Clarification Request Document

This document outlines the key clarifications Texmaco seeks from Arura (BUVI) before finalizing the quotation for the implementation of the BUVI Supply Chain Platform.

# List of Clarifications Requested

1. Can you provide a detailed scope document beyond the high-level overview (Digital Control Tower, Opportunity Management, Production Order Management, Analytics)?
2. Are data cleansing and historical data migration included or excluded? If excluded, what is Texmaco’s responsibility?
3. For ERP Integration with Oracle Fusion, will BUVI build/customize APIs, or must Texmaco provide them?
4. Does the scope include custom dashboards beyond the 5 mentioned? How much will additional dashboards cost?
5. What is the approach for user training – only “train the trainer” or hands-on training for end-users as well?
6. The proposal assumes Texmaco provides hardware, OS, and database. What are the exact infrastructure specifications needed?
7. What is the data security model – encryption, access control, disaster recovery (not in scope as per proposal)?
8. Is the mobile application (Ionic hybrid) fully functional offline, or does it require continuous connectivity?
9. What is the change control process cost implication (for new features outside scope)?
10. Quotation mentions ₹19.5 lakh for licenses & implementation. Is this a one-time fee or subject to revision after scoping workshops?
11. Annual maintenance is ₹5 lakh. What exactly is covered under AMC (bug fixes, patches, minor enhancements)?
12. 18. Are travel costs, onsite consultant charges, taxes, infra hosting separately billable? Can an all-inclusive price be negotiated?
13. What is the payment schedule – advance %, milestone-based %, final %?
14. Are there references of similar successful implementations in manufacturing/supply chain companies?