



Memorandum of information European tender 'Verification of the African Bio-digester Component (ABC)

Date: 26 January 2022

In this memorandum of information, the contracting authority provides answers to the questions asked and remarks posted in the context of the above-mentioned European tender. This memorandum of information forms an integral part of the tender document Verification of the African Bio-digester Component (ABC) (with reference IUC 202110139).

Question	Chapter/ Paragraph from the selection instructions/the tender document	Question	Answer
1.	Tenderdocument EnDev Verification ABC 1.0 def p7	Will the IVA – in future – also include verification of cookstoves related to SEE-HTCC?	It is not anticipated at this point that the IVA will be doing any additional verification work of other programs.
2.	Tenderdocument EnDev Verification ABC 1.0 def p7	Is it correct to conclude that in addition to the RBF verification, the IVA will also undertake more general monitoring of ABC progress (e.g. on ABC result indicators) through phone calls and field visits to households?	The main purpose of verification is to verify if the requirements for paying out results-based finance incentives have been met. Meaning; the main role of the IVA is verification of results as uploaded (data on Taroworks/ salesforce) physical verification serves as triangulation of results obtained in digital and phone-based checks. However, additional information – for example on satisfaction - will be obtained. The IVA is asked to execute additional phone-based surveys that relate to general monitoring on KPI's. Additional components include: 1. Assessing functionality of bio-digesters and associated customer satisfaction. 2. Identifying non-performance of biogas enterprises (user satisfaction) 3. Prevention of subsidy related fraud.



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			4. Timely and accurate reporting to donor on progress. 5. Input for Monitoring, Evaluation and Learning.
3.	Tenderdocument EnDev Verification ABC 1.0 def p16	What is the scope of the Verification Handbook which will have to be provided by the IVA in the 2 nd week of April? Will it include all required information, e.g. the eligibility criteria for Biogas Enterprises (BEs) and their technology & related services to participate in the RBF scheme? Is it realistic to assume that the IVA will deliver this Handbook by that time? Is the LI assumed to pass on this Handbook (in the local language) without any additional elaboration by the LIs to the BEs and FIs in the country?	Through previous programs we've developed a blueprint and all necessary components for the IVA. RVO is open to additional insights from the IVA, but core components being 1) alignment of data provided by BE's and FI's. 2) 100% phone-based verification 3) minimum 10% (randomized) field visits and 100% field visits of non-response are set. Additional market-research reports are needed to be implemented alongside of the core verification activities. In this process there will be coordination with LI and IVA (and IVA may consult LI) but IVA is independent and in the lead of this process. RVO does support the notion of IVA having contact with the LI's. Lessons learned from ABPP and SDG7Results will be taken into account and therefore the handbook can be finalized quickly. Eligibility criteria are up to the LI's who will sign cooperation agreements with biogas enterprises related to the RBF.
4.	Tenderdocument EnDev Verification ABC 1.0 def p7	Would it be thinkable to have the installation of ABC biogas enterprises started earlier than the IVA is in place?	Yes, but payment can only be done after verification of IVA and positive payment advice.
5.	Tenderdocument EnDev Verification ABC 1.0 def p14	Is a (draft) ToR for the Finance Facility Agent (FFA) available, and by when will this agent be contracted by RVO?	No, the TOR is currently under development. Once it is published it will be shared with the Lead Implementers, IVA and other interested parties.
6.	Tenderdocument EnDev Verification ABC 1.0 def p7	Is it correct to assume that the IVA will apply a Customer Call Centre(s) (CCC) for the phone-based verifications which cannot call back and not will service as a Customer Service Centre (CSC)	The core objective of the IVA is verification. Any additional contact to the households that is deemed necessary (and is executed by the Lead Implementer or other parties) will therefore be additional to the activities of the IVA.



