

Terms of Reference for Independent Verification Agents (IVA)

Project Name: Inclusive Markets for Energy Efficiency in Uganda (IMEU)

Implementing Organisation: SNV Netherlands Development Organisation **Donor:** Swedish Embassy in Uganda.

1. Background

SNV is a mission-driven global development partner, rooted in the contexts and societies where we work. Inspired by the transformational principles and objectives set out by the SDGs, we are committed to building resilient agri-food systems that deliver food security and adequate nutrition; to increasing the reliability and availability of water and sanitation at an acceptable quantity and quality; and to improving access to affordable and sustainable energy for all. In doing so, we aim to strengthen institutions, markets, and effective governance within and across the agri-food, energy, and water sectors, reducing gender inequalities and barriers to social inclusion, and enabling adaptation and mitigation to the climate and biodiversity crises.

In December, SNV received funding from the Swedish International Development Cooperation Agency (SIDA) to implement the Inclusive Markets for Energy Efficiency in Uganda, phase II (IMEU-II) Project, a three-year programme (2025-2028).

The IMEU-II goal is to improve the livelihoods of households and increase the resilience and competitiveness of businesses and Social Institutions (SI) through the scaled adoption of EE technologies and practices.

The project aims to achieve the following objectives.

1. Create a strong, diverse, and sustainable Supply ecosystem for quality EE products and services.
2. Increase access to EE products and services for businesses, households, and institutions
3. Strengthening the Policy, regulatory, and institutional framework for the growth of EE markets

The project will be implemented in selected 36 districts and cities in Uganda, promoting energy efficiency technologies targeting households, businesses, and social institutions.

IMEU-II is implementing a Results-Based Financing (RBF) mechanism to catalyse the adoption, distribution, and sustained use of energy-efficient (EE) technologies among households, businesses, and social institutions in Uganda. The RBF provides performance-based incentives to eligible private and social enterprises that deliver verified results—such as sales, installations, outreach, and service delivery.

To ensure transparency, credibility, integrity, and quality assurance of results reported by participating enterprises, IMEU-II seeks to contract an Independent Verification Agency (IVA). The

IVA will independently verify reported results, assess compliance with RBF eligibility and performance criteria, and provide basis for payments approval based on verified performance.

2. Objectives of the Independent Verification.

The purpose of commissioning the IVA is to:

- i. Provide independent, objective, and credible verification of results reported by RBF participants.
- ii. Validate that results meet IMEU RBF Standards, guidelines, and verification protocols.
- iii. Strengthen accountability, transparency, and performance integrity.
- iv. Recommend eligible payments to the RBF Fund Manager.
- v. Identify risks, fraud, inconsistencies, or quality issues.

The Verification report will be one of the sources that will support IMEU-II to decide on a (partial or full) award of the claim and release the cash transfer accordingly.

3. Scope of activities

The IVA will support the compilation of the Claim Verification Report based on the following activities

1. Document review and phone verification to provide a basis for field verification
2. Field survey to ascertain at retailers and end-users, the number of products/services sold/provided.
3. Triangulate the findings of document review, phone verification and field survey and develop a comprehensive verification report detailing the validity of the products and services sold or provided.

The necessary steps to deliver the objectives referred to above are explained in more detail below:

i. Necessary pre-verification tasks

The IVA may be required to participate in the pre-verification planning visits and meetings akin to audit planning. The outputs of this activity shall include, but are not limited to, a work plan, implementation strategy, methodology, relevant implementation tools, and reporting templates.

ii. Review of reports and relevant documentation

The IVA will support reviewing incentive claim reports by verifying that:

- a) The originating organisation is properly identified.

- b) The details of the retailer/end users are complete, including but not limited to:
- Full names of the purchasers/users and phone contact
 - Exact geographic location of the users
 - Specifications of the products that have been supplied, including serial numbers
 - Specification of the type of service provided
 - Date of purchase/delivery
 - Product category
 - Payment price for the product/services
 - Condition of the products supplied
 - Whether warranty & after-sales services are offered by the recipient

iii. Field Verification

- a) The IVA will undertake field verifications with sampled households, businesses, and institutions. The specific locations to be visited shall be as per Table 1 below:

Table 1: Geographical scope

Sub Region	District/City
Tooro	Fort Portal, Kabarole, Bunyangabu, Kasese
Bunyoro	Masindi, Kiryandongo, Hoima
Ankole	Bushenyi, Sheema, Rubirizi, Buhweju, Mitooma
Buganda	Kampala, Wakiso, Mukono, Luwero, Kayunga, Mubende, Mityana
Busoga	Jinja, Iganga, Mayuge, Kamuli
Bugisu	Mbale, Sironko,
Teso	Soroti, Kumi, Amuria, Katakwi
Lango	Lira, Oyam, Kole, Dokolo,
Acholi	Gulu, Omoro, and Nwoya

Other considerations for field verification shall include;

- An appropriate sample (from the total submitted claims in the claims log) of at least 30% for phone calls and 15% for field verification.
 - Specifically, identified users highlighted for follow-up during phone verifications
 - Targeting issues highlighted during telephone verification and/or document review.
- b) The IVA will carry out a field visit to Energy Service Provider Companies (ESPCs), perform primary document review at source, and identify cases or sample of users for follow-up. In the follow-up, the IVA will be expected to;

- Carry out interviews in a language well understood by the user
 - Collect answers from customers (users)/retailers to a set of pre-defined questions
 - Carry out interviews with retailers to verify details of the transactions
- c) Additionally, these field visits will also be used to validate existence, functionality, installation quality, and user satisfaction. The IVA shall, among others, capture additional monitoring and impact data, as well as collect data on the company and market development to inform the review process of the RBF projects.
- The IVA will be required to provide GPS coordinates of the visited households, social institutions, and businesses
 - Take pictures of ESCOs/ESPCs staff and end-users (subject to their consent) and their products.

