



WASAC Utility
Water & Sanitation Corporation
'Dignifying Life'

**PUBLIC NOTICE ON CLARIFICATIONS AND EXTENSION OF SUBMISSION DEADLINES –
EOI FOR PILOTING BOTH PRE-PAID AND POST-PAID SMART METERS AND RFPS FOR
LICENSING SUPPLIERS FOR THE IMPORTATION AND SALE OF DOMESTIC WATER
METERS.**

Reference is made to the public notice for expression of interests and request for proposals dated 12/06/2025, we hereby inform all interested suppliers that following multiple requests for clarifications and request for extension of submission deadlines from interested prospective bidders, submission of proposals deadline is amended as follows:

Opportunity	Initial deadline	New deadline
RFP for Licensing of Domestic Water Meters	17 th July 2025 at 10:00 a.m. local time	31 st July 2025 at 10:00 a.m. local time
Eoi for Smart Meters Pilot	18 th July 2025 at 10:00 a.m. local time	8 th August 2025 at 10:00 a.m. local time

WASAC Utility Ltd has also compiled and responded to all inquiries received. To ensure transparency and allow bidders sufficient time to review and incorporate the clarifications, the above submission deadlines have been extended accordingly.

Please find attached the document containing the compiled clarifications and official responses to the issues raised by different suppliers. All interested parties are strongly encouraged to consider these clarifications when finalizing their submissions.

Done at Kigali, on

15/07/2025

Sincerely,

[Signature]
Gisele UMUHUMUZA
Managing Director



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**ANNEX OF ANSWERS ON THE REQUEST FOR CLARIFICATIONS ON THE EOI FOR
PILOTING BOTH PRE-PAID AND POST-PAID SMART METERS**

S/N	QUESTIONS	ANSWERS
1	<p>Questions regarding smart meters for households and commercial/industrial connections.</p> <ol style="list-style-type: none"> 1. It is stated that WASAC will determine where the meters are to be installed. This is okay, but may we assume that the 50 + 50 smart meters are to be deployed in 1 or 2 limited geographical areas within 25 kilometers from Kigali or will we possibly have to install the meters all over the country? Clarification on this will help us better understand the technical and financial requirement of the proposal? 2. Geographical information is also relevant to know in advance to consider LoRaWan as an option. LoRaWan gateways have the big advantage that the service provided will not continuously have to pay for data costs per meter, but LoRaWan antennas typically only pick up signals very well within a diameter 2 kilometer or much 	<ol style="list-style-type: none"> 1. Smart meters will be installed in different WASAC's branches countrywide. Some will be installed in Kigali and others outside Kigali. The distance from Kigali to the different branches, vary from one area to another. The furthest Branch is, Rusizi is at 216.3 Km from Kigali. 2. The expected technical proposal should clearly illustrate the technology deployment requirements and the limitations. this will inform the geographical location of the deployment of the technology, especially for the pilot phase.