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		will do? There will be parallel flows of calls to the households from a range of different actors: BE/CSC, IVA/CCC, Gov/CSC, LI, FI, DOE (for carbon verification). Could this create confusion for the customers?	
7.	Tenderdocument EnDev Verification ABC 1.0 def p25	Which actor will decide on the eligibility criteria for BE's/ FI's and their technology & related services to participate in the RBF scheme, and when passed, enter into a contract with the BE's? As the conditions by country will differ, could these criteria be determined at country level and thus differ by country?	These are determined by the LI and may indeed differ per country, as long as a level playing field is created between companies.
8.	Tenderdocument EnDev Verification ABC 1.0 def p25	Can the RBF level to BE's be dependent on the grading of the company, with A-graded companies getting the highest incentive and C-graded companies getting the lowest?	In principle the design of the RBF is up to the LI. RVO is consulted on the design, but the mandate is with the LI.
9.	Tenderdocument EnDev Verification ABC 1.0 def p25	What will be the unequivocal trigger(s) for the verification of the first RBF instalment?	The IVA will check whether the biodigesters is functional, delivers gas and results in satisfied end-users. If this is not the case or end-users are not reached a physical visit will need to take place to confirm the verification and assess problems.
10.	Tenderdocument EnDev Verification ABC 1.0 def p12	Would it be possible to limit the time for the phone-based verification by the IVA of the first RBF instalment to maximum 5 working days after registration of the digester by the BE?	In the tender we have discussed at least between 2 and 4 weeks. The IVA can suggest anything sooner, faster and quicker than that. However, we decided on the 2 weeks after building the digester to make sure the process of gas-provision is there for now. This may change if, with support of the LI, the BE themselves provide the data after gas works in the kitchens. If that's the case, the process can start sooner.
11.		Will the second RBF instalment after 12-14 months not become too late for the BEs to be effective? Could we think of RBF in just	The reason not to do so is because that would take away the aftersales incentives which are considered to be quite important for the overall



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		one instalment which will also reduce the administrative burden?	programme.
12.	Tenderdocument EnDev Verification ABC 1.0 def p17	In case a second RBF instalment will be pursued, how to make sure that 'digester operational' and 'after sales service provided' can be translated into unequivocal triggers? Will this second instalment follow the same verification methodology, phoned-based and field visits?	If the household has gas and is satisfied this is a positive payment signal. In case there are problems and they have been addressed the payment can still be made. If problems have not been addressed there will be no RBF and the LI has a reason to address this with the specific enterprise.
13.	Tenderdocument EnDev Verification ABC 1.0 def p14	Which actor will decide on the eligibility criteria for FIs and their product & services to participate in the RBF scheme, and when passed, enter into a contract with the FIs?	The design will be made by the access to finance implementer (the Finance Facility Agency) in consultation with the LI. The RBF incentives are paid by the LI, who will therefore have to engage in a contract with the FI.
14.	Tenderdocument EnDev Verification ABC 1.0 def p14	Can BE's also be considered as FI's if they provide financing to households, and being eligible for RBF?	We have seen in-country BE's providing finance supporting the acceptance and purchasing power of end-users. BE's providing finance can be of great importance for the program and to be eligible for RBF the BE should resemble similar scrutiny and professionalism as local FIs.
15.	Tenderdocument EnDev Verification ABC 1.0 def p12	Will it be mandatory for the IVA to apply TaroWorks and Salesforce?	Yes, we have included that in the tender. LI's and BE's have been positive regarding the experience and usage of these. Building on what has been proven to work streamlines part of the IVA process.
16.	Tenderdocument EnDev Verification ABC 1.0 def p12	Which party is supposed to pay for the platform and tools?	The platform to showcase the information around verification is expected to be developed by the IVA. TaroWorks is free software (in many cases already in use). BE's taking part of the RBF-scheme will purchase (feature) smart phones themselves.
17.	Tenderdocument EnDev Verification ABC 1.0 def p9	Who will have access to the verification process (IVA, RVO, LI, BEs, FIs, Gov)?	IVA is independent and implements a standalone process. The process itself is as implemented by the IVA and its output are directly provided by the IVA to the LI with additional information to RVO. LI's will receive RBF payment advice from IVA (and signals in case of quality issues or potential fraud). Annual



