

**TENDER NUMBER MOICT/SDICT/ONT/001/2021: FURTHER  
CLARIFICATION TO BIDDERS ON REQUESTED ISSUES**

<b>S/NO.</b>	<b>CLARIFICATION REQUESTED</b>	<b>CLARIFICATION ISSUED</b>
1.	Tender number MOICT/SDICT/ONT/001/2021-2022 where on page 97, the last bullet under handhole installation guidelines it states that "The handhole should have a smart identification system that can be monitored at the NOC" Kindly expound on what you mean by this.	<p>The smart identification system specifications are:</p> <ol style="list-style-type: none"> <li>1. Glam/Grid smart lock system or equivalent</li> <li>2. Supported by Integrated access management and monitoring application to optimise efficiency and improve network security</li> <li>3. The solution should provide high-level of security and control in authorizing access to the manhole/handhole.</li> <li>4. The solutions should also employ self-discovery mechanism for a complete and validated geographical asset record of network infrastructure under management</li> <li>5. Should provide a complete technical support services included within the software as service (Saas) offering. This should comprises of help desk, for logging of support of support requests on a 24-hour basis and includes remote technical assistance to diagnose failures</li> <li>6. Should include training of the users on an ongoing basis for new releases and system upgrade</li> </ol>