

IMPLEMENTATION GUIDELINES

2020



Avrupa
Birliđi **sivil
düşün**



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Welcome, and congratulations!

We wish success in implementing your Request for Support.

We hope you find these Implementation Guidelines helpful. Please familiarize yourself with the procedures, requirements and tips before starting the implementation of your activities.

We are here to assist you through every stage!

- Sivil Düşün assigns a Support Officer (SO) to be your point of contact. Log onto the Monitoring Information System (MIS) and click on "My Sivil Düşün" for the name and contact information of your SO. Feel free to contact him/her when you have a question or need support.
- The best way to reach your SO and communicate with SD is through the MIS Messaging System which you can access by <https://mis.sivildusun.eu> The messaging system allows you to share information, upload documents and ask questions.
- You may also send an e-mail to or call SD's Hotline Services at

destek@sivildusun.eu

0539 857 58 20 0 538 013 02 68
0 538 013 02 48 0 539 857 58 17

Best wishes,

Sivil Düşün Team





Always Keep these Points in Mind

Rights-Based Principles

Take every step necessary to implement your activities according to rights-based principles, including transparency, accountability, participation, inclusivity, equality, non-discrimination, and the rule of law.

In-kind Support

SD provides in-kind support ONLY. SD pays suppliers or third parties for approved costs.

Expert Support

SD also provides expert support. Once you indicate what expertise you need, SD will present you with a list of possible experts. SD will handle contracting and paying the expert(s) you selected.

SD's Prior Approval

Do not incur any expenses, accept any invoices, or reach any agreements with service providers/suppliers without SD's prior review and approval. The SD Team will not pay costs nor honour contracts lacking this prior authorization.

VAT Exemption

Under the EU-Turkey Framework Agreement , all eligible costs under an EU funded programme are VAT exempted.

Budget Limits

Under no circumstances SD does cover costs that exceed the approved budget.

Monitoring Information System (MIS)

The SD Team oversees the implementation of approved activities through the Monitoring Information System (MIS). Use this system to contact and keep the SD Team updated on your progress.

¹ European Union's Rights Based Approach Definition: https://ec.europa.eu/international-partnerships/system/files/online-170621-eidhr-rba-toolbox-en-a5-lc_en.pdf

² https://www.gib.gov.tr/sites/default/files/uluslararasi_mevzuat/IPA_CERCEVE_ANLASMASI_EN.pdf

Time Frame

You must begin implementation of your activities within four weeks of your RfS' approval date and complete them within six months of the date you start.

Reference Number

Upon submitting your Request for Support (RfS), the MIS assigns you a reference number. Please be sure to include this number in All documents and on the subject line of all e-mails and MIS messages to help SD to facilitate a timely response.

SD Budget Code

Once your project is approved, the SD Team will send you a Budget Code in line with cost items under your support. To ensure effective tracking of costs, be sure to include this code on all financial documents. Some examples of budget codes:

Budget Code	Cost Items
019.991.60.008.010	Video Production & Post Production
019.991.60.008.011	Advertisement
019.991.60.008.012	Printing

Communication

Your SO, together with all members of the SD Team, is dedicated to helping you implement your activity in the best way possible. Knowing that challenges and difficulties are inevitable, please keep your SO SD informed at all times to ensure prompt support.





Before You Start

Shortly after the approval of your RfS, the SD Team will send you a set of samples, templates, forms and additional guidelines via MIS. Please review them carefully.

They include:

- **ANNEX 1 - Activity Schedule Chart**
- **ANNEX 2 - Sivil Düşün Visibility Guidelines**
- **ANNEX 3 - VAT Exemption Certificate**
- **ANNEX 4 - Sample Supplier Contract**
- **ANNEX 5a & 5b - Sample Invoice**
- **ANNEX 6 - RfS Report Template**
- **ANNEX 7 - Travel Form**
- **ANNEX 8 - Accommodation Form**
- **ANNEX 9 - Subsistence Allowance Form**
- **ANNEX 10 - Reimbursement Form**
- **ANNEX 11 - Event/Meeting Sign-In Chart**

2 Log onto your MIS account:

- Review your approved Request for Support and make sure everything is current
- Look for messages, recommendations or instructions that may have been shared during or after the compliance check process.

3 Send the completed Activity Schedule Chart to your SO

- Complete the Activity Schedule Chart by inserting activity details and planned dates for start and completion of each step
- Send the chart to your SO via the MIS within 3 working days
- Wait for the SD. Team's approval before starting to implement your activity.

4 During implementation inform your SO of any changes or delays

Should you need to make any changes or delay the implementation

- Please contact your SO immediately via the MIS messaging system
- Describe the change or delay and provide justification
- Wait for the SD Team's written approval before taking action



Note: Changes or delays lacking prior approval may force SD to withdraw support for the activity.

Selecting Service Providers and Suppliers

Best Value for the Money

Work to get the best value for money by choosing and paying for the most appropriate product or service at the right price. The right price does not necessarily mean the lowest price.

