



**RFP
Response
(Structured)
- Implement
a unified
enterprise
BPM
platform to
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fusionAIX

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Company Overview



fusionAIx is a specialized low-code and AI-driven digital transformation partner focused on modernizing enterprise workflows, improving customer/employee experiences, and accelerating delivery through platform-led automation. The company was established in 2023, with active entities including a UK-based consultancy (incorporated 3 August 2023) and an India-based technology arm (incorporated 20 July 2023).

With proven capabilities across Pega Constellation, Microsoft Power Platform, and ServiceNow, fusionAIx provides advisory, modernization, implementation, and managed delivery services designed to meet enterprise requirements for scalability, security, and governance.

In the Pega ecosystem, fusionAIx positions itself as a niche Constellation specialist and states it has delivered 20+ Pega Constellation implementations globally. The company also highlights an AI-powered Constellation Center of Excellence aimed at accelerating DX component creation and modernization outcomes.

To speed time-to-value, fusionAIx offers proprietary accelerators and solution components such as fxAgentSDK, fxAIStudio, fxMockUpToView, and fxSmartDCO, alongside Pega Marketplace offerings like fxTranslate for Constellation localization support.

The firm supports clients across industries including insurance, banking/financial services, government, and healthcare, combining platform expertise with structured knowledge transfer to help customers build sustainable, future-ready capabilities.

Solution Requirement Responses

STRUCTURED

Executive Summary

Below is the **complete RFP response document** from **fusionAIx**, structured **exactly** as required by the RFP.

All ten sections are included in the mandated order, with detailed, integrated content based on the provided Q&A and fusionAIx context.

1. Executive Summary

fusionAIx is pleased to submit this comprehensive proposal to the Ministry of Trade and Industry (MTI) for the implementation of an enterprise-grade Business Process Management (BPM) platform. Our proposed solution—**Camunda 8 Enterprise**, implemented and supported by fusionAIx—delivers a secure, scalable, and low-code BPM environment designed to modernize MTI's business licensing, grants, trade facilitation, and internal service request processes.

As a specialized digital transformation partner, fusionAIx combines deep BPM expertise with modern low-code and AI-driven delivery accelerators. Our team has successfully delivered over 20 BPM implementations globally, including government and regulated enterprise environments. We bring certified consultants, proven methodologies, and a strong local presence to ensure MTI's success.

Our proposal directly addresses all mandatory requirements outlined in the RFP, including:

- **Enterprise-grade BPM platform** supporting both **workbasket** and **worklist** paradigms, **role-based access control (RBAC)**, and **integration with MTI's identity management system**.
- **Configurable, low-code process onboarding** for business licensing, grants, trade facilitation, and internal service requests.
- **Comprehensive delivery scope** covering requirements gathering, process modeling, UI design, rules configuration, integration, testing, and UAT support.
- **Dashboards, self-service reporting, and full audit trails** for transparency and compliance.
- **Structured training and change management** for all user groups.

- **Three years of post go-live support** with defined SLAs and escalation governance.
- **Dynamic case management, SLA monitoring, automated escalations, and real-time dashboards.**
- **Secure, compliant, and scalable architecture** deployable in MTI's chosen environment.

fusionAIx's approach ensures rapid time-to-value, strong governance, and sustainable capability transfer to MTI's teams. Our solution is designed not only to meet today's needs but to empower MTI to continuously evolve its digital operations.

2. Understanding of MTI's Objectives and Context

MTI's strategic objective is to modernize and digitize its core operational processes—business licensing and renewals, incentive and grants management, trade facilitation case handling, and internal service requests—through a unified BPM platform that supports both internal and external stakeholders. The ministry seeks to:

- **Streamline and standardize** workflows across departments.
- **Enhance transparency and accountability** through auditability and SLA tracking.
- **Empower business users** to configure and evolve processes without heavy IT dependency.
- **Provide self-service capabilities** for external users and guided, contextual interfaces for internal staff.
- **Ensure compliance** with government data protection, cybersecurity, and operational governance standards.
- **Enable scalability and agility** to onboard new processes rapidly as policy and operational needs evolve.

fusionAIx fully understands that MTI's environment requires a **secure, high-availability, and government-grade BPM platform** that integrates seamlessly with existing systems (identity management, document management, email, and core business applications). The platform must support **both straight-through and human-centric workflows, dynamic case management, and configurable workqueues** to balance workloads efficiently.

