

Implementation of an Enterprise Business Process Management (BPM) Platform

1. Introduction The Ministry of Trade and Industry ("MTI" or "the Ministry") invites qualified vendors ("Bidders") to submit proposals for the supply, implementation, and ongoing support of an enterprise Business Process Management (BPM) platform. The solution will be used to automate, monitor, and continuously improve MTI's core business processes and related workflows.

This RFP outlines the Ministry's requirements, expectations, and evaluation criteria. Bidders are required to submit comprehensive, well-structured responses in accordance with the instructions provided in this document.

2. Background MTI is responsible for promoting sustainable economic growth, supporting businesses, facilitating trade, and encouraging investment. The Ministry currently operates multiple legacy systems and a number of manual, paper-based or email-driven processes for case handling, approvals, licensing, grants management, inspections, and stakeholder engagements.

These fragmented processes lead to: - Limited end-to-end visibility of cases and workloads. - Inconsistent application of business rules and policies. - Longer processing times and delays in decision-making. - High dependency on manual intervention and individual staff knowledge.

To address these challenges, MTI intends to implement a modern, model-driven BPM platform with strong capabilities for case management, workflow orchestration, rules management, and integration with existing systems.

3. Objectives The key objectives of this RFP are to: - Implement a unified BPM platform to orchestrate and manage core MTI business processes. - Provide a configurable case management capability that supports both structured and unstructured work. - Enforce consistent application of business rules, policy, and regulatory requirements. - Improve transparency and auditability through end-to-end tracking of cases, tasks, and SLAs. - Enable faster introduction of new services and process changes via low-code configuration. - Provide user-friendly interfaces for staff, management, and external stakeholders. - Lay the foundation for analytics and continuous process improvement.

4. Scope of Work The successful Bidder will be required to deliver, at minimum, the following:

4.1 Solution Provisioning - Provide an enterprise-grade BPM platform, licensed for MTI's anticipated user base (internal and external users). - Support both workbasket and worklist paradigms for task distribution and assignment. - Provide role-based access control with integration to MTI's identity management (e.g., Active Directory or equivalent).

4.2 Process Areas in Scope The initial implementation will focus on, but is not limited to, the following processes: - Business licensing and renewals. - Incentive and grants application management. - Trade facilitation case handling and approvals. - Internal service requests (e.g., HR, Finance, IT service requests) as a shared services use case. Bidders should design their solutions in a way that additional processes can be onboarded rapidly using configuration rather than custom code.

4.3 Implementation Services - Requirements gathering and refinement in collaboration with MTI stakeholders. - Process modelling and design using the proposed BPM platform. - Design and implementation of user interfaces for different personas (case workers, supervisors, external users). - Configuration of business rules, SLAs, escalations, and routing logic. - Integration with existing systems such as document management, email, identity management, and core line-of-business systems. - Data migration strategy (where applicable) from legacy systems or spreadsheets. - System and integration testing, including performance and security testing. - Support during user acceptance testing (UAT).

4.4 Reporting and Analytics - Provide dashboards and reports for monitoring case volumes, workload distribution, SLA performance, and bottlenecks. - Enable business users to create or modify standard reports and dashboards without extensive IT involvement. - Provide an audit trail for all key process steps, decisions, and data changes.

4.5 Training and Change Management - Deliver training for system administrators, business power users, and end users. - Provide training materials and user guides. - Support MTI's change management activities through workshops, knowledge transfer sessions, and documentation.

4.6 Support and Maintenance - Provide a minimum of three (3) years of post go-live support and maintenance, including patching, upgrades, and incident resolution. - Define service level agreements (SLAs) for response and resolution times. - Provide a clear escalation path and governance model for issue handling and enhancements.

5. Functional Requirements The proposed BPM platform must, at a minimum, support the following functional requirements:

5.1 Case and Process Management - Support for both straight-through processing and human-centric workflows. - Dynamic case management, including ad-hoc tasks, attachments, and notes. - Configurable workqueues, routing and re-assignment rules, and workload balancing.

5.2 Business Rules - Centralised rules management to externalise business policies from application code. - Versioning, testing, and controlled deployment of rules. - Ability for authorised business users to update certain rules without vendor intervention (under governance).

