

## **Appendix A - Answers (Biizy Ltd)**

Implementation of an Online Immigration & Residency Application Platform (RFI-MBCL-11-2)

### **A. Is your company interested and capable of undertaking a project of this scale?**

Yes, Biizy Ltd is interested in undertaking this project.

### **B. What skills and qualifications do you consider necessary to successfully meet the project deliverables? Please describe the relevant roles within your organization that align with these requirements.**

Biizy is a Caymanian owned full service technology solution provider. As a result we are in a position to offer in-person stakeholder collaboration which we believe is crucial in delivering on a project of this nature.

*Project Management and Risk Mitigation:* Effective project management methodologies and risk mitigation strategies are essential for successful project delivery. Our team has an experienced software project manager that we would dedicate to continuous engagement and delivery.

*Software Development:* This project demands expertise in developing secure, scalable, and user-friendly web applications, including experience in front-end and back-end development. Our extended team has vast experience in application development across various industry verticals, primarily on the Microsoft Stack. We have extensive experience in developing bespoke high-volume automation and workflow rules-engines on the back of inbound message queues for Mobile Network Operators. This experience will be pivotal in the decision tree processing of real-time applicant data. Our team is proficient with all areas of MS SQL Server and Postgres, and has limited but sufficient exposure to Oracle DB.

*System Integration:* The project requires integrating a new platform with existing CIG systems, such as Oracle DB. As detailed further in our response to the RFI, we have a strong integration mindset and can engage relevant parties, understand limitations and work with CIG teams to architect a scalable and secure integration solution.

*UX/UI Design:* A user-centric design approach is crucial for this project. As a leading design agency, Biizy has skilled UX/UI designers capable of creating intuitive and user-friendly interfaces tailored to diverse users, including a mobile-ready solution. During our initial stakeholder planning, our approach is to co-develop user stories, personas, and user journeys to inform the design process and ensure the platform meets user needs.

*Security:* Implementing robust security measures is paramount. We partner with industry recognized and certified professionals who provide early development stage vulnerability testing and compliance guidance as well as perform extensive post-deployment testing such as pen testing.

*Training:* We have a team of experienced account managers to facilitate training and handover requirements. We have the necessary resources to provide training to the envisaged 50–60 front-facing and back-office users. Our team will also deliver the required user guides and documentation.

*Support:* Through our existing call center infrastructure, we will provide ongoing User Support, Technical Support and Security Support. Being a well-established Caymanian business positions us to engage CIG as long term support partner in this role.

**C. Has your company implemented a solution of a similar scope and scale? If so, please provide details and examples.**

Members of our team were instrumental in the rollout, from concept to market, of a comprehensive deceased estate planning platform. This web-based tool was designed to intuitively guide an individual through the process of capturing 1000's of personal data points, starting with basic identification information, to family/relationship information to details of global asset ownership.

Through integrations with various third-party vendors, such as banking institutions, the platform ran ETL processes to augment and enrich the data population process. Our team developed a rules-based decision tree that identified key missing data points and would periodically prompt users to complete missing information.

The entire solution was architected in such a way that users could leave the process and then pick up from where they left off with ease. The platform allows for the upload and secure storage of different document types (passports, certificates of ownership etc).

Using this captured data, the Executor of a deceased estate is able to instantly generate a very large percentage of the legal documentation required by South African Masters Office when compiling a deceased estate, including Letters Of Authority, Death Notices, Liquidation & Distribution Accounts etc.

We can provide more details of this specific project, which closely relates to the requirements of the Online Immigration & Residency Application Platform (RFI-MBCL-11-2) on request. We are happy to provide other examples of large scale project implementations on request.

**D. Can you describe your experience integrating large-scale platforms into Government/public or private sector infrastructures?**

Our team has lead integrations across many industry verticals, from Mobile Network Operators to remote water purification plants and is well versed in various integration methods and the key considerations such as security, scalability, compatibility of data etc.