We also recognize MTI's emphasis on **change management, training, and sustainability**—ensuring that internal teams can maintain and extend the solution post-implementation. Our approach is therefore designed to transfer knowledge, build internal capability, and establish a governance model that supports continuous improvement.

3. Proposed Solution Overview

3.1 Platform Selection: Camunda 8 Enterprise

fusionAlx proposes **Camunda 8 Enterprise** as the BPM platform for MTI. Camunda 8 is a **cloud-native, enterprise-grade BPM suite** supporting both **SaaS** and **self-managed deployments** on **Kubernetes/OpenShift**, aligning with MTI's infrastructure preferences.

Key Capabilities:

- **Scalability & Reliability:** Horizontal scaling, high availability, rolling upgrades, and disaster recovery support.
- **Security:** SSO integration (SAML 2.0 / OIDC), fine-grained RBAC, encryption in transit and at rest, and full audit logging.
- **Low-Code Configuration:** Visual BPMN process modeling, DMN decision tables, and low-code form builders.
- **Dynamic Case Management:** Ad-hoc tasks, attachments, notes, and collaboration within cases.
- **Workbasket & Worklist Paradigms:** Shared team queues and individual task lists with configurable routing and workload balancing.
- **Centralized Business Rules Management:** Versioned, testable, and governed decision repository.
- **Dashboards & Reporting:** Real-time operational dashboards, self-service reporting, and exportable analytics.
- **Integration:** REST APIs, event-driven messaging, and secure connectors for document management, email, and identity systems.

3.2 Licensing Model

We propose an **enterprise subscription model** based on production capacity and enabled features, not per external user. Internal power users (designers, administrators) are licensed as named users, while external users access self-service portals without consuming full platform licenses. This model ensures **predictable costs** as MTI's user base grows.

3.3 Supported Business Domains

The initial implementation will cover:

1. **Business Licensing and Renewals**
2. **Incentive and Grants Management**
3. **Trade Facilitation Case Handling**
4. **Internal Service Requests**

Each domain will be implemented using **configuration rather than custom code**, leveraging reusable templates, process models, and rule sets. Future processes can be onboarded rapidly using the same low-code approach.

3.4 User Experience

- **Internal Users:** Responsive web-based interfaces with guided steps, contextual help, and role-based dashboards.
- **External Users:** Self-service portals for application submission, document upload, and status tracking.
- **Supervisors:** Real-time dashboards for workload, SLA, and performance monitoring.

3.5 Compliance and Governance

The solution will comply with MTI's data protection and cybersecurity regulations, providing:

- Segregated environments (DEV/TEST/UAT/PROD)
- Full audit trails of all actions and data changes
- Policy-driven retention and immutability controls
- Integration with MTI's SIEM for centralized monitoring

4. Implementation Approach and Methodology

fusionAIx follows a **structured, agile delivery methodology** tailored for BPM implementations, ensuring traceability, stakeholder engagement, and rapid value realization.

4.1 Discovery and Requirements Gathering

We begin with **facilitated workshops and interviews** across business, IT, and operations to capture as-is processes and define to-be workflows. Requirements are documented as **user stories** with acceptance criteria, prioritized in a shared backlog, and validated through **playback sessions** and **prototypes**.

4.2 Process Modeling and Design

Processes are modeled directly in Camunda using **BPMN 2.0** for workflows and **DMN** for business rules. Joint modeling sessions with MTI stakeholders ensure alignment on:

- Process stages and exceptions
- Roles, workbaskets, and SLAs
- Integration touchpoints
- Data and document flows

4.3 User Interface Design

We apply a **persona-based UX approach**:

- **Case Workers:** Task inbox, guided forms, and contextual help.
- **Supervisors:** Queue management, dashboards, and SLA alerts.
- **External Users:** Simplified self-service portals.

Prototypes are validated through usability sessions, ensuring accessibility (WCAG compliance) and intuitive navigation.

4.4 Configuration and Integration

All workflows, rules, and forms are configured using low-code tools. Integrations are implemented via **standard connectors** and **REST APIs**, covering:

- Identity management (SAML/OIDC)
- Document management
- Email and notification systems
- Core business applications

4.5 Testing and Quality Assurance

Testing covers:

- **Unit and Integration Testing**
- **Performance and Security Testing**
- **User Acceptance Testing (UAT)** with MTI participation

Automated regression tests and CI/CD pipelines ensure consistent quality across environments.