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			reports, final reporting and pre-planned market reports developed by the IVA will be broadly shared.
18.	Tenderdocument EnDev Verification ABC 1.0 def p11	Is it expected that the IVA will establish its own Customer or contract an existing Customer Call Centre in each country, also to conduct the field visits?	The IVA does not operate as a customer call centre. The IVA executes verification, of which additional satisfaction questions are added. The IVA will be responsible to execute physical verification after the analyses of data provided and phone-based verification. When end-users are not satisfied or digesters are not working we would recommend the LI and/ or BE joins the IVA in physical verification visits. This can help improve performance of BE's and identify problems early. The mandate to decide on whether to do this together is with IVA as lead in the process (and dependent on content in tender).
19.	Tenderdocument EnDev Verification ABC 1.0 def p13	Is the predefined questionnaire for phone-based verification and field visits already available for comment by LIs?	Not yet. These are still to be designed. These are to be developed in consultation with LI's.
20.	Tenderdocument EnDev Verification ABC 1.0 def p12	Would it be a good practice – you think – if the LI will disburse the RBF for IVA verified biodigesters to the BEs and FIs on a monthly basis?	We would strongly prefer minimal delays. Meaning; as soon as after the payment advice is given via the IVA the payment takes place. This means a good and clear connection between the IVA and LI are needed. The IVA will bring the systems in place to guarantee the flow of verified data efficiently and effectively to the LI. The LI is in charge of the disbursement of the RBF incentives.
21.	Tenderdocument EnDev Verification ABC 1.0 def p9	Do you expect that the IVA will be able to verify 100% through phone (50,250 digesters) and 10-15% through field visits (5,025 to 7,538 digesters), provided the available budget and available time?	The figures have been designed with key stakeholders and communicated and agreed upon with the Netherlands Ministry of Foreign Affairs. As RVO we are confident that this is reachable, but, most of all, needed for the process. Keeping in mind that the program applies a zero tolerance mechanism to fraud. In practice, this means that the IVA does not have to visit all the other digesters of a BE that has been reported for fraud.
22.	Tenderdocument EnDev Verification	That the Tenderer has a sufficient level of professional and/or statutory liability insurance for the fulfilment of the assignment and that in the event of the Contract being awarded to him, will	For safety and legal reasons, the IVA needs to be sufficiently insured throughout the project lifecycle. Additional insurance and regulations may be included by the IVA, as long as a sufficient level of professional and/ or



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	ABC 1.0 def p22	remain sufficiently insured throughout the duration of the assignment(s). We suggest to declare a sufficient level of professional and/or statutory liability insurance for the fulfillment of the assignment. Could you please confirm that this suffices?	statutory liability insurance is met throughout the duration of the assignment.
23.	Tenderdocument EnDev Verification ABC 1.0 def p18	"It is expected the IVA will perform at least 3 market studies based on a questionnaire to be prepared by LI and RVO. "	The main role of the IVA is related to performing verification. However, additional information that comes from operating in the target countries may be gathered. Based on insights and needs from the program, the IVA will conduct three (3) additional market studies.
24.	Tenderdocument EnDev Verification ABC 1.0 def p14	This includes RBF-incentives for financial institutions to increase the uptake of loans for buying bio digesters. Is it required that the one who will take the loan from the FI will also be the end user of the bio-digester?	These are indeed connected. The IVA will map the loans used directly for the purchase of the biogas digesters. Loans taken up for other purposes go beyond the scope of the IVA.
25.	Tenderdocument EnDev Verification ABC 1.0 def p13	The verification reports will include an overview of the digesters for which the RBF incentive can be disbursed and the digesters for which irregularities are found. How will the requested subsidy be calculated? E.g. based on subsidy bid per biodigester?	The RBF-scheme is rewarded for each digester build or each loan provided. The disbursement of the RBF-incentives is with the LI and is based on the data provided by the IVA.



