

THE MAHARASHTRA MANTRALAYA AND ALLIED OFFICES CO-OPERATIVE BANK LTD.

TENDER DOCUMENT

Date – 01/06/2026

**Design, Development (Revamp), Hosting, Maintenance & Support of
Bank Website for a Period of Five (5) Years.**

1. INVITATION FOR BIDS

The Maharashtra Mantralaya and Allied Offices Co-operative Bank Ltd. invites sealed tenders from eligible, experienced and qualified vendors for Design, Development (Revamp), Hosting, Maintenance and Support of the Bank's Static Website for a period of Five (5) Years.

2. SCOPE OF WORK

The selected bidder shall provide end-to-end services including website redesign, migration, hosting, maintenance, security management and regulatory compliance.

A. Website Redesign

The vendor shall:

- Redesign the existing website with modern and professional UI/UX.
- Develop a responsive website compatible with desktops, tablets and mobile devices.
- Ensure compatibility across major browsers.
- Provide user-friendly Content Management functionality for authorized Bank officials.
- Integrate enquiry/contact forms as required.
- Implement search functionality.
- Provide multilingual support (English and Marathi).
- Ensure SEO-friendly structure.
- Migrate existing website content, documents and images.

Compliance Requirements

The website shall comply with:

- RBI IT Governance and Cyber Security Guidelines.
- RBI Master Directions and advisories applicable to banks.
- WCAG Accessibility Standards.
- CERT-In Guidelines.
- OWASP Top 10 Security Controls.
- Any future regulatory requirements applicable during the contract period.

B. Hosting Services

The vendor shall provide:

- Secure VPS Hosting.
- Hosting preferably within India-based Data Centres.
- Minimum 99.5% uptime SLA.
- SSL/TLS implementation.
- Web Application Firewall (WAF).
- Anti-DDoS Protection.
- Malware Protection.
- Server Monitoring and Health Checks.
- Secure Backup and Recovery Mechanism.

C. Maintenance & Support (5 Years)

The vendor shall provide:

- Regular content updates as instructed by the Bank.
- Security patches and updates.
- Vulnerability remediation.
- Backup management.
- Performance optimization.
- Technical support.
- Website uptime monitoring.
- Quarterly preventive maintenance.

D. Security & Compliance

The vendor shall ensure:

- Secure coding practices.
 - HTTPS enforcement across the website.
 - Periodic security review.
 - Audit log generation and retention.
 - Data localization compliance wherever applicable.
 - Compliance with RBI Cyber Security Framework requirements.
 - Assistance during regulatory, IS Audit, Cyber Security Audit and VAPT reviews.
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ADDITIONAL TECHNICAL & REGULATORY REQUIREMENTS

A. (.BANK.IN) DOMAIN COMPLIANCE

The vendor shall ensure compliance with all requirements applicable to "(.bank.in)" domain registration and maintenance.

B. VPS HOSTING REQUIREMENTS

Minimum VPS Specifications:

Parameter	Minimum Requirement
CPU	2 vCPU
RAM	4 GB
Storage	SSD Based
Uptime	99.5%
Monitoring	24x7

Additional Requirements:

- Dedicated resources.
- No shared hosting environment.
- Controlled administrative access.
- Daily automated backups.
- Disaster Recovery capability.

D. SSL & SECURITY REQUIREMENTS

The vendor shall provide and maintain:

- SSL/TLS Certificate.
- Minimum 256-bit encryption.
- Universal SSL Certificate.
- Preferably EV SSL Certificate.

Additional Controls:

- Web Application Firewall (WAF).
- Anti-DDoS Protection.
- Malware Detection.
- File Integrity Monitoring.
- Secure Backup Encryption.
- Security Incident Monitoring.

E. VA/PT REQUIREMENT

The vendor shall:

- Conduct annual Vulnerability Assessment and Penetration Testing (VA/PT) through CERT-In empanelled auditors.
- Submit VAPT reports to the Bank.
- Close identified vulnerabilities within agreed timelines.

- Provide compliance reports after closure.

1. ELIGIBILITY CRITERIA

The bidder must:

- Be registered in India.
- Have minimum 3 years of experience in website development and maintenance.
- Have successfully completed:
 - Minimum 5 projects in Banking/Financial Sector.
- Have valid GST Registration.
- Have valid PAN.
- Not be blacklisted by any Government Department, PSU, Bank or Financial Institution.
- Profit for Last 2 Years.

2. DOCUMENTS TO BE SUBMITTED

The bidder shall submit:

1. Company Profile.
2. Provide Last 3 years Balance Sheet.
3. Certificate of Incorporation.
4. GST Registration Certificate.
5. Client References.
6. Technical Proposal.
7. Commercial Proposal.

6. SERVICE LEVEL AGREEMENT (SLA)

Parameter	Requirement
Website Uptime	Minimum 99.5%
Critical Incident Response	Within 2 Hours
High Severity Incident	Within 4 Hours
Medium Severity Incident	Within 1 Business Day
Content Update Request	Within 2 Business Days

The Bank reserves the right to impose penalties for SLA breaches.

7. PAYMENT TERMS

One-Time Payment

- Website Design, Development, Testing, Migration and Go-Live:
 - 100% payment after successful Go-Live and acceptance by the Bank.

Recurring Payments

- Hosting Charges:
 - Quarterly payment after completion of each quarter.
- Maintenance Charges:

- Quarterly payment after completion of each quarter.
- Applicable taxes shall be paid as per Government regulations.

8. OWNERSHIP & INTELLECTUAL PROPERTY RIGHTS

- Entire website, source code, content, database structure, graphics and configuration shall remain the property of the Bank.
- Vendor shall hand over complete source code and documentation whenever required by the Bank.
- Vendor shall not claim any ownership rights over the developed website.

9. CONFIDENTIALITY

The vendor shall:

- Maintain strict confidentiality of Bank information.
- Sign Non-Disclosure Agreement (NDA), if required.
- Not disclose any information to third parties without written approval of the Bank.

10. TERMINATION CLAUSE

The Bank may terminate the contract in case of:

- Non-performance.
- Repeated SLA breaches.
- Security incidents attributable to vendor negligence.
- Regulatory non-compliance.
- Submission of false information.

11. EXIT MANAGEMENT

Upon expiry or termination of the contract, the vendor shall:

- Transfer complete website source code.
- Transfer domain configurations.
- Transfer SSL certificates and related configurations.
- Provide technical assistance during migration.
- Ensure no Bank data is retained after handover.

12. SUBMISSION OF BIDS

The tender shall be submitted on or before – **25.06.2026** in a sealed envelope containing:

Envelope 1 – Technical Bid

- Eligibility Documents

- Technical Proposal

Envelope 2 – Commercial Bid

- Price Schedule as follows

Description	Cost in Rs. (Incl. GST)
Migration and Redesign OTC	
VPS Hosting 5 Years	
AMC for 5 Years (Quarterly)	
Total	

Both envelopes shall be superscribed:

“Tender for Design, Development (Revamp), Hosting & Maintenance of Bank Website for 5 Years”

The Maharashtra Mantralaya and Allied Offices Co-operative Bank Ltd.

Reserves the right to accept or reject any or all bids without assigning any reason thereof.

Sealed proposal to be submitted at our Mantralaya Branch address - Mantralaya compound.,
Beside Post Office, Hutatma Rajguru Chowk, Madam Cama Rd, Mumbai, Maharashtra - 400 032.

For any Queries – Contact - +91 9324266042
Email – macobank.it@mantralayacoopbank.com

Chief Executive Officer