

No.Abu/Cul/302/1/2025

Embassy of India

Abu Dhabi

Dated : 24th February, 2026

Sub: Response to queries to Tender document No. Abu/Cul/302/1/2025 dtd 13.02.2026

This is with reference to Tender No.Abu/Cul/302/1/2025 dated 13th February, 2026 inviting eligible firms for entering into an agreement with the Embassy of India, Abu Dhabi for redesigning, hosting and maintenance of its website.

2. The replies to the queries / clarifications sought by the prospective bidders through email and during the pre-bid meeting held virtually on 23.02.2026 are as follows:-

Hosting & Infrastructure

Q1. Whether hosting must be strictly from MeitY empanelled Cloud Service Providers (e.g., AWS India, Azure India, NIC Cloud), and whether any CSP is preferred by MEA.

Reply: As per tender document Para (3), sub para (d) point (xv).

Q2. What is the expected server configuration to handle approximately 5000 concurrent users (vCPU, RAM, Storage, Bandwidth)?

Reply: No fixed server configuration is prescribed. The bidder shall propose a right-sized and cost-optimised infrastructure capable of handling approximately 5000 concurrent users, in line with tender and security requirements.

Q3. What is the backup retention period requirement (7/30/90 days) and does the cost for a third-party backup platform fall under the bidder's scope?

Reply: As per tender document Para (3), sub para (c) point (iv)

Technology & Development

Q4. Is clarification needed regarding open-source frameworks (Linux/Windows-based) and the acceptance of secure open-source platforms?

Reply: The website shall be developed using secure, well-established, preferably open-source technologies, in compliance with Government of India guidelines. Linux or Windows environments are acceptable, subject to security compliance.

Q5. Must the CMS be fully custom-built?

Reply: As per tender document Para (3), sub para (b).

Q6. What is the scope of the AI chatbot – rule-based or AI/ML-based with NLP? Is multilingual capability required? Does the cost for a third-party chatbot fall under the bidder's scope?

Reply: The chatbot shall be AI-based and informational in nature, suitable for an Embassy website, as specified in the tender. The technical approach shall be standard and lightweight and based on the information contained in the website. The chat capability should be in English. Any third-party costs, if applicable, shall be borne by the bidder.

Q7. Should the URL shortener be developed as an inbuilt CMS module?

Reply: As per tender document Para (2), point (j)

Security & Compliance

Q8. Will the Embassy nominate a CERT-In empanelled auditor or must the vendor engage one (and include the cost in the financial bid)?

Reply: The bidder shall engage a CERT-In empanelled auditor and submit the audit report and certificate to the Embassy, as per tender provisions.

Q9. What is the VAPT frequency – before go-live and annually, or after every major update?

Reply: As per tender document Para (3), point (vi)

Q10. Should the SSL certificate be procured by the bidder or the department?

Reply: Procurement, renewal, and management of SSL certificates shall be the responsibility of the bidder, as part of the quoted price.

Q11. GIGW 3.0 compliance audit through STQC – cost to be borne by bidder or department.

Reply: As per tender document Para (2), point (h)

Design & Content Management

Q12. Will structured content be provided for migration, and what is the approximate number of pages to be migrated?

Reply: Existing website content shall be provided for migration. The exact number of pages shall be finalised during implementation. Bidders shall assume a standard Embassy website structure and may like to check the current website for reference.

Q13. What is the approximate volume of PDFs, images, and videos?

Reply: The exact volume is not fixed. Bidders shall factor reasonable content volumes consistent with existing Indian Mission websites may like to check current website for reference.

Q14. Should archival be automatic or workflow-based?

Reply: As per tender document Para (3), sub para (b) point (viii)

Q15. What are the future language requirements (Hindi/Arabic) and possible considerations for Bhashini integration for language translation?

Reply: As per tender document Para (2), point (f)

Q16. What is the preferred analytics platform (Google Analytics or GoI platform) and who is responsible for the cost?

Reply: Website analytics shall comply with Government of India guidelines. The bidder shall provide a standard, compliant analytics solution. All associated costs shall be included in the quoted price.

Operations & Support

Q17. Does 24x7 support require physical presence, or is remote deployment acceptable?

Reply: Remote support is acceptable. Physical presence is not required unless specifically requested by the Embassy.

Q18. Does the content upload time-line (30–60 minutes) apply beyond Indian business hours?

Reply: As per tender document Para (2), point (e)

Q19. What is the expected turnaround time for simple pages, dynamic forms, and new modules?

Reply: Timelines shall be standard and reasonable. Final timelines shall be mutually agreed during implementation, based on complexity.

Financial & Commercial

Q20. Should the annual security audit cost be included in the Maintenance & SSL line item?

Reply: The annual security audit cost shall be included in the Maintenance/SSL/Security component of the bid.

Q21. Confirm that price escalation is not permitted during the 3-year contract period.

Reply: Price escalation is not permitted during the contract period.

22. What are the payment terms – yearly advance, quarterly, or post-invoice reimbursement?

Reply: Payments shall be released yearly as per contract terms, against invoices and subject to satisfactory performance and approval by the competent authority.

Integration & External Systems

Q23. Will API documentation for MEA/GPSP integration be provided and is SSO integration required?

Reply: Integration shall be carried out as and when required, in accordance with MEA/NIC guidelines. Necessary technical details shall be provided to the selected bidder only if such integration is mandated. SSO shall be implemented only if specifically directed by MEA.

Q24. Is social media integration limited to embedding feeds or does it include API-based publishing?

Reply: Social media integration shall be limited to standard embedding of official feeds and content sharing features, as per tender provisions.

Q-25. Whether marks shall also be awarded based on the number of contracts executed for development of Web Applications for GoI.

Reply: As per Corrigendum dated 24.02.2026 to Tender No. Abu/Cul/302/1/2025 dated 13 February 2026 regarding modification in Technical Evaluation criteria (Part-A) published on Mission's website.

Q-26. Whether supporting documents are required to substantiate the bidder's claims regarding the number of websites and web applications executed.

Reply: As per Tender document and Corrigendum dated 24.02.2026 to Tender No. Abu/Cul/302/1/2025 dated 13 February 2026 published on Mission's website.



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