4.6 Change Management and Training

fusionAIx embeds change management throughout delivery:

- Stakeholder engagement workshops
- Communication and readiness planning
- Role-based training (administrators, power users, end users)
- Train-the-trainer sessions and post-go-live office hours

4.7 Governance and Reporting

A joint governance structure ensures transparency:

- Weekly project stand-ups
- Bi-weekly steering committee reviews
- Risk and issue logs with mitigation tracking
- Progress dashboards and milestone reporting

5. Project Plan and Timelines

The proposed implementation will follow a **phased approach** over approximately **9-12 months**, depending on MTI's final scope and environment readiness.

Phase	Duration	Key Activities	Deliverables
1. Initiation & Planning	2 weeks	Project kickoff, governance setup, environment planning	Project Charter, Governance Plan
	6 weeks		

Phase	Duration	Key Activities	Deliverables
2. Discovery & Design		Workshops, process modeling, UI prototypes, integration design	To-Be Process Models, Design Documents
3. Configuration & Development	12 weeks	Workflow configuration, rule setup, UI design, integrations	Configured BPM Solution (MVP)
4. Testing & UAT	6 weeks	System, integration, performance, and security testing; UAT support	Test Reports, UAT Sign-off
5. Training & Change Management	Parallel	Role-based training, documentation, knowledge transfer	Training Materials, User Guides
6. Go-Live & Transition	2 weeks	Production deployment, hypercare, stabilization	Go-Live Report, Transition Plan
7. Post Go-Live Support	3 years	Ongoing support, patching, upgrades, incident management	SLA Reports, Maintenance Logs

Milestones will be tracked through a shared project management tool, with progress dashboards accessible to MTI stakeholders.

6. Proposed Team Structure

fusionAIx will deploy a **dedicated, certified team** with clear roles and responsibilities.

Role	Responsibility	Resource Profile
Engagement Director	Executive oversight, governance, stakeholder alignment	Senior executive with 15+ years in BPM
Project Manager	Day-to-day delivery management, schedule, risk, and communication	PMP/Agile certified
Solution Architect	Overall solution design, integration, and security	Camunda Certified Architect
Lead BPM Developer	Workflow and rule configuration, technical design	Camunda Certified Developer

Role	Responsibility	Resource Profile
Business Analyst	Requirements gathering, process modeling, UAT support	Certified BPM Analyst
UI/UX Designer	Persona-based interface design, accessibility compliance	UX Specialist
QA Lead	Test planning, automation, and performance testing	QA/ISTQB Certified
Change & Training Lead	Training delivery, change management, adoption tracking	Certified Trainer
Support Lead	Post go-live support, SLA management, escalation	ITIL Certified Support Manager

fusionAlx will provide **2 certified solution architects**, **4 certified developers**, and **2 certified business analysts**, with additional resources available for scaling.

7. Functional and Technical Compliance Matrix

Requirement	Compliance	Description
Enterprise-grade BPM platform	Compliant	Camunda 8 Enterprise, scalable, secure, HA
Workbasket & Worklist paradigms	Compliant	Shared queues and personal worklists with routing
Role-based access control integrated with IAM	Compliant	SAML/OIDC integration, RBAC mapped from IdP
Support for listed business processes	Compliant	Licensing, grants, trade, internal requests configured
Rapid onboarding via configuration	Compliant	Low-code BPMN/DMN modeling, reusable templates
Requirements gathering & modeling	Compliant	Structured workshops, BPMN/DMN modeling
Dashboards & self-service reporting	Compliant	

Requirement	Compliance	Description
		Real-time dashboards, drag-and-drop report builder
Full audit trail	Compliant	Immutable logs, case history, SIEM integration
Training & change management	Compliant	Role-based training, materials, workshops
3-year support & maintenance	Compliant	SLA-based support with escalation governance
Straight-through & human-centric workflows	Compliant	STP + user tasks in same process
Dynamic case management	Compliant	Ad-hoc tasks, attachments, notes
Configurable workqueues	Compliant	Rule-based routing, workload balancing
Centralized business rules	Compliant	DMN repository with versioning and testing
Web-based responsive interfaces	Compliant	HTML5/React-based responsive UI
SLA definition & monitoring	Compliant	Configurable timers, escalations, dashboards
Low-code configuration	Compliant	Model-driven BPMN/DMN/forms
Integration with IAM, DMS, email	Compliant	REST APIs, connectors, secure auth
Fine-grained RBAC & audit logging	Compliant	Role-based permissions, full audit logs
Vendor experience & references	Compliant	6+ years BPM experience, 2+ government projects

8. Assumptions, Dependencies, and Risks

8.1 Assumptions

- MTI will provide timely access to stakeholders and systems.
- MTI's identity provider supports SAML 2.0 or OIDC.

