# RFP Response (Structured) - Supply, implement, and support an enterprise-grade...

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## fusionAIx

fusionaix.com

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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

## Executive Summary

## fusionAIx RFP Response to MTI – Enterprise BPM Platform Implementation

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## 1. Executive Summary

fusionAIx is pleased to submit this proposal to the Ministry of Trade and Industry (MTI) for the implementation of an enterprise-grade Business Process Management (BPM) platform. Our proposed solution leverages the **Pega Constellation** low-code BPM suite—recognized globally for its scalability, configurability, and suitability for government-grade process automation.

fusionAIx brings deep expertise in **Pega Constellation**, **Microsoft Power Platform**, and **ServiceNow**, with a proven track record of delivering over **20+ Pega Constellation implementations** across government and large enterprise clients. Our approach emphasizes **rapid configuration over custom code**, **AI-driven process insights**, and **robust governance** to ensure MTI achieves its digital transformation objectives efficiently and securely.

Our proposal addresses all mandatory and unspecified requirements, including:

- Support for **human-centric and straight-through workflows**
- **Dynamic case management** with ad-hoc tasks, attachments, and notes
- **Role-based access control** integrated with MTI's identity management
- **Low-code configuration** for rapid onboarding of new processes
- **Comprehensive dashboards, audit trails, and SLA monitoring**
- **Three years of post go-live support and maintenance**

fusionAIx commits to delivering a secure, scalable, and future-ready BPM platform that empowers MTI to streamline licensing, grants, trade facilitation, and internal service processes while enabling continuous improvement through configuration-driven agility.

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## 2. Understanding of MTI's Objectives and Context

MTI seeks to modernize and unify its business process landscape through a single BPM platform that:

- Digitizes and automates key processes such as **business licensing and renewals**, **incentive and grants management**, **trade facilitation**, and **internal service requests**
- Enables **rapid onboarding of new processes** through configuration
- Provides **visibility, accountability, and performance insights** across all workflows
- Ensures **compliance with national data protection and cybersecurity regulations**
- Supports **internal and external users** through secure, web-based interfaces

fusionAIx understands that MTI's transformation goals are centered on:

- **Operational efficiency** through automation and process standardization
- **Enhanced citizen and business experience** via self-service and transparency
- **Data-driven decision-making** through real-time dashboards and analytics
- **Sustainable governance** through low-code configurability and business empowerment

Our proposed solution aligns directly with these objectives, providing a **future-proof BPM foundation** that integrates seamlessly with MTI's existing systems and identity management infrastructure.

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## 3. Proposed Solution Overview

fusionAIx proposes the deployment of the **Pega Constellation BPM Suite**, configured and implemented by our certified consultants. The solution will be deployed in MTI's preferred environment (on-premises, cloud, or hybrid) and will include the following key capabilities:

### Core Capabilities

- **Unified BPM Platform:** Supports both **workbasket** and **worklist** paradigms for task distribution and assignment.
- **Dynamic Case Management:** Enables ad-hoc tasks, attachments, notes, and collaboration.

- **Role-Based Access Control:** Integrated with MTI's identity management and SSO infrastructure.
- **Low-Code Configuration:** Allows rapid onboarding of new processes without custom code.
- **Centralized Business Rules Engine:** Version-controlled, testable, and governed updates by authorized business users.
- **SLA and Escalation Management:** Automated notifications, reminders, and real-time SLA tracking.
- **Dashboards and Reporting:** Real-time operational dashboards and self-service report creation for business users.
- **Audit and Compliance:** Full audit trail of process steps, decisions, and data changes.

## Initial Process Scope

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

## Integration and Extensibility

- REST APIs and message queues for system integration
- Secure integration with document management and email systems
- Configurable connectors for future system integrations

## fusionAIx Accelerators

- **fusionAIx Process Discovery Toolkit** – accelerates requirements gathering and process modeling
- **fusionAIx Constellation UI Accelerator** – prebuilt responsive templates for government workflows
- **fusionAIx Governance Framework** – ensures compliance, traceability, and change control

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## 4. Implementation Approach and Methodology

fusionAIx follows a **hybrid agile-delivery methodology** tailored for government BPM programs, ensuring iterative delivery, stakeholder engagement, and quality assurance.

## Phase 1: Discovery and Requirements

- Conduct stakeholder workshops and process walkthroughs
- Document current-state and future-state process models
- Define user personas, business rules, and SLAs

## Phase 2: Design and Configuration

- Model processes using Pega Constellation's low-code designer
- Configure case types, routing logic, and business rules
- Design responsive user interfaces for internal and external users

## Phase 3: Integration and Data Migration

- Integrate with MTI's identity management, document management, and email systems
- Develop and test REST-based integrations
- Plan and execute data migration with validation

## Phase 4: Testing and Quality Assurance

- Conduct system, integration, performance, and security testing
- Support MTI during user acceptance testing (UAT)
- Validate compliance with data protection and cybersecurity standards

## Phase 5: Training and Change Management

- Deliver role-based training for administrators, power users, and end users
- Provide user guides, training materials, and knowledge transfer sessions
- Conduct change management workshops to ensure adoption

## Phase 6: Go-Live and Transition

- Execute cutover plan and production deployment
- Provide hypercare support post go-live
- Transition to steady-state support and maintenance

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## 5. Project Plan and Timelines

| Phase | Key Activities | Duration (Weeks) |

|-----------|-------------------|---------------------|

| Discovery & Requirements | Workshops, process mapping, documentation | 4 |

| Design & Configuration | Process modeling, UI design, rule configuration | 8 |

| Integration & Data Migration | API development, data migration, testing | 6 |

| Testing & UAT | System, integration, performance, and UAT | 4 |

| Training & Change Management | Training sessions, documentation, adoption support | 3 |

| Go-Live & Hypercare | Deployment, stabilization, transition | 3 |

| **Total Estimated Duration** | | **28 Weeks (7 Months)** |

A detailed Gantt chart and milestone plan will be finalized during project initiation.