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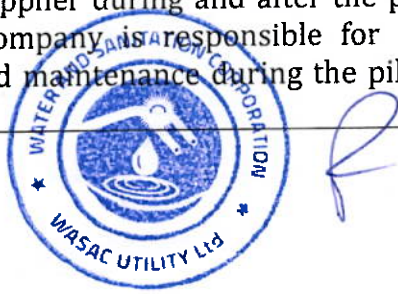
	<p>less if the antenna cannot be fixed in a high position and/or if there a lot of physical barriers.</p> <p>3. We observe that WASAC opts for brass smart meters, but plastic smart meters have a similar lifetime, but are cheaper. We therefore wonder if we can offer a mix of brass and plastic meters?</p> <p>4. The terms "composite" and "brass composite" are used. Are these materials identical? If they are not, kindly elaborate on what you mean by the term "composite."</p> <p>5. Our company has a powerful software that integrates meters' hardware from any manufacturer. In this case we intend to offer the pilot using hardware from 2 manufacturers</p> <p>6. You allow meters to be NB-IoT. May we therefore assume that the NB-IoT network in Rwanda is fully functional?</p> <p>7. Will smart meters provided for the pilot be returned after the pilot, or will they remain the property of</p>	<p>3. In this pilot phase, plastic smart meters are accepted as long as they comply with provided metrological specifications.</p> <p>4. They are not identical. composite is made from plastic resins reinforced with fibers. Brass composite meters' body have a combination of brass and composite materials.</p> <p>5. It is fine. We recommend that details, specifications/advantages/conditions/requirements pertaining to the technologies or the meters you intend to propose be as extensively explained as possible in your proposal and/or submissions.</p> <p>6. This has been suggested as alternative connectivity to be assessed by the vendor as part the of their preliminary pilot feasibility assessment.</p> <p>7. The smart meters supplied for the pilot will remain the property of the supplier during and after the pilot period.</p>
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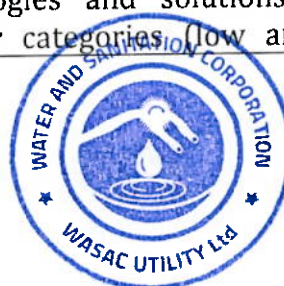
	WASAC? If yes, under which conditions?	
2	<p>Regarding the prepaid meters for public water points</p> <ul style="list-style-type: none"> The EOI does not specify if these meters for public water points need to have the option of functioning as stand-alone meters, meaning no need for kiosk attendants/operators and meaning people also have access to water on 'nonoffice' hours. - Should these meters have an option of multiple taps/outlets or is one outlet sufficient? OIML49 and STS standards are developed for individual meters, but are in this EOI also mentioned as applicable for meters for public water points. Question is: Therefore, whether suppliers of these type of meters don't comply with STS and OIML-49, but otherwise comply with technical specifications will be considered. 	<ul style="list-style-type: none"> The EOI accepts different options to be piloted; hence it is up to the bidder to select/propose what he/she thinks would bring highest added value to his/her proposal. All water meters, including those used at public taps, must comply with OIML R 49 standards, as enforced through national regulations. STS ensures secure transfer of credits through a token based system. customers purchase credit which is then encoded into a 20 - digit token. This token can be consumed via any type of customer interface unit, allowing access to the vending machine: hence the relevance of STS for public tap as well.
3	<p>Regarding the following technical specifications:</p> <ul style="list-style-type: none"> Over-the-air updates: are you referring to the process of updating the firmware or about sending commands to meter, for example commands like open/close valve, change water tariff, etc. 	<ul style="list-style-type: none"> Here over the air updates means the capability of conducting remote upgrade of the hardware firmware and software patching



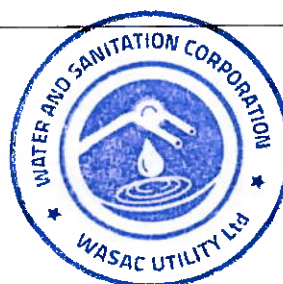
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	<p>Or do you refer to both?</p> <ul style="list-style-type: none"> • Data transfer for monitoring should be automatic or is manual data collection via smart phones allowed? • Prepayment mode: there are different payment modes available for customers, including manual, semi-automated, and fully automated options. Is it your intention for the prepayment mode to be fully automated via mobile money? 	<ul style="list-style-type: none"> • Here an automatic data transfer mechanism is expected • Here the automated payment is expected
4	Does WASAC intend to only test prepaid meters for the residential customers?	Prepaid meters will be piloted on domestic and public taps as mentioned in the EoI
5	Does this also mean that all current residential customers will be switched to prepaid?	This will be concluded after the pilot but the plan is to roll out once the pilot is successful. Prospective suppliers are requested to make sure that results of the pilot phase are in line with the indicated objectives.
6	Could you please share more details about the evaluation criteria for the pilot?	Evaluation criteria also are mentioned in the EoI. With technology, related costs: Capex + operation, etc... will be analyzed. Emphasis will be on the Business & operational metrics for successful pilot as detailed in the EoI.
7	We are humbled to request if we can submit our documents with whatever certificate is available or it's a MUST to have the RSB Certificate?	<p>Certificates from manufacturer's country of origin are accepted and will be submitted to RSB for counter verification. Then, the verification report from RSB will be submitted in the proposal too.</p> <p>Note that the process to get the verification report should not hinder you to submit your proposal at the set deadline but is mandatory to provide a proof that you have made the application to RSB of the samples verification.</p>
8	We just need a clarification on the installation part of it; it's our understanding that the installation of meters to the clients is always done by the	<p>The smart meters supplied for the pilot will remain the property of the supplier during and after the pilot period, therefore, your company is responsible for installation, commissioning and maintenance during the pilot phase of</p> 

