	REQUEST FOR INFORMATION MARKET TESTING	RFI NO.03 UUWCPO-OPS-2026/03

Request for Information (RFI): Provision, Supply, Implementation, and Support of an Automated Meter Reading (AMR) System from Original Equipment Manufacturers (OEMs), System Developers, Authorized Agents, or Approved Sole Exclusive Suppliers, Distributors, and Service Providers

uMngeni-uThukela Water is a state-owned business enterprise that operates within the South African legislative parameters. The primary function of uMngeni-uThukela Water is to supply water in bulk to its municipal customers.

uMngeni-uThukela Water invites Original Equipment Manufacturers (OEMs), developers/ approved sole – exclusive suppliers/distributors/ service providers of the listed requirements and unlisted similar requirements to respond to this RFI which is hereby published to identify prospective industry participants through open market testing.

Background

uMngeni-uThukela Water currently operates approximately 1012 bulk water meters distributed across three operational regions, namely the South Central Region with approximately 722 meters consisting of magflow and mechanical meters, Central Region with approximately 279 mechanical, ultrasonic and magflow meters and North East Region with 11 magflow meters. The meters are geographically dispersed across the respective regions.

The current meter-reading process is predominantly manual. Meter Coordinators prepare Meter Reading Sheets, which are provided to Superintendents and/or Artisans to physically record meter readings at the respective sites on a monthly basis, typically on the 25th of each month. The recorded readings are then manually captured into the organisations SAP system for billing purposes.

To improve the efficiency, accuracy and reliability of meter reading process, uMngeni-uThukela Water is exploring the implementation of an Automated Meter Reading (AMR) Solution. The organisation therefore seeks information from suitable qualified and experienced service provider regarding available AM technology and equipment capable of electronically collecting meter readings and transferring the data into the organisations existing system such as SAP.

RFI PARTICULARS:	
SUBJECT:	Information is requested from the OEMs/ developers or approved sole – exclusive suppliers/distributors/service providers for the Supply, Implementation and support of an Automated Meter Reading (AMR) System.
Date Issued:	26 November 2026
Closing Date:	11 January 2027
Briefing Session	N/A
Closing Time:	15h00
Submission place:	Electronic documents only please – **cposolesource@uuw.co.za**

Purpose of RFI	uMngeni-uThukela Water is requesting information from suitably qualified manufactures/ developers or approved sole – exclusive suppliers/distributors/service providers to supply below listed requirements and unlisted similar requirements. uMngeni-uThukela will assess the RFI responses received and use the outcome to determine RFT or RFP or RFQ with the suitably qualified respondents. It should be noted that this is an RFI only, for determining market/industry participants and does not constitute a commitment, implied or otherwise, that uMngeni-uThukela Water will procure products (goods or services) of the Respondent(s).
RFI Commercial Queries	Name: Bheki Mkhonza Tel: 033 341 1263 Email: Bheki.Mkhonza@uuw.co.za

SUBMISSION PARTICULARS:

Respondents/Prospective providers are required to complete a form for requirement and attach **CONFIRMATION** of being an Original Equipment Manufacturer (OEM), developer, and approved sole - exclusive supplier/distributor/service provider of the listed requirement and unlisted similar requirement. The form is available on uMngeni-uThukela Water Website https://www.umngeni-uthukela.co.za/request-for-information-rfi-suppliers-service-providers/

RFI CONFIDENTIALITY

The information included in the RFI is confidential and only for the Recipient(s) knowledge. The information contained in the RFI submission will be used exclusively for the purposes of determining industry participants.

THIS RFI AND SUBSEQUENT PROCESS

This RFI should not be taken nor understood to be an offer to procure. UMngeni-uThukela Water is under no obligation to accept any proposals submitted under this process and / or any subsequent request for tenders (RFT) or request for proposal (RFP) or request for quotation (RFQ) which may be issued thereafter.

The Participants should take note that this is just a Request for Information; therefore, no business will be awarded through this process however, uMngeni-uThukela Water reserves the right not to continue with the RFT or RFP or RFQ to the qualifying respondents/ participants of the RFI.

REQUIRED REQUIREMENTS

RFI Number	**No.03 UUWCPO-OPS-2026/03**
	TECHNICAL REQUIREMENT
RFI Technical Queries:	Name: Nonkululeko Khuzwayo Tel: 035 902 1098 E-mail: Nonkululeko.Khuzwayo@uuw.co.za
	AMR System and Technology
	Provide a detailed description of the proposed AMR system, including the technology, devices, software and process required to obtain, process and manage meter reading

	data and to ensure compatibility and seamless operations with UUW existing system such as SAP without requiring changes to the existing SAP environment.
	Describe the proposed approach for implementing the AMR system across approximately 1012 meters distributed across the three regions, including methodology and requirements from transitioning from the current manual meter reading process to the proposed electronic process.
	Describe the proposed approach for meter site assessment, with the assessment applicable to all meters of the same type across the three regions.
	Data Collection and Communication
	Describe how meters will be read automatically and how meter reading data will be electronically recorded for use within the UUW existing system.
	Provide details of how meter reading data will be stored and managed, including the availability of historical meter reading data for audit trails.
	Describe how meter reading data will be transferred/adopted from the proposed AMR technology or device to the existing SAP system.
	Describe the type of communication technology and network required by the proposed solution, including the connectivity requirements and network coverage across all three regions.
	Describe how the system will handle communication failures, loss of connectivity or temporary unavailability of the communication network.
	Describe how the proposed AMR system will be adapted to UUW existing SAP system.
	Maintenance, Technical Support and Spares
	Provide details of the servicing intervals, maintenance and technical support that will be required during the implementation and operational phases.
	Provide information on the availability, supply and cost of spare parts, replacement equipment and other consumables required to maintain AMR solution.
	Indicate the expected operational lifespan of the major components of the proposed solutions.
	Cost Breakdown
	Provide an indicative, itemised cost breakdown for the proposed solution, including equipment, software, implementation, installation, training, servicing, maintenance and any other associated costs. Cost should be clearly identified as once-off or recurring costs, where applicable.
	The service provider shall indicate anticipated travel expenses associated with implementation of the AMR project, taking into consideration that UUW meters are geographically dispersed across three regions.
	Meter Suitability
	Confirm compatibility of the proposed AMR solution with the different meter types currently in use across UUW's three operational regions, including mechanical, ultrasonic and magflow meters.

	Indicate whether the existing meters are compatible with the proposed AMR solution and can be accommodated without replacing the existing meters, or whether additional equipment will be required.
	Testing, Calibration and Verification
	Provide details of testing, calibration and verification or any applicable instrumentation.
	Provide details of procedure used to verify the accuracy and reliability of meter readings obtained through the proposed AMR solution.

	DESIRABLE FUNCTIONS
	The AMR system should be capable of identifying and flagging abnormal meter readings or potential meter fault, including unusually high or low consumption.
	Provide details of the key advantages, limitations and potential challenges associated with implementing the proposed system with the existing meters.
	The service provider shall demonstrate compliance with International Standards Organisation (ISO) or any equivalent recognised quality management system standard.
	Indicate whether manual intervention or overriding of AMR readings is supported and describe the applicable process, including • Whether a reading can be manually overridden. • How an incorrect AM reading can be corrected. • What happens when a meter is faulty or unable to provide valid reading. • Whether an estimated reading can be used. • What process/control is followed when this happens.