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## 6. Proposed Team Structure

| **Role** | **Responsibility** | **Resource Type** |
|-----------|-------------------|------------------|
| Project Director | Executive oversight, governance, stakeholder alignment | fusionAIx |
| Project Manager | Day-to-day management, reporting, risk management | fusionAIx |
| Lead BPM Architect | Solution design, platform configuration, integration oversight | fusionAIx |
| Business Analyst | Requirements gathering, process modeling, documentation | fusionAIx |
| UI/UX Designer | User interface design, accessibility compliance | fusionAIx |
| Integration Specialist | API and system integration | fusionAIx |
| QA Lead | Test planning, execution, and defect management | fusionAIx |
| MTI Process Owner | Business validation, UAT participation | MTI |
| MTI IT Lead | Infrastructure, security, and environment coordination | MTI |

fusionAIx will provide **certified Pega Constellation consultants** with experience in government BPM implementations.

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# 7. Functional and Technical Compliance Matrix

| Requirement | Compliance | Remarks |
|-----------------|---------------|-------------|
| Enterprise-grade BPM platform for internal/external users | Compliant | Pega Constellation BPM Suite |
| Workbasket and worklist paradigms | Compliant | Configurable task routing |
| Role-based access control integrated with identity management | Compliant | SSO and LDAP integration |
| Support for licensing, grants, trade facilitation, internal requests | Compliant | Configurable case types |
| Rapid onboarding via configuration | Compliant | Low-code model-driven design |
| Dynamic case management with ad-hoc tasks | Compliant | Native Pega case management |
| Centralized business rules management | Compliant | Pega Decision Management |
| SLA definition, monitoring, and escalation | Compliant | SLA rules and notifications |
| Web-based responsive interfaces | Compliant | Pega Constellation UI |
| Self-service portals for external users | Compliant | Pega Customer Portal |
| REST API and message queue integration | Compliant | Standard connectors |
| Full audit trail and logging | Compliant | Built-in audit and history tracking |
| Compliance with data protection and cybersecurity | Compliant | Configurable security policies |
| Separate environments (Dev/Test/Prod) | Compliant | Standard deployment model |
| Three years of post go-live support | Compliant | Included in proposal |
| Vendor experience and references | Compliant | 20+ Pega implementations |

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# 8. Assumptions, Dependencies, and Risks

## Assumptions

- MTI will provide timely access to stakeholders and systems.

- MTI will provision required infrastructure and environments.
- Licensing for the BPM platform will be procured through fusionAIx or MTI's preferred channel.

## Dependencies

- Availability of MTI's identity management and integration endpoints.
- Timely approval of deliverables and design documents.
- Data migration readiness and source data quality.

## Risks and Mitigation

| **Risk** | **Impact** | **Mitigation** |

|----------|------------|----------------|

| Delays in stakeholder availability | Medium | Early scheduling and escalation process |

| Integration complexity | High | Early technical assessment and mock integration |

| Change management resistance | Medium | Structured training and communication plan |

| Data quality issues | Medium | Data profiling and cleansing during migration |

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# 9. Support and Maintenance Model

fusionAIx will provide **three years of post go-live support and maintenance**, including:

- **Incident Management:** 24x7 support with defined SLAs
- **Patch and Upgrade Management:** Regular platform updates and security patches
- **Enhancement Requests:** Managed through a change control process
- **Performance Monitoring:** Proactive system health checks
- **Governance Model:** Monthly service review meetings and quarterly improvement plans

## Service Level Agreements (SLAs)

| **Severity** | **Response Time** | **Resolution Time** |

|--------------|-------------------|---------------------|

| Critical | 1 hour | 4 hours |

| High | 2 hours | 8 hours |

| Medium | 4 hours | 24 hours |

| Low | 8 hours | 3 business days |

fusionAIx will establish a **joint governance board** with MTI to oversee support performance, issue escalation, and continuous improvement.

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## 10. Commercial Proposal

| **Component** | **Description** | **Cost (USD)** |
|---------------|-----------------|----------------|
| BPM Platform Licenses | Pega Constellation enterprise licenses for internal and external users | TBD (based on user volume) |
| Implementation Services | Discovery, configuration, integration, testing, training, go-live | $XXX,XXX |
| Support & Maintenance (3 Years) | 24x7 support, patching, upgrades, enhancements | $XXX,XXX |
| Training & Change Management | Administrator, power user, and end-user training | $XX,XXX |
| **Total Estimated Cost** | | **$XXX,XXX (exclusive of taxes)** |

*Note: Detailed commercial breakdown and licensing options will be finalized upon confirmation of user volumes, hosting model, and scope.*

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**Submitted by: fusionAIx Ltd.**

Digital Transformation and BPM Specialists

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**Authorized Signatory:**

Name: _____

Title: _____

Date: _____