	employers (in this case WASAC) technicians but we will give them full support on installation of the software and how to operate it. Please kindly clarify this.	six months. WASAC team will be available to provide assistance where needed.
9	In the documents we are supposed to submit Pre Paid Smart Meters 50 pcs and Post Paid Meters 50 pcs; but our meters are pure smart in the way that the meters can be switched from Pre Paid to Post Paid by the software. So we humbly need clarification if we would just supply 50 units that can be full controlled by software from pre to post	Every supplier is allowed to participate in piloting of pre-paid smart meters or post-paid smart meters or on both. For each option, the requested 50 samples are required.
10	In the tender document we are supposed to install the software needed to WASAC system for pilot reasons; however, based on our experience on pilot we use full functional web link, because the Software need license and there is no pilot/temporary license. upon acceptance of our meters, we will provide full licensed software; please clarify.	It is accepted for the pilot purpose. Your approach of using functional web link is accepted for the pilot purpose. However, the full cost of software acquisition and licensing should be disclosed in your proposal.
11	Can you agree with our suggestion or can the timelines for the EOIL be extended? Note: even if the timelines are extended, functionality testing may take time because of setting up time (antenna, software).	Certificates from manufacturer's country of origin are accepted and will be submitted to RSB for counter verification. Then, the verification report from RSB will be submitted in the proposal too. Note that the process to get the verification report should not hinder you to submit your proposal at the set deadline but is mandatory to provide a proof that you have made the application to RSB of the samples verification.
12	Would you consider any variation that could achieve the same result? For example - the pre-paid options can be	The 50 sample for each type of the smart meters are mandatory to ensure WASAC will understand if the proposed technologies and solutions are suitable for different customer categories (low and middle income



	<p>tested with between 5- 10 meters. We could supply two brands (up to 10 meters each) for your comparison and testing. For the post-paid (Diehl option) it has been tested by WASAC in the past and we could set up a similar test with 10 - 20 meters if this is viable</p>	<p>house), in urban, peri-urban and rural areas and also in areas where the water network pressure is stable and unstable.</p> <p>For purposes of clarity, no linkages with previous piloting should be made. The current EoI is independent of any previous results and/or processes.</p>
13	<p>One more thing to note is that we may not have time to get all the samples tested by RSB before the EOI submission date. Is it possible to provide the RSB certificates after the submission date for the meters we intend to use? Perhaps within 2 weeks of submission? Similarly - would you offer any additional timelines to get the appropriate samples to you as part of our EOI.</p>	<p>Certificates from manufacturer's country of origin are accepted and will be submitted to RSB for counter verification. Then, the verification report from RSB will be submitted in the proposal too.</p> <p>Note that the process to get the verification report should not hinder you to submit your proposal at the set deadline but is mandatory to provide a proof that you have made the application to RSB of the samples verification.</p>
14	<p>Whilst you have indicated that you will test DN15 and DN20 meters - would you be able to give a number or a percentage you intend to test for each as this will give us an indication of the cost of implementation.</p>	<p>You will bring whatever sizes you wish. No mandatory quantities expected per sizes.</p>
15	<p>We notice that you have asked for an integrated shut off valve and an auto shut off on zero credit. Is this needed given these are post-paid meters and the intention is use them with your commercial clients? This will increase the cost and at least from the major quality meter suppliers around the world, this will not be a solution that they will be able to provide.</p>	<p>Ignore the requirement on post-paid smart meters. The requirement is only applicable on pre-paid smart meters</p>



