	REQUEST FOR INFORMATION	Form No: RAND WATER SCM 00051 F Revision No: 01 Effective Date: 01 Nov 2023
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**REQUEST FOR INFORMATION(RFI) FOR MASTER DATA AND REFERENCE DATA
 MANAGEMENT TOOLS INCLUSIVE OF PLANNING, DESIGN, DEVELOPMENT, INSTALLATION,
 MAINTENANCE AND SUPPORT**

ISSUE DATE:	Monday, 17 November 2025		
NON-COMPULSORY BRIEFING SESSION DATE:	None		
BRIEFING SESSION VENUE:	None		
CLOSING DATE:	Monday, 19 January 2026	AT 12 :00pm	

BIDDER INFORMATION				
BIDDER NAME				
POSTAL ADDRESS				
STREET ADDRESS				
TELEPHONE NUMBER	CODE		NUMBER	
CELLPHONE NUMBER				
E-MAIL ADDRESS 1				
E-MAIL ADDRESS 2				
VAT REGISTRATION NUMBER				
SUPPLIER COMPLIANCE STATUS	TAX COMPLIANCE SYSTEM PIN:		CENTRAL SUPPLIER DATABASE No:	MAAA.....
B-BBEE STATUS LEVEL VERIFICATION CERTIFICATE	[TICK APPLICABLE BOX] <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No		B-BBEE STATUS SWORN AFFIDAVIT (EMEs and QSEs)	[TICK APPLICABLE BOX] <input type="checkbox"/> Yes <input type="checkbox"/> No

BIDDING PROCEDURE ENQUIRIES MAY BE DIRECTED TO:			
BUYER		SOURCING MANAGER	
CONTACT PERSON	Jabulile Molema	CONTACT PERSON	Ntikane Radebe
TELEPHONE NUMBER	011 682 0393	TELEPHONE NUMBER	011 682 0208
E-MAIL ADDRESS (Submissions must be made to this address)	JMolema@randwater.co.za	E-MAIL ADDRESS	nradebe@randwater.co.za

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1. DISCLAIMER


This Request for Information (RFI) is issued solely for information and planning purposes and does not constitute a solicitation of bid. While all reasonable care has been taken in preparing this Document, the information has been prepared by Rand Water in good faith, based on information obtained from various sources. However, RAND WATER neither accepts any liability or responsibility for the adequacy, accuracy, or completeness of any of the information or opinions stated herein.

Where expressly stipulated otherwise, no representation or warranty (whether express or implied) is or will be given by the RAND WATER or any of its officers, employees, servants, agents, advisors, or any other person with respect to the information or opinions contained in this Document.

RAND WATER reserves the right to amend, modify or withdraw this Document or any part thereof, or to terminate or amend any of the procedures, processes or requirements detailed in this Document at any time, without prior notice and without liability to compensate or reimburse any Government, Organisation, or person pursuant to such amendment, modification, withdrawal, or termination.

RAND WATER reserves the right to adopt any proposal made by any person responding to this Document at any time and to include such proposal in any documents which may or may not be made available to any other persons responding to this Document, without the obligation or liability to pay any compensation or reimbursement of any nature to any Government, Organisation, or person pursuant to such adoption. The terms and conditions set out in this Document are stipulated for the express benefit of RAND WATER.

This Document is provided solely for the purpose set out herein and is not intended to form any part or basis of any commitment, investment decisions or expectations by the Respondent (responding to this RFI), its shareholders, members, or its lenders outside of this RFI. Each person that accesses this Document must make its own independent assessment of the Project in respect of which it intends submitting a RFI Response, taking such advice (whether professional or otherwise) as it deems necessary. If a portion of the information to be supplied

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is considered commercially sensitive by the respondent, RAND WATER will consider entering into an appropriate Non-Disclosure Agreement. Respondents to this RFI must in addition declare whether, if any part of their submission is a registered Intellectual Property (patent, copyright, etc.)

No Respondent, its shareholders, members, contractors, suppliers or lenders shall have any claim against RAND WATER, its officers, employees, servants, agents or Transaction Advisors, under any circumstances whatsoever, arising out of any matter relating to this RFI, any ancillary matter relating thereto or this Document of any nature whatsoever, including where such claim is based on any act or omission by RAND WATER, or any of its officers, employees, servants, agents or Transaction Advisors of any nature whatsoever, or where such claim is based on the content of, or any omission from, this Document of any nature whatsoever.

