



**Request for Expression of Interest – Central KYC Registry**  
**Responses to queries from applicants**

#	Clarification/Query	Response
1	Is it required to seek permission of the Bank of Mauritius ('Bank') to get access to its responses to clarifications/queries? What steps should be taken by applicants to access the responses?	The responses to all queries will be posted on the Bank's website.
2	<p>It is mentioned in one of the objectives of the CKYC that the latter may be linked with other registries for data collection and or verification of identity of customers.</p> <p>Are these registries within the Bank of Mauritius field of action</p> <p>Is it possible to identify these registries?</p>	<p>No, these registries are not within the Bank's field of action.</p> <p>Clarifications to this effect will be provided in the Request for Proposal (RFP).</p>
3	<p>It is also mentioned that one of the objectives of the CKYC will be to act as a single dashboard for KYC records on customers which will be used by different stakeholders. In this context,</p> <p>What kind of information/data and measures should be displayed in this dashboard?</p> <p>Will this dashboard be different in respect of the stakeholder's profile? For instance, internal and external users.</p>	<p>Various set of data need to be displayed in the dashboard. Some examples are <i>inter alia</i>: Information on individuals (e.g. Name, Identity card number, date of birth, proof of address etc.) and corporates (e.g. Date of incorporation, Shareholders/beneficial owners, directors).</p> <p>Flexibility should be provided such that not all stakeholders would get access to same set of information.</p>
4	If the Bank decides to move forward with the tender process for CKYC, will it be open to issue two tender processes – one for the infrastructure (hardware, network) and one for the solution, or will it issue only one tender process for both components?	The Bank is envisaging only one tender process for both components.

5	<p>Regarding the comment <i>“The proposed solution should allow the KYC Institutions to be registered and electronically linked with the CKYC.</i></p> <p>Does the Bank have any kind of transversal solution that manages the access of institutions to the Bank's systems?</p> <p>If not, does the Bank have other registries that have this kind of interaction with external entities or financial institutions? If so, will the Bank maintain a similar process and will it be possible to detail the implemented process?</p>	<p>Yes, the Bank has a network linking all its regulatees for specific applications.</p> <p>It will depend on the solutions proposed.</p>
6	<p>Regarding the comment <i>“The proposed solution should provide for different types of templates for collection of KYC records from different customer types, e.g. individuals and non-individuals”</i>, how many templates will the Bank require?</p>	<p>The number of templates will depend on the solutions proposed and details will be provided in the RFP.</p>
7	<p>Regarding the comment <i>“The proposed system should be able to generate MIS reports as per the Bank's requirements”</i>, can the Bank provide more details on these requirements?</p>	<p>Details regarding MIS reports will depend on the solutions proposed and will be provided in the RFP.</p>
8	<p>Regarding the comment <i>“All activities need to be performed and delivered within the given timelines without compromising the quality standards.”</i> what is the Bank's desired or expected timeline for the go-to-market of CKYC?</p>	<p>Desired or expected timeline for the go-to-market of CKYC will depend on the solutions proposed.</p>
9	<p>Regarding the comment. <i>“The EOI and the accompanying documents will become the property of the Bank. The applicants shall be deemed to license and grant all rights to the Bank, to reproduce the whole or any portion of their product/solution for the purpose of evaluation, and to use the contents of submission as the basis for EOI process”</i>, will it be applicable only within the EOI process?</p>	<p>This will apply within the EOI process only.</p>
10	<p>In respect of Annexure A, part E-4 (<i>Applicants must be already engaged in the provision of similar end-to-end systems and services, comprising supply, installation and implementation of a CKYC system</i>), will the implementation of a Central Registry System be considered?</p>	<p>It should be <u>Central KYC Registry System</u> and not <u>Central Registry System</u></p>

11	In respect of Annexure A, part E-7 ( <i>The applicant shall demonstrate its ability to financially implement and support the project for at least 5-7 years.</i> ), how will the Bank measure this criterion? Is there a specific information to provide for this purpose?	The selected bidder is expected to provide maintenance and support for the CKYC for 5 - 7 years.
12	Does the Bank have a preference for some technical infrastructures and technological stack?	The Bank does not have any preference but would favour an on premise infrastructure.
13	Should the EOI also cover policy and operations related framework and guidelines, other than technology of CKYC and its implementation and support?	Not at the EOI stage. However, following the RFP, the selected bidder should provide a comprehensive document describing the underlying concepts of the system and the technicalities.
14	Does the term "Central" (for Central KYC registry) mean any specific technologies (or exclusions)? This query is in relation to a paper published by the Association of Banks in Singapore, wherein it was observed that within the KYC utility, they were building a decentralised system, which eventually meant a distributed ledger.	"Central" does not refer to any specific technologies (or exclusions)
15	Given the format of Annexure B (details of previous comparable engagements, eg. client contact details, project value, etc.), kindly note that in some occasions we have signed NDA with our clients and therefore we might not be able to share the Project Value.	A range of the Project Value may be provided instead.
16	What are the KYC institutions?	A KYC institution has been defined in the Introduction of the EOI as comprising any institution or person, duly licensed by the Bank or the FSC which or who is required to verify the identity of its or his customers under the Financial Intelligence and Anti-Money Laundering Act.
17	Is CKYC required only for banks or for other Financial Institutions such as NBFCs, Insurance Players, Capital Market players, etc?	CKYC will be required for all the licencees of the Bank and the Financial Services Commission (FSC) as specified in the 'Introduction' of the EOI and will include <i>inter alia</i> banks, non-bank deposit taking institutions, cash dealers, insurance companies etc. Clarifications to this effect will be provided in the RFP.
18	Who are treated as residents and non-residents of Mauritius? What documents are required from each category for KYC requirements?	Clarifications to this effect will be provided in the RFP.
19	Is the EOI restricted to local corporations or are companies from other countries also eligible to apply?	EOI is open to both local corporations and companies from other countries
20	While the EOI has allowed for a sub-contractor, can we participate as a Consortium?	Yes a consortium may participate