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26.	Tenderdocument EnDev Verification ABC 1.0 def p11	Regarding fraud. Could you please confirm that the biogas enterprises, the LIs and the FIs all need to acknowledge and sign the code of conduct?	The eligibility criteria and selection procedures are with the LI. As prevention of fraud is of the utmost importance, it is to be expected that LI's put measures in place to prevent fraud.
27.	Tenderdocument EnDev Verification ABC 1.0 def, p11	Field visits From your experience (e.g. ABPP programme) how many biodigesters could be on average verified in one day (per method)?	As ABPP had a different verification methodology in place, we cannot provide details on averages. We leave this to be designed by the IVA. .
28.	Tenderdocument EnDev Verification ABC 1.0 def, p11	Phone-based verification How do you define if "after sales service has been provided"?	After sales refers to the treatment of customers/ end-users in the aftermath of a sale. This includes things such as maintenance and modifications where needed. It is an important part of the overall program as it also influences the long-term reputation and possible future sales. After the IVA has signaled anomalies/ problems with the digesters and unsatisfied end-users, the IVA will have to perform field visits (likely together with LI's and BE's). Only after providing after sales services and having dealt successfully with any problems the disbursement of the RBF-incentives take place.
29.	Tenderdocument EnDev Verification ABC 1.0 def, p.11	Phone-based verification Will disbursement be only provided if after 12 to 14 months the IVA verified the biodigester is still operational?	The LI will disburse RBF shortly after the positive verification as provided by the IVA between the 2 to 4 weeks after the digester was placed <u>constructed or installed</u> . The second disbursement is an additional quality and customer satisfaction check that provides additional incentives to the market and insights to the program implementers. An average biodigester is expected last over 20 years.
30.	Tenderdocument EnDev Verification	In what way (format) can the data of the FI's be shared with us? Would there be an opportunity for an interface to their systems?	The yet to be selected access to finance implementer (the Finance Facility Agency) is involved in the selection of the FI's and will assist in provision of the data. The IVA can co-develop a system that benefits the flow of the work.



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	ABC 1.0 def, p10		
31.	Tenderdocument EnDev Verification ABC 1.0 def, p10	What data is expected from FI's that can be used for (digital) verification?	This will include names, address, telephone-numbers and size of loan.
32.	enderdocument EnDev Verification ABC 1.0 def, p10	Do we need to send data back to TaroWorks/SalesForce?	The IVA does not need to send any information back to TaroWorks/ Salesforce.
33.	enderdocument EnDev Verification ABC 1.0 def P10	Are there additional data other than TaroWorks/Salesforce available from the biogas enterprises (BE's)?	The BE's upload their information directly into TaroWorks. This includes key data to start the verification process (Containing consumer information (contact details), GISinformation and pictures of installations). This is the main data coming from the BE to the IVA. However, the IVA will be in contact with key players, including the LI and access to finance implementer (Finance Facility Agent) for additional information.
34.	Tenderdocument EnDev Verification ABC 1.0 def P10	How often is updated/new data from biogas enterprises expected to be shared?	The provision of data by the BE's is up to the BE's themselves. It is expected that the BE's upload the information directly after implementation, but it can also be after the bio-digester provides gas. The design of this may differ per country.
35.	Tenderdocument EnDev Verification ABC 1.0 def p10	With how many Taroworks/SalesForce systems do we need to connect?	As the RBF-process is led by the LI, this is to be provided. Do know that the data provided to the IVA can be aggregated and merged. The amount of BE's working with the RBF-scheme of ABC may differ strongly per country. For Kenya we expect less than 60 companies to take part, for Uganda, Burkina Faso, Mali and Niger initially less than 20. These numbers may be increased throughout implementation and should be considered as a rough estimate.
36.	Tenderdocument	How will the Taroworks/SalesForce data be sent to the IVA? Can we connect to SalesForce via an API?	The data will be uploaded by the BE into the database and will be directly available for the IVA. The IVA manages the salesforce data and is free to alter



