



Bank of Mauritius
RFP- Instant Payment through API
Response to queries from bidders

Question 1: Clarification in terms of capabilities not currently available in the National Payment Switch

Response: The technical document of the switch is internal to the Bank and cannot be shared. The vision of the Bank for the National Payment Switch can be accessed through the following link: <https://www.bom.mu/payment-systems/national-payment-switch>.

The supported protocols and transaction types by the Switch are as follows:

Supported Protocols	Transaction Type: ATM	Transaction Type: POS
ISO 8583	Cash Withdrawal	Purchase
Base 1	PIN Change	Collection of e-money transactions
ISO 20022	Cash Deposit	Reversal
SMS	Bill Payment	Pre-Authorization
CIS	Mobile Number Registration	Cash Advance
MDS	E-Money transactions	Top-Up
AMEX	Balance Inquiry	
	Complaint Management	
	Mini-Statements	
	Top-Up	

Question 2: Kindly share the RFP document in a word document format

Response: The requirements can be copied directly from the RFP document into a word document.

Question 3: Please provide some illustrations on the business objectives of the following transactions: (R-3)

- (a) Account to Credit Card Transfers**
- (b) Credit Card to Account Transfers**
- (c) Corporate Account to Corporate Account Transfers**

Response:

Note: The examples below are for illustration only and do not represent the detailed requirements:

- (a) Account to Credit Transfers:
 - i. Credit Card reimbursement
 - ii. Increase of funds on the card so that the person is not restricted by its credit limit
- (b) Credit Card to Account Transfers:
 - i. Send fund to other account holders
 - ii. Any extra funds added on top of the credit limit can be sent back to the person's account
- (c) Corporate Account to Corporate Account
 - i. Commercial purposes, i.e. one company buying products from another company

Question 4: Do the services include information request services (for e.g. account balances)? If yes, are there specific information request services the platform must present? (R-2)

Response: The Bidder is expected to propose additional services. The information request service may include account balance enquiries.

Question 5: Can the system support other security modes (for e.g. two-factor authentication)? (R-7)

Response: Preference will be given to tokenization. Other security modes may be considered, provided they provide the same level of security as tokenization.

Question 6: Whether the platform will be responsible for switching transaction and the member institution will be responsible for assigning different accounts types? (R-5)

Response: Yes

Question 7: Whether data center requirement needs to be provided in detail in the RFP

Response: The Bank expects detailed requirements of the hardware for the system not data center requirement.

Question 8: Whether presentation of the product to be done prior to the selection of RFP

Response: No

Question 9: References on the projects worth 10 million, whether is it 10 million MUR or USD

Response: MUR

Question 10: Any requirement of Project manager to be on site during the implementation phase

Response: No, but the provider needs to ensure that there is good coordination between those undertaking the implementation on-site and the project manager. All installation, training and support should be done on-site with necessary on-site engineers.

Question 11: Multi-currency requirement as part of the product will be used for cross border payments?

Response: It could be for both local and cross-border

Question 12: How the settlement for multi-currency will happen?

Response: The Bank already has a domestic multi-currency settlement system.

Question 13: Support requirement says 24/7; please explain in detail on the expectation

Response: 24/7 technical and expert assistance on any issues faced by the Bank's technical team on the system.

The 24/7 team should be able to deal with any critical issues that are causing downtime of the system.

Question 14: Whether complete wallet based transactions are also required to be part of the solution, if yes then request you to share the expectations

Response: All wallets will be managed by the institution connecting to the API. The expectation of the bank is to route all type of transactions that can be supported by a wallet.

Question 15: What is the expected volume to be processed in the system?

Response: 20 million transactions per year. The proposed system should be scalable to accommodate high volume of transactions

Question 16: What is the delivery timeline expected (end to end)?

Response: We expect a go-live date of end of July 2018.

Question 17: Can the deadline for the submission of the document be extended?

Response: No.

Question 18: Are there any existing systems in Mauritius that impact core banking systems in real-time? (Section 2.1)

Response: No.

Question 19: One alternative to the bit mapped ISO8583 standard used by NPS is the XML Based ISO20022 format. It is assumed that in adapting to this format, potential participants would find similar challenges as faced by ISO8583 (which originated based on the needs of the Banking/payments world rather than Fintech.) Please confirm whether ISO20022 is considered as a viable option for this non-bank orientated platform or not? (Section 2.1)

Response: Yes.

Question 20: Is the electronic submission of the proposal via email to tender.comittee@bom.mu? (Section 2.2)

Response: No, bidders will need to upload their file on the Bank's website.

Question 21: Does the bank have existing assets for each of the following:

- (i) AML/CTF/OFAC
- (ii) Fraud Prevention
- (iii) Risk Management
- (iv) Dispute Resolution
- (v) Reconciliation
- (vi) Archiving

If not, which of the above should be considered for inclusion in the proposal vs BOM Sourcing components in the open market? (Section 6.2)

Response: The following should be included in the proposal:

1. Fraud Prevention
2. Risk Management
3. Dispute Resolution
4. Reconciliation
5. Archiving

Question 22: Will the RTGS remain focused on:

- 1) High Value payments in which case the instant payments API Infrastructure will have responsibility for end to end capture, authorisation, routing or
- 2) Will RTGS also be responsible for the delivery of low value payments initiated through the API Infrastructure? (Section 6.2)

Response: Currently, there is no restriction on the value to be settled on the RTGS. It is not envisaged that the settlement of Instant Payments is carried out in real time on the RTGS as this will have a major impact on the liquidity of banks and may clog the RTGS. The Instant Payment will have to manage clearing and settlement with RTGS.

Question 23: The transactions listed are typically real-time; what are the factors that Bank of Mauritius is considering in requesting Near Real-Time in place of Real-Time? (Section 7.1.2 R-4)

Response: Near Real Time payments, as opposed to Instant Payments, are those which can be settled in 30 minutes or later depending on the customer needs. This should be parameter driven and forms part of a market demand. They might be priced differently.