO ≤ 4 hours, Failover orchestration and	MSI	MSI	PMC	MSP & GOSL

#	Task / Activity	Responsible	Accountable	Consulted	Informed
	DR drills				
5.	Capacity Planning - Model current and projected transaction volumes (daily authentications, enrollments) and plan CPU, memory, storage, and network needs	MSI	MSI	PMC	GOSL and MSP
6.	Platform Selection – Choice of technology stack (example OS, DB, Container Orchestration Platform etc.)	MSI	MSI	GOSL	GOSL
7.	Store all IaC (for VMs etc.) in version-controlled repositories	MSI	MSI	PMC	GOSL and MSP
8.	Customization of MOSIP & development of bespoke components	MSI	MSI	PMC & GOSL	GOSL
9.	System and components testing, Integration testing, and performance testing	MSI	MSI	PMC	GOSL
10.	User Acceptance Testing & Operations Stabilization Period	GoSL & MSI	GoSL & MSP	PMC	GOSL
11.	Hardening and Baseline Configuration	MSI	MSI	PMC	GOSL
12.	Data Centre Hosting Space, Physical Infrastructure (entire non-IT), non-DC space for contact centre & helpdesk, bandwidth	GOSL	GOSL	PMC	-
13.	Network Segmentation & Security Zones	MSI	GOSL (MSP)	MSP & PMC	GOSL
14.	Zone Design and Firewall & ACLs	MSI	GOSL (MSP)	MSP & PMC	GOSL

#	Task / Activity	Responsible	Accountable	Consulted	Informed
15.	Data Residency and Sovereignty	GOSL (MSP)	GOSL (MSP)	PMC	-
16.	Local Data Storage	DRP/GOSL	DRP/GOSL	PMC	-
17.	Encryption and Key Management	GOSL (MSP)	GOSL (MSP)	MSI & PMC	-
18.	Legal, Compliance Control and Audit	GOSL (MSP)	GOSL (MSP)	MSI & PMC	-
19.	NOC Operation	MSI	MSP	-	GOSL & PMC
20.	NOC Monitoring and Alerting	MSP	MSI	-	GOSL & PMC
21.	SOC Operation	MSI	MSP	-	GOSL & PMC
22.	SOC Monitoring and Alerting	MSP	MSI	-	GOSL & PMC
23.	Threat Detection and SIEM log analysis	MSI	MSI	GOSL	GOSL
24.	SOC L3 Incident Troubleshooting and Resolution	MSI	MSP	GOSL	GOSL
25.	Collaboration with business process owners/service providers/user agencies	MSP	MSP/GOSL	-	-
26.	Component Inventory & Version Control	MSP	MSI	-	PMC & GOSL
27.	Incident Response, Escalation, and Resolution	MSP	MSI	GOSL & PMC	GOSL
28.	Security Standards & Zero trust Operation – Compliance with security & other frameworks such as ISO 27001, 27701 etc.	MSI	GOSL	PMC	-
29.	Application Performance Monitoring & Infrastructure Metrics	MSP	MSI	PMC	GOSL
30.	Training & Capacity Building	MSI	MSI	PMC & GOSL	-
31.	Knowledge Transfer & Collaboration	MSI	MSP	PMC & GOSL	GOSL

#	Task / Activity	Responsible	Accountable	Consulted	Informed
32.	Shadowing Periods - MSP staffs shadow with MSI during live operations and maintenance tasks	MSI	MSP	PMC & GOSL	GOSL

*** Indicative only**