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	EnDev Verification ABC 1.0 def, 10		for purpose of verificatoin. Data will include consumer information such as contact details, GIS information on the sight of the digester and pictures of the installation. You can interact with Salesforce data via the user interface and via an API.
37.	Tenderdocument EnDev Verification ABC 1.0 def, p10	Additional data will be provided by the (to be installed) finance facility agent on the financial incentives provided by the LI towards financial institutions What is the exact role of a 'finance facility agency' in the ABC programme?	The Finance Facility Agency is to support, advice and strengthen the ABC-program regarding access to finance with the sector. It will support both the LI as the in-country FI's and is in charge of designing the criteria for FI's to join the RBF-scheme. The Finance Facility Agent is still to be selected under the program.
38.	Tenderdocument EnDev Verification ABC 1.0 def, p10	FI's will directly link to the IVA for RBF incentive reporting. Additional data will be provided by the (to be installed) finance facility agent on the financial incentives provided by the LI towards financial institutions (MFI's, banks etc.). Data will be handed over to the IVA for further verification procedures The schematic overview of 'Verification of loans provided by FI's to end users' on page 14 does not show the link between the IVA and the finance facility agent. What is the relation between IVA, FI, FFA and end-user/investor regarding the verification of loans provided to end-users?	The line does not go to the IVA as the main role of the Finance Facility Agency is to support, advice and strengthen both the LI as the in-country FI's. The disbursement of RBF-incentives to FI's happens via the LI (not the Finance Facility agent) based on data provided by the IVA. Although the Finance Facility Agent is still to be selected under the program it is likely that the IVA will be in contact with the FFA. However, the FFA does not provide the RBF-incentives themselves and will not provide the content of the loans (this will be done by the FI themselves directly to the IVA).
39.	Tenderdocument EnDev Verification ABC 1.0 def, p10	Digital verification of loans provided To what extent are data from FI's complementary to data received from biogas enterprises? In other words, is the data coming from FI's linked to only these biogas enterprises in scope of the ABC Programme?	Since BE's themselves can offer loans to end-users, the provision of data on loans to end-users can be provided by both FI's and BE's. The RBF-scheme related to the FI's is for end-user finance. Meaning; the loans are specifically aimed to improve the ability to purchase a digester.



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40.	Tenderdocument EnDev Verification ABC 1.0 def, p10	Based on the protocol proposed by RVO the IVA may suggest improvements to the designed approach. To what extent is there an opportunity to improve the designed approach? What part of the protocol is set and where can the IVA make suggestions for improvement?	Through experience and needs provided by the program, LI's and BE's the protocol has its mandatory components. There is no room for adjustment on the need for 100% phone-based verification, the minimum amount of field visits or the reporting. However, RVO is open for all innovations, insights and improvements on top of these mandatory components.
41.	Tenderdocument EnDev Verification ABC 1.0 def, p10	End-user RBF incentives will be disbursed from the LI to FI's. How is the loan default rate incorporated into the disbursement calculations?	The yet to be selected access to finance implementer (the Finance Facility Agency), in alignment with the LI, is responsible for the design and criteria for involvement in the RBF-scheme. However, we do not expect the default rates of loans provided to end-users to influence the RBF-disbursement.
42.	Tenderdocument EnDev Verification ABC 1.0 def, p10	End-user RBF incentives will be disbursed from the LI to FI's. What are the requirements to be complied with by financial institutions to receive disbursements from the LI?	In alignment with program, the access to finance implementer (the Finance Facility Agency) designs these requirements in consult with the LI. The RBF incentives are paid by the LI, who will therefore have to engage in a contract with the FI. The access to finance implementer (Finance Facility Agency) is yet to be selected. One guiding principle is that the loans are used for purchase of the bio-digester. Only after positive verification and official reporting by the IVA, the LI can disburse the RBF incentives.
43.	Tenderdocument EnDev Verification ABC 1.0 def, p10	and one is targeting financial institutions to increase risk appetite and interest in financing bio-digesters. What are the selection criteria applied to FI's that are supported by the ABC programme in financing bio-digesters?	The LI is responsible for the selection criteria of the FI's. RVO is consulted in this, but the mandate is with the LI. Due to differing in-country context and different LI's, the selection criteria may differ per country.
44.	Tenderdocument EnDev Verification ABC 1.0 def, p10	and one is targeting financial institutions to increase risk appetite and interest in financing bio-digesters. How many FI's are involved in the ABC programme?	Eligibility criteria and selection of FI's runs via the access to finance implementer under the program (the Finance Facility Agency), in close consult with the LI. The official selection of FI's eligible for the RBF-scheme has not taken place. It is to be expected that more matured markets (especially Kenya) will have more FI's involved.
45.	Tenderdocument	The programme will comprise of two forms of RBF. One is to support biogas enterprises in scaling their business	Eligibility criteria and selection of BE's runs via the LI, in consult with RVO. The official selection of BE's eligible for the RBF-scheme has not taken place. It is to