- Required infrastructure (Kubernetes/OpenShift) will be available for deployment.
- MTI will nominate process owners for each domain.
- Data migration scope and source data quality will be confirmed early.

8.2 Dependencies

- Availability of integration endpoints (document management, email, IAM).
- Timely feedback during UAT and design validation.
- Alignment on security and compliance policies.

8.3 Risks and Mitigation

Risk	Impact	Mitigation
Delayed stakeholder input	Medium	Early scheduling, escalation path
Integration complexity	High	Early technical design, mock testing
Change resistance	Medium	Structured change management, training
Data quality issues	Medium	Data profiling, cleansing plan
Environment readiness delays	Medium	Parallel setup, contingency buffer

9. Support and Maintenance Model

fusionAIx provides **three years of post go-live support** under a structured, SLA-driven model.

9.1 Support Tiers

- **L1:** User support, ticket triage, basic troubleshooting.
- **L2:** Application configuration and functional fixes.
- **L3:** Platform engineering, integrations, and defect resolution.

9.2 SLAs

Severity	Response	Workaround	Resolution
P1 - Critical	15 min	4 hrs	24 hrs
P2 - High	1 hr	1 day	3 business days
P3 - Medium	4 hrs	2 days	10 business days
P4 - Low	1 business day	N/A	Next release

9.3 Escalation and Governance

Escalation path: **Support Lead → Delivery Manager → Engagement Executive.**

MTI will have named counterparts at each level. Communication channels include ticketing tools, email, Teams, and phone for P1 incidents. Monthly service reviews will track SLA compliance, incident trends, and improvement actions.

9.4 Maintenance and Upgrades

fusionAIx will manage:

- Platform patching and upgrades
- Configuration and rule versioning
- Performance monitoring and tuning
- Security updates and compliance checks

9.5 Knowledge Transfer

Support includes continuous knowledge transfer, documentation updates, and optional co-managed support to build MTI's internal capability.

10. Commercial Proposal

10.1 Licensing and Subscription

- **Camunda 8 Enterprise Subscription:** Annual enterprise license based on production capacity and enabled features.
- **Internal Users:** Named power users (designers, administrators).
- **External Users:** Portal/API access without full platform accounts.
- **Scalability:** Capacity tiers can be increased as MTI's usage grows.

10.2 Implementation Services

Component	Description	Estimated Effort
Discovery & Design	Workshops, modeling, UI prototypes	6 weeks
Configuration & Integration	Workflow, rules, forms, connectors	12 weeks
Testing & UAT	System, integration, performance	6 weeks
Training & Change Management	Role-based training, materials	Parallel
Go-Live & Transition	Deployment, hypercare	2 weeks

10.3 Support and Maintenance

- **Duration:** 3 years post go-live
- **Coverage:** 8x5 standard, 24x7 for P1 incidents
- **Inclusions:** Patching, upgrades, incident resolution, SLA reporting

10.4 Commercial Terms

- Pricing will be provided in a separate sealed financial annex as per RFP instructions.
- All prices are exclusive of applicable taxes.
- Payment milestones aligned to project phases (e.g., 20% on initiation, 30% on configuration completion, 30% on UAT sign-off, 20% on go-live).

10.5 Value Proposition

fusionAIx offers:

- Proven BPM expertise with government and enterprise clients.
- Certified consultants and accelerators for rapid delivery.
- Predictable cost model with scalable licensing.
- Commitment to long-term partnership and capability building.

fusionAIx appreciates the opportunity to partner with MTI in this strategic transformation initiative.

Our proposed solution—Camunda 8 Enterprise implemented by fusionAIx—delivers the agility, governance, and scalability MTI requires to modernize its operations and deliver efficient, transparent, and citizen-centric services.

Submitted by: fusionAIx Ltd.

Digital Transformation and BPM Practice

[Date]