21	How many DR sites does the Bank have?	One DR site
22	Will access to national identity cards database be provided by the Bank for verification purpose?	Clarifications to this effect will be provided in the RFP.
23	Can the Bank specify on the number of systems to be set up for the activity?	The number of systems will depend on the proposed solutions
24	Can you clarify whether the implementation of the solution by the applicants in one central bank is mandatory? Are we eligible if we have provided solutions to private sector banks?	As per E-5 of Annexure A: <i>Eligibility Criteria</i> , applicants should have proven experience in supplying CKYC solutions. Implementation of the CKYC solution in at least one (1) central bank will be an <b>advantage</b> .
25	Who are the stakeholders who will access the solution?	The KYC Institutions and the regulators (The Bank and FSC).
26	In respect of E-6 of Annexure A: <i>Eligibility Criteria</i> , the Applicant should prove their solvency. Will a certificate from a Chartered Accountant be sufficient? Is there any specific amount for the solvency certificate?	A certificate from a Chartered Accountant may be accepted. There is no specific amount for the solvency certificate.
27	In respect of E-15 of Annexure A: <i>Eligibility criteria</i> , the applicant is to have back to back agreements with various System Integrators Agencies, Sub-contractors etc. However, the volume has not been defined anywhere. This plays a vital role in designing the system architecture. Can the Bank provide the volumes that it envisages?	Clarifications to this effect will be provided in the RFP.
28	We are an Indian Based IT Company with a large customer based in India for CKYC project. Can we bid for this project?	As per section 2.3 of the EOI, the Request for EOI is open to those entities which fulfil the eligibility criteria.
29	What is the CBS used by Bank of Mauritius?	It is expected that the infrastructure for the CKYC will not be dependent on or linked to the Core Banking System of the Bank.
30	How many branches does the Bank of Mauritius have nationally and at global level?	The main office is in Mauritius and we have one office in Rodrigues.
31	Can we implement this solution with a partner or should we do it directly?	The solution can be implemented with a partner but this should be specified.
32	Will the Bank allow a company to participate if it does not have global presence or a presence in Mauritius?	Yes. As per section 2.3 of the EOI, the Request for EOI is open to those entities which fulfil the eligibility criteria.
33	Where is the Disaster Recovery site of the Bank?	In Mauritius

34	As per the broad scope of work, the proposed solution should be flexible and capable of capturing any future field or requirement by the regulators, from time to time, please note that any changes will be chargeable to Bank after UAT.	We take note of this comment.
35	In respect of the requirement to provide post implementation support for a period of 5 years, please note that any change request and support to the Bank will be chargeable.	We take note of this comment.
36	We have implemented CKYC in 18 banks, out of which 9 are public sector banks in India. Is it a requirement for the applicant to have already engaged in the provision of similar services to a Central Bank across the globe or only to a bank which has a presence in Mauritius?	As per E-5 of Annexure A: <i>Eligibility Criteria</i> , applicants should have proven experience in supplying CKYC solutions. Implementation of the CKYC solution in at least one (1) central bank will be an advantage.
37	We are an Indian based company and we are meeting the eligibility Criteria as per the current conversion rates. Do we fall under eligibility criteria?	As per section 2.3 of the EOI, the Request for EOI is open to those entities which fulfil the eligibility criteria.
38	Will the Bank allow a vendor to do the Presentation and Proof of Concept via Webex/skype etc?	Any presentation and discussion on proposed solutions will have to be made onsite, i.e. in Mauritius.
39	Is the Bank just looking for a platform?	Please refer to the broad scope of work of the EOI.
40	Will the Bank be interested in our support services as well (SaaS)?	The support services will depend on the proposed solutions which should be on premise.
41	Does the partnership automatically renew after 5 years?	Clarifications to this effect will be provided in the RFP.
42	Is the registration with the DPO mandatory?	Yes. Compliance with Data Protection Act in Mauritius is mandatory.
43	Is the Bank agreeable for the applicants to outsource some tasks like hardware installation/servers to a third party?	Clarifications to this effect will be provided in the RFP.
44	Is the Bank open to suggestions outside of the scope of work?	Yes