2. BACKGROUND

Office of the Chief Operation Officer (COO) Portfolio in Raw Water is establishing a Central Information Management System (CIMS) for the Bulk Water Services (BWS). Water utilities worldwide play a critical role in ensuring sustainable water supply. With increasing population demand and climate change challenges, digital transformation is necessary for efficiency and resource management. Implementing such capability will promote the organization to better manage reports more effectively and efficiently. Rand Water, South Africa's largest bulk water supplier, manages a 3,500 km pipeline network, 58 reservoirs, booster stations, dosing plants, and metering systems, serving 16 million consumers. However, challenges like infrastructure maintenance, data silos, non-revenue water losses, and water quality monitoring require modern digital solutions.


The aim is to request information from a service provider to assist with the planning, design, development, deployment and support following the assessment that was performed in 2024/2025 financial year. This will ensure that BWs source systems would submit a best-fit technology framework and design that will enhance decision making, produce real-time data and information to name a few.

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3. OVERVIEW OF THE REQUIREMENTS

The goal of this RFI is to solicit information from industry to assist the integration, Monitoring and Evaluation (IME) IM division – Chief Operation Officer (COO) Portfolio. Rand Water would like to request potential solution providers to respond to this RFI and take into account the following requirements.

- Planning and change management – the output is Business Requirement Specification (BRS), Costing Management, Change Management (CM), Data Architect Layout, Risk & Security plan, Data Analysis Tools, Skills Sets required / Skills Matrix and Project Management (PM). It is envisaged that these should be completed within 18 – 24 Months.
- Analysis – the output is Data Mapping, Data Dictionary, Process Flows, Data Source Analysis, Business and Data Analysis, Business Rules (with all data aggregation), Data Algorithm. Stakeholder Metrix. It is suggested that all these components are completed within 18 - 24 months.
- System Integration Design – the output is Schema Maps, Conceptual Data Model (CDM), Physical Data Model (PDM), Relationship Mapping, Technical Model Plan, Functional Requirements Specification (FRS), Technical Requirements Specification (TRS), Unit Testing Specification (UTS), Performance Testing (PT), Cross Browser Compatibility Testing (CBT), Integration Testing, System Testing, Diagrams (UML, MML, DDL), Framework Design.
- Reporting – the project should be designed to concurrently with the data integration process design.
- Staging – all the development stage are fully designed as per the framework, then the Central Information Management System (CIMS) will be able to cater all the data from siloed sources such as MAXIMO, SAP, LIMS, etc.
- Integration Framework Development – the development is in attrition and applying AGILE methodologies. The output is UAT, PT, CBCT
- PROD Stage – the staging and development stage are fully tested to design the PROD as per the framework estimated period is 48 months.
- BI – output is reporting such as dashboards, visualisation, etc. Period is estimated to 36 months.
- Implementation and Employment – 18 to 24 months

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- Maintenance – 24 to 36 months.


3.1. REQUIREMENTS

The RAND WATER requires the services of suitably qualified service provider to provide information that will assist in the proper procurement of Master and Reference Data Management Tool and other services including:

- Installation, maintenance, and support of Master Data and Reference Data management tool and the developed solution/s.
- Prerequisites / preplanning by the RAND WATER to enable the service provider to analyze the current RAND WATER Master and Reference Data capability.
- Knowledge Transfer and Training of RAND WATER staff throughout the implementation with regards to the developed solution/s.
- Provide project plan and duration of how the solution will be developed and rolled-out.
- Provide guidance with regards to hosting of Master Data and Reference Data management tool in the cloud within South African borders.

3.1.1. The proposal must demonstrate:

- **Data Integration** - How Master Data and Reference Data tool communicates with Enterprise Integration Platform and using protocols such as: API, ODBC, JDBC, RFC, REST, SOAP, sFTP, SMTP, XML, JSON, CSV.
- **Data Quality Management** - How the Data and Reference Data tool identifies, collects, transforms, and repairs data for the purpose of cleansing of data.
- **Data Access and Distribution** - Provide guidance on the roles and access needed to use the tool.
- **Metadata Management** - How the bidder will create a metadata catalogue capability.
- **Data Governance** - How they will implement security and governance controls, such as role-based access controls and activity audit logs.
- **Master Data Creation and Maintenance** - Demonstrate that the selected tool must be flexible and agile to evolve and adapt to new business needs (ISO 15498).
- **Data Synchronization** - The selected tool must be able to automate the identification, matching, and merging of data across the systems.
- **Hierarchy Management** – How accurate reporting and analysis will be implemented.

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- **Data Lifecycle Management** - Demonstrate the complete lifecycle of master data, from creation to archiving or deletion, in compliance with retention policies and regulations.
- **Data Security and Privacy** – How security measures to control access to sensitive master data will be enforced, to help in ensuring that only authorized individuals can view and modify it (ISO 27001).
- **Data Modelling and Standardization** - Define data models and standards to help ensure uniformity in data structures, formats, and definitions.


4. PROFESSIONAL REQUIREMENTS INDEMNITY

The contractor shall possess the following qualifications as minimum:

- Professional Engineer registered with the Engineering Council of South Africa.
- Shall have worked on pump isolation systems for more than five years and shall provide proof to Rand Water on the projects worked on including contacts.