With reference to a specific private sector implementation, the team led a 6-month project that involved the integration of the solution described in section C with a large private equity banking institution. This involved engagement with various stakeholders within the bank, including security teams, data warehouse teams, infrastructure teams etc. The scope was to develop a set of 200+ endpoints (exposing data in JSON format) for consumption by the bank's internal UX team for integration with their existing client-facing responsive web user interface. The API interfaced with

the bank's internal SQL Server instances and adhered to all security, deployment and documentation policies.

**E. What project management methodologies and risk mitigation strategies will you employ to ensure the successful delivery of the project? What measures will you implement to ensure the scalability of the platform as the system grows.**

As a general practice, the team at Biizy prefers an Agile approach to project delivery. Because of the nature and requirements of the Online Immigration & Residency Application we would implement a hybrid approach for this specific project. The reasoning is that this application will have clear fixed-scope deliverables, but these can be achieved through an iterative component development / deployment over the course of the project timelines. Key to mitigating risk would be continuous stakeholder engagement focusing on areas like scope creep, technical challenges, resource constraints etc., categorizing these risks and developing strategies to mitigate impact on project delivery. Biizy would provide a dedicated resource to this role for the duration of the project.

**F. Can you provide any high-level specifications of the proposed solution, including the necessary hardware, software, and any whether you foresee any third-party services being utilized?" Additionally, please clarify if your solution is cloud based, on-premises cable, or optional? Please provide a rough estimate of the total cost to complete this project, including development, implementation, and ongoing support.**

Our proposed solution would be built using the Microsoft technology stack and adhering to Clean Architecture principles ensuring a modular, scalable, and maintainable design. Our preferred data store would be MS SQL Server or Postgres but can also leverage an existing Oracle DB instance if required. Based on this RFI, we envisage the required third-party integration to include, but not be limited to, online payment processing as well as notification providers for email/SMS/Whatsapp messaging. The final solution will be capable of on-prem or cloud deployment.

To produce a cost estimate at this stage would be difficult considering the broad scope of this RFI. We will be able to provide more accurate costing on further scope clarification. We are also open to the option of entering into transactional model (i.e. charge per application lodged through the platform) which has many benefits to all stakeholders.

**G. What is a reasonable/estimated time in which you could start this project, and how long would it take to complete the deliverables?**

The team at Biizy is in a position to dedicate the required resources to begin working on a project of this nature from January 2025. Without detailed specifications it is difficult to project the total time needed for completion but based on our experience with similar sizes and scoped solutions, we would estimate the development and user acceptance testing phase to take approximately 8 months.

**H. Can you provide examples where your solution has improved cost efficiency for clients, particularly in digitalization projects within the public or private sector?**

The cost efficiency of the project details in section C is difficult to quantify, however, tangible efficiency is realized by the following actors in the process:

*End-user:* time, convenience and peace of mind was realized. Time to complete otherwise laborious paper passed documentation and submitting to relevant authorities was replaced by the convenience of being able to complete sections of information at will. Peace of mind is achieved in that the system has guided the end-user through the process, ensuring that data is complete and meets requirements.

*Executor of the Estate:* time and accuracy. The overwhelming task of gathering the required data of a deceased estate from grieving family members and friends is largely replaced by a digitized process that contains up-to-date user data. Accuracy of the data is assured because the source of the data is the affected individual themselves, who was also periodically prompted to keep that data current.

*Platform Owner:* The value is realized in the wealth of digitized personal data that they have access to. Ethical use of this data can help identify trends, mitigate risks etc. all of which brings tangible value.

**I. Given the project scope, what is the likelihood your company would submit a proposal if a Request for Proposal (RFP) is issued?**

If this project went to RFP, there is a very strong likelihood that Biizy would participate in the RFP process.

*We can confirm that we would be willing to provide a high-level Proof of Concept (POC) to demonstrate our ability to addresses key areas outlined in the RFI.*

**J. Is there any additional information or considerations you believe are relevant but not addressed by the questions provided?**

N/A