4. Reporting

The IVA will document the findings in English related to the field verification processes:

- a) Present the findings of the verification exercise and field observations after concluding the verification exercise
- b) Submit, in the reports, pictures of the energy efficiency products (including serial number) taken during the verification process
- c) The IVA will be responsible for reporting errors or omissions on the reported sales
- d) The IVA will report on sampled sales, stating the verified vs. reported results, discrepancies, and recommendations, and suggest corrective actions.

5. Key Deliverables

- a) Inception report

The inception report shall, at a minimum, state the proposed methodology/approach to the verification, clearly highlighting the sampling procedures, sample size, verification plan, and tools for use, and the structure of the verification report.
- b) Verification report per ESPC, comprising:
 - Document review findings
 - Phone verification findings
 - Field verification findings
 - Triangulated findings
 - Observations and Recommendations
- c) Primary and secondary data collected during the assignment as per the specific task requested by SNV. This includes both the original and cleaned verified datasheets for each ESPC.

- d) Pictures from the field per unit sold (serial number)/connection.
- e) End of assignment report. This should provide a comprehensive presentation of the key observations during the verification, a trends analysis, improvements made, lessons learned, and recommendations to better future similar undertakings.

6. Reporting Arrangements

The IVA shall report to the Project manager with a copy to the project MEL Advisor, and MDF Advisor. The IVA shall work directly with the project manager for administrative support, while the MEL Advisor and MDF Advisor shall support the technical aspects of the assignment.

7. Ethical requirements

The IVA shall be required to ensure.

- Confidentiality.
- Compliance with Uganda Data Protection and Privacy Act (2019).
- SNV Safeguarding, ethics, and anti-fraud policies.
- No conflict of interest.

8. Application Requirements

- a) Company profile and CVs of the proposed team members of the IVA, accompanied by a letter of expression of interest. Clear methodology of how the assignment will be conducted. Timelines when the activity will be completed. Show a clear understanding of the TOR.
- b) Proof of experience in similar assignments with references.
- c) Financial proposal including all operating costs and professional fees to carry out this assignment.
- d) Lead personnel must have qualifications and at least 7 years' experience in process and financial auditing
- e) Support personnel must have at least 3 years' experience in conducting monitoring/evaluations; sales data processing, analysis, and reporting.

9. Deadline for proposals submission

All the proposals must be submitted by the **13th February 2026** through the e-mail: ugandatenders@snv.org. Please indicate submission of proposals for IVA consultancy in the subject line. Applicants shall use the period between **27th to 30th January 2026** to seek clarification on the task/assignment.

10. Required document for submission

Interested consultants/firms are required to submit the following:

A) Preliminary Requirements

1. Company profile
2. Certificate of Incorporation/Registration
3. Copy of Memorandum & Articles of Association
4. Valid Trading License
5. Current Tax Clearance Certificate addressed to SNV (TIN :1000112373)
6. Last 2 years (2023 & 2024) audit reports showing financial soundness to handle the services

B) Technical proposal with the following details:

1. Understanding of the assignment
2. Methodology and approach to be used based business model canvas
3. Operational plan with clear timeline
4. CVs of the proposed team

B) Financial proposal (in Uganda Shillings)

Submit a detailed financial proposal with a breakdown of days and fees per consultant proposed for this consultancy. The fees should also include travel costs and other administrative costs.

C) Past Performance – three references

Applicants must prove that they have enough experience in assignments comparable with the work they are bidding for in terms of scope and complexity. Applicants must prove this experience using only and exactly three references for similar work they have done in the last 2 years

11. Selection criteria

	Criteria	Maximum score
1	Past Performance and Capacity of the Firm – Quality and relevance of previous work conducted by the firm, which can be ascertained by a certificate of completion or a recommendation from the contracting authority.	20

2	Technical Proposal – The firm should demonstrate the following. <ul style="list-style-type: none"> 1. A clear understanding of the assignment and submit a clear synthesis of how it will meet the requirements in all sections 2. A viable and appropriate methodology and sampling strategy that guarantees transparent verification of sales claims. 3. A realistic operational plan for verification of sales reports. 	40
3	Expertise and Experience of the consultant's team – Qualifications and relevant experience of the key personnel (CVs), as well as certification as process auditors and evaluators.	20
4	Financial Proposal – A realistic breakdown of costs required to deliver the assignment that demonstrates value for money (including clear units/unit costs, separating professional fees, per diems and other reimbursable costs).	20
	TOTAL	100

Tender disclaimer.

SNV reserves the right to either accept or reject any or all bids submitted. SNV reserves the right to either increase or decrease the assignment scope depending on budget availability. SNV can stop this procurement at any time without the need to give an explanation or can extend the deadline for submission once it sees fit. SNV also reserves the right to reject and cancel the tender in case any illegal, corrupt, coercive, or collusive practices are noticed. Late bids will be rejected. Please note that viewing, downloading, or otherwise using the TOR constitutes acceptance on your part of all the above-noted statements and conditions.