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16	The connectivity that we have tested with you is Radio Frequency 434Mhz and acceptable all around the world. We notice this has not been included in your specifications and would like to know if this form of connectivity would be acceptable. In our experience this would be one of the simplest and most costs effective ways that will give WASAC integrity and control over the system	This can be one of the alternative connectivity options.
17	You mention NB-IoT as a suitable way of communication - please confirm the system is in place with the telecom provider for this. Do note that this can create more costs and possible complications for you as the telecom network will be the owner of the data and you will need to have a long-term agreement in place for your safeguard.	This is also another alternative connectivity which can be used where applicable
18	What is the frequency of readings you require?	Twice per month that is every fifteen days during the pilot phase
19	How large is the area of coverage for the meters? We can provide a drive by solution that would be perfect for an overall solution and if you need a fixed network solution we would need to have an indication on the area of coverage of the meters	This shall depend on the capabilities of the solution(s) to be piloted by each prospective supplier.
20	For the meters is there a need for STS certification - this is pre-paid technology and wanted to confirm if this is still needed?	The STS certification shall be only applied to pre-paid smart meters



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21	<p>Other specification points that we note that may be aligned to digital meter rather than mechanical meters:</p> <ul style="list-style-type: none"> i. Meter status feedback - LCD or LED indicators - if you wish to have mechanical meters (As suggested by the single jet or multijet) then these are usually counter dials. Please confirm if this is the case as the LED indicators you would require an ultrasonic or digital meter; ii. Similar of reverse flow detection and no flow detection - this is possible from the software application but if you need this on the meter then the digital meters are perhaps the ones you require, iii. Data logging for 12 months or more - this will be possible on the software but if you need this on the meter than a digital meter can be programmed to log this rather than a mechanical meter. 	<p>Prospective suppliers to consider the following:</p> <p>. For this pilot, the expected smart meters are mechanical or ultrasonic</p> <p>. Both the reverse flow and data log in will be on the level of the software</p>
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22	<p>Battery being replaceable - this can limit the protocols for IP68.</p> <ul style="list-style-type: none"> i. Post-paid mechanical meters do not have a battery ii. the radio modules or meter interface to ensure the IP68 protocol have a lithium battery that can be programmed to last for 14 years - this is a solution based on the technology used and to preserve battery life and integrity of the communication. Is this a solution you would accept? 	<p>Prospective suppliers to consider the following:</p> <ul style="list-style-type: none"> - Being mechanical or ultrasonic, the smart meters should have batteries
23	<p>API for integration with ERP or billing system:</p> <ul style="list-style-type: none"> i. What billing software/ ERP do you use? Would a CSV file conversion suffice? 	<p>We use an in-house developed billing system with a third party integration capability. Our expectation is to have a direct integration with the smart meter system. However, the CSV file can be accepted only during the pilot phase.</p>
24	<p>Over the air updates - this will mean bi-directional updates - what would be the reason for this. While the software is always up to date - having this on the meter reduces battery life and is not needed if the meter accuracy is already very good.</p>	<p>Over the air updates should enable the hardware firmware upgrades when necessary.</p>



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25	<p>Certificates for water meters - we know that WASAC is very keen on the right metrology for meters. Our recommendation is the following to ensure the same accuracy and robustness of the meter:</p> <ul style="list-style-type: none"> i. ISO 4064 - 1 - 2014 ii. OIML R49 - 1 - 2013 iii. MID type approval 2014/32/EU certification from LNE or PTB - important for WASAC to have credible laboratories issuing certification iv. ACS sanitary certification for potable water - important for WASAC to have the safest water to their customers v. Starting flow rate of minimum 3 liters per hour for DN15 and 8 liters per hour for DN20 - this ensures that WASAC gets the most revenue, and reduces non-revenue water from even the smallest flows vi. The data transmission must be RED certified (this is the most current version of R&TTE) vii. STS as noted above is not applicable for post-paid meters 	<p>Prospective suppliers are requested to comply with the indicated specifications and requirements for the pilot.</p>
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26	Kindly confirm the compatibility (if any) you require with the existing WASAC meters	In case there is need of meter interface units, this should be compatible with WASAC existing meters
27	Shall we submit sample meter like 2 pcs first together with the EOI Doc. for Smart Water Meter? for evaluation & test purpose of WASAC, or we shall directly send all the Pilot Equipment (50pcs for each solution) directly with EOI Doc.	As stated in the EOI document, each interested supplier is required to submit the complete set of pilot equipment, specifically, 50 units for each proposed solution together with their EOI submission. This is to facilitate a comprehensive technical evaluation and field testing process by WASAC.

****General Note: For other concerns refer to the disclaimers in the shared EOI**



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