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	EnDev Verification ABC 1.0 def, p9	How many service providers (i.e. biogas enterprises) are involved in the ABC programme?	be expected that more matured markets (especially Kenya) will have more BE's involved.
46.	Tenderdocument EnDev Verification ABC 1.0 def, p9	The intervention will result in the installation of at least 50.000 small scale bio-digesters in Kenya, Uganda, Burkina Faso, Niger and Mali What is the (expected) geographical spread of the biodigesters in the 5 countries in scope?	Expected spread in the lifespan of the project: Kenya (small-scale): approx. 20,000 Kenya (medium-scale): approx. 250 Uganda: approx. 8,000 Burkina Faso: approx. 12,000 Niger: approx. 3,700 Mali approx. 6,300
47.	Tenderdocument EnDev Verification ABC 1.0 def, p9	The intervention will result in the installation of at least 50.000 small scale bio-digesters. In addition, the intervention will result in the construction and operation of 250 medium scale bio-digesters. This will result in mature markets. These markets will continue to scale and provide energy access without public support. In Mali and Niger, ABC will help develop basic market foundations When is the state of 'mature market' reached and what is the definition of basic market foundations?	These terms are based on the definition as presented in the EAMD-model on Energypedia; (see EAMD model here). We expect the market to mature in Kenya and Uganda (and to a lower extend in Burkina Faso). A market reaches maturity when sales continue to grow, but at a declining rate as a result of having reached a pivotal number of end-users. Another component of a mature market is with the BE's (biogas enterprises) that reach a certain level of growth that they become more self-sustainable. For Mali and Niger the concept of biogas is much more new (as they have not previously been developed under the ABPP program Basic market foundations are installments of components and actors on which a market can develop and grow.
48.	Tenderdocument EnDev Verification ABC 1.0 def, p9	It will leverage existing partnerships and seeks synergies with ongoing agricultural programs of existing donors and beyond. What partnerships and agricultural programs do already exist and are of relevance to the ABC programme?	ABC builds on the results of the Africa Biogas Partnership Program (ABPP) in Kenya, Uganda and Burkina Faso (2014-2019) which brought both knowledge, partnerships and in-country contacts. Based on that program and other RVO related projects the following organizations and programs have been identified: -Clean Cooking Alliance (Spark), World Bank-ESMAP (clean cooking fund, Uganda energy scale-up), IFAD (MERIT), SNV (Drylands program, 2SCALE, EJOM), Agitera (biogas program), CiDev (carbon finance), FMO (biogas credit



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			lines), Get.Invest (finance catalyst), Climate Innovation Centres. ↗
49.	Tenderdocument EnDev Verification ABC 1.0 def p9	The activity will be brought under the umbrella of SEE-CC and is executed in partnership with EnDev to synergize with EnDev's increased emphasis on business development support to local companies What is the role and are the responsibilities of EnDev in the ABC programme?	ABC is an associated program with its activities carried out in partnership with the larger Energising Development (EnDev) programme. EnDev is a program related to SDG7 (universal access to energy) and delivers permanent access to modern energy technologies and services. The program focuses on households, social institutes, and small to medium-sized enterprises in developing countries. EnDev's projects take place in 20 countries in Africa, Asia, and Latin America. RVO coordinates the EnDev program together with a German partner, the Gesellschaft für Internationale Zusammenarbeit (GIZ). ABC is an associated program that is connected to the larger work, but is not implemented as the larger EnDev Programme, but does seek synergies to amplify its impact.