5. SPECIAL INSTRUCTION TO BIDDERS AND RFI CONDITIONS

- The service provider must be an eligible, registered Service Provider in terms of the applicable laws of the Country and included in the National Treasury Central Supplier Database.
- It is expected of bidders to have their Tax matters in order when the proposals are submitted.
- Companies or Director that are included on the National Treasury register for Restricted Suppliers and/ or Tender Defaulters will be automatically disqualified from the process.
- This RFI is only for information purposes
- The costs of preparing the submission shall not be reimbursed.
- The bidder to provide a comprehensive proposed solution and how it addresses all the requirements
- Also include a proposed Implementation Plan: This should include how the project will be phased and the timing thereof.
- For enquiries contact Supply Chain Management via e-mail address: jmolema@randwater.co.za

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6. MINIMUM SUBMISSION REQUIREMENTS

In addition to the above the expert consultant is required to provide RAND WATER with the following:

- A detailed report describing the conceptual and covering all the capabilities.
- Financing options.
- A high-level Project Plan outlining the tasks to complete and possible timelines in this regard.
- Company Profile and experience.
- However, the Respondents are welcome to submit additional or alternative information over and above the specified format.

7. COST OF REQUEST FOR INFORMATION


Respondents are expected to fully acquaint themselves with the conditions, requirements, and specifications of this RFI before submitting responses. Each Respondent assumes all risks for resource commitment and expenses, direct or indirect, of RFI preparation and participation throughout the RFI process. RAND WATER is not responsible, directly, or indirectly, for any costs incurred by service providers.

8. TERMS AND CONDITIONS

Respondents shall sign a Non-Disclosure Agreement (NDA) with RAND WATER so that they can have access to additional information for this RFI.

RAND WATER reserves the right to.

- ✓ Verify any information contained in a response.
- ✓ Postpone, withdraw, amend, modify, or cancel the RFI process at any time, without prior notice and without liability to compensate or reimburse any person pursuant to such.

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8.1 Submission of RFI Responses


- To facilitate the preparation of the RFI Response, Respondents may access the following website where the Document can be downloaded:

[Rand Water Online Bids Application or https://bids.randwater.co.za/](https://bids.randwater.co.za/)

- The RFI Response, must be submitted to RAND WATER online bid submission by not later than the time and date of Monday 19 January 2026 at 12pm.
- RFI Responses reaching RAND WATER later than the cut-off time and date specified above may, in the RAND WATER's sole discretion, be rejected without further consideration.
- RFI Responses may be submitted prior to the cut-off time and date specified above, however only complete RFI Responses will receive attention from the RAND WATER.
- All costs incurred by a Respondent in connection with this Document and the preparation of its RFI Responses shall be borne by the Respondent.
- Responses submitted by companies must be signed by a person or persons duly authorised thereto in a form of a resolution so passed by the appropriate governing structure or letter of Delegation by an authorised Official of such Company.

8.2 Language of the RFI Response

- The RFI Response and all documents forming part of it shall be in English.
- Any printed literature submitted with the RFI Response may be in another language so long as it is accompanied by an English translation (made by an accredited translator) of the entire document.

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- All correspondence and any other documentation and oral communication exchanged between the Respondent and the organisation shall be in English.

8.3 Further Information

- RAND WATER reserves the right to seek additional information from the Respondent regarding its RFI Response, as it may, in its sole discretion, determine, whether such information has been requested under this Document or otherwise, and may require the Respondent to make oral presentations for clarification purposes or to present supplementary information, in respect of its RFI Response if so, required by the RAND WATER.
- The Respondent may, following the submission of a RFI Response, be requested to engage with RAND WATER. Any meetings are likely to take place at RAND WATER offices, which is at the following address: **522 Impala Road, Glenvista 2058, South Africa.**

8.4 Contact with the Supply Chain Office

- All queries and requests for clarification in respect of this Document must be addressed to the Supply Chain Office of Rand Water. E-mailed or oral requests and queries addressed to persons other than a Supply Chain Official, at the aforementioned address, will not be entertained and will not receive a response. RAND WATER will endeavour, in good faith, to respond to all reasonable written queries and requests for clarification raised by the Respondent Rand Water will provide a final response on clarifications by no later than **ten (10)** calendar days before the closing date.
- The Respondent must give the name and contact details of the person whom it appoints to undertake all contact with the SCM Office in its RFI Response.
- After the submission of its RFI Response, the Respondent may only communicate with RAND WATER through such person and RAND WATER shall be entitled, at

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its sole discretion, to disregard any communication from the Respondent, that does not come from such contact person, and that does not go directly to the Supply Chain Office.