5.3 User Experience - Web-based, responsive user interfaces accessible via standard browsers. - Guided steps and contextual help for case workers. - Self-service portals or forms for external users to submit applications and track status.

5.4 SLA and Monitoring - Definition and monitoring of SLAs and performance targets per process and case type. - Automated escalations, notifications, and reminders. - Real-time dashboards for supervisors and management.

6. Technical Requirements The proposed solution must adhere to the following technical requirements:

6.1 Architecture and Technology - Based on a proven, enterprise-grade BPM suite suitable for government and large enterprises. - Low-code / model-driven configuration approach to minimise custom development. - Support for deployment in MTI's chosen environment (on-premises, cloud, or hybrid), to be specified in the Bidder's response. - High availability and scalability to support growth in users and transaction volumes.

6.2 Integration - Standard integration mechanisms (e.g., REST APIs, message queues, event-based integration). - Secure integration with MTI's identity management and single sign-on (SSO) infrastructure. - Support for integration with existing document management and email systems.

6.3 Security and Compliance - Role-based access control with fine-grained permissions. - Full audit logging of key user actions and process changes. - Compliance with relevant national data protection and cybersecurity regulations. - Environment separation for development, testing, and production.

7. Vendor Qualifications Bidders must demonstrate: - At least three (3) years of experience in implementing the proposed BPM platform. - At least two (2) similar projects for government or large enterprises, preferably in trade, economic development, or related domains. - Availability of certified consultants on the proposed platform (architects, developers, and business analysts). - A strong local presence or partnership to ensure smooth implementation and support.

Bidders must provide customer references, including contact details, project scope, duration, and outcomes.

8. Proposal Structure and Submission Bidders shall structure their proposals as follows: 1. Executive Summary. 2. Understanding of MTI's Objectives and Context. 3. Proposed Solution Overview (architecture, major components, key differentiators). 4. Implementation Approach and Methodology. 5. Project Plan and Timelines, including major milestones. 6. Proposed Team Structure, roles, and CVs of key personnel. 7. Functional and Technical Compliance Matrix

responding to the requirements in Sections 5 and 6. 8. Assumptions, Dependencies, and Risks, with proposed mitigation strategies. 9. Support and Maintenance Model, including SLAs. 10. Commercial Proposal (licensing, implementation services, support, and any optional components).

8.1 Language and Format - All proposals must be submitted in English. - Proposals must be provided in both editable format (e.g., Word) and PDF. - Bidders must strictly follow the structure listed above, clearly labelling each section and subsection.

9. RFP Timeline - RFP issue date: [DD Month YYYY] - Deadline for submission of questions: [DD Month YYYY, HH:MM] - MTI response to questions: [DD Month YYYY] - Proposal submission deadline: [DD Month YYYY, HH:MM] - Shortlisted Bidder presentations (if required): [DD Month YYYY] - Expected award of contract: [DD Month YYYY]

MTI reserves the right to modify the above timeline and will inform all registered Bidders of any changes.

10. Evaluation Criteria Proposals will be evaluated using, but not limited to, the following criteria: - Fit of the proposed BPM platform to functional and technical requirements. - Experience and track record of the Bidder and key team members. - Quality and feasibility of the implementation approach and project plan. - Support and maintenance model and SLAs. - Total cost of ownership over a five (5) year period. - Value-added features, such as advanced analytics, AI-assisted routing, or reusable accelerators for government services.

11. Instructions for Submission - Proposals must be submitted electronically via email to [procurement@mti.gov.example] with the subject line: "RFP Response – MTI/BPM/2024/01". - Bidders must ensure that their complete proposal is received before the submission deadline. Late submissions may be rejected without further consideration. - All questions regarding this RFP must be submitted in writing to the same email address by the deadline for questions.

12. Rights of the Ministry MTI reserves the right to: - Accept or reject any or all proposals. - Conduct clarifications or negotiations with one or more Bidders. - Cancel or re-issue this RFP at any time without obligation to Bidders. - Request additional information or presentations from Bidders as deemed necessary.

By participating in this RFP, Bidders acknowledge that MTI is under no obligation to award a contract as a result of this process.

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