Market Research

Identify potential service providers and suppliers (providers/supplies), and learn what they typically charge. Ask people or organizations you know and trust to make recommendations. Search providers/suppliers that demonstrate respect for **human rights, labour rights, animal rights, and the environment.**

Price Quotes and Proposals for Service

- Provide potential service providers/suppliers with clear information about what you need and when you need it, along with other essential details.
- Request a written price quote or proposal for services
 - Inform prospective providers/suppliers that bids or proposals should take into account the VAT exemption
 - Written price quotations or proposals should be stamped and signed by the provider/supplier and include your RfS Number
 - Submit quotations or proposals via MIS in PDF format
 - Print, date and submit relevant website pages for costs posted on internet shopping sites
- If you want to include a bid from a provider/supplier that you have worked with previously, please inform the SD Team of this prior relationship.



For cost items from a single provider/supplier that exceed 2.500 per budget line, you must collect at least three different offers.

As necessary, the SD Team may ask you to collect price quotations or proposals for budget items below €2.500.

The description of services or supplies (scope, quantity, etc.) must be the same for all quotations or proposals to be valid

Selection

Review the price quotes or proposals you receive:

- Select the provider/supplier you think will serve your needs most effectively
- Apply a fair, equal, objective and transparent approach when selecting service providers/suppliers
- Confirm all details and requirements
- Avoid conflicts of interest, real or perceived



Note: Evidence of a conflict of interest will result in SD's withdrawal of support.

Approval

Send all price quotations, proposals, and supporting documentation to your SO via the MIS, indicating your preference:

- Provide justification
- Wait for the SD. Team's approval for the selected proposal
- Once approved, contact the selected provider/supplier to:
 - Confirm the terms and conditions and VAT exemption
 - Explain invoicing and contracting procedures, payment processes
- Send the selected provider/supplier SD. Visibility Guidelines (Annex 2)³ and confirm their understanding of the requirements



Note: SD will pay only those providers/suppliers whose quotes/proposals receive the SD Team's prior approval and comply with SD. Visibility Guidelines.

Supply/Service Contract

Per the TC Revenue Administration⁴, supplies and services valued at 3,500 TL or more require a signed Supply/Service Contract (Annex 4)

- Send the contract signed by the supplier/provider to your SO via MIS in **PDF Format**.
- Make sure the contract states the scope of services and number of units clearly
- **Do not sign the contract.**
- WEglobal, Sivil Düşün contractor on behalf of the European Union Delegation of Turkey (EUD), is the only valid signatory.

Venues and Accommodation

SD will procure venues and accommodation through designated agencies.

Under rare and unusual circumstance only, you may make your own arrangements for venues and accommodations **with the SD Team's prior approval**.

Travel Arrangements

SD will purchase flight tickets through designated travel agencies.

³ This is necessary in case of printed and visual outputs

⁴ https://gib.gov.tr/sites/default/files/uluslararasi_mevzuat/1_SIRA_NOLU_KONSOLIDE_GENEL_TEBLIGI.pdf



Selecting Experts

SD works with a Pool of Experts (PoE) approved by the EUD that includes many individuals with technical skills and expertise in a variety of fields.

- Based on the details provided in your approved RfS, the SD Team will send you names of at least two experts best qualified to meet your needs.
- Once you indicate a preference, the SD Team will contact the expert and determine his/her availability. **This process takes 10 to 15 working days.**
- SD will prepare the Terms of Reference for the requested expert in coordination with you.
- SD will negotiate a contract and handle all subsequent financial and logistical matters directly with the expert.
- Following the delivery of services, both you and the expert will complete an evaluation form.
- In the event, you wish to work with an expert NOT in the PoE; the SD Team will consider your suggestion and seek the EUD's approval. This process requires more time as the EUD must evaluate and confirm the expert's CV and eligibility. Please be sure to send the experts' CV to your SO in EU format. Do not reach an agreement without SD. Team's approval.



Invoicing and Reimbursement

Invoices

Suppliers/service providers have to issue the invoices in the name of WEglobal Danışmanlık A.Ş., SD's contractor. The SD Team must approve invoices and confirm the application of visibility guidelines before paying for supplies and services.

SD will NOT pay invoices of services providers and suppliers that lack this approval.

Please familiarize yourself with the requirements summarized in the table below.

Required SD Team Approvals for Invoices					
Eligible Services and Products	Eligible Cost Items	Confirm Application of EU Visibility Guidelines	Approval of Draft Invoice	Approval of Invoice	Additional Requirements
Video Production & Post Production	<ul style="list-style-type: none"> • Videography • Dubbing • Colouring • Editing • Cutting 	✓	✓	✓	✓ Before dissemination
Equipment Rental	<ul style="list-style-type: none"> • Camera • Recorder • Sound system • Computer • Printer 	✓ Outputs produced through the rental of equipment (for example, video)	✓	✓	✓ Before dissemination of outputs ✓ Equipment Rental price does not exceed 1/3 of equipment purchase price

Required SD Team Approvals for Invoices

Eligible Services and Products	Eligible Cost Items	Confirm Application of EU Visibility Guidelines	Approval of Draft Invoice	Approval of Invoice	Additional Requirements
Advertisements in print and digital media	Costs of purchasing space in print or digital media for ads or announcements	✓ Text and content of advertisements or announcements	✓	✓	✓ Before dissemination of outputs
Graphic Design for Digital and Printing Content	Costs of qualified graphic design services	✓ Outputs, for example, brochures, leaflets, stickers, roll-ups, swallowtail, flags, banners, infographics	✓	✓	✓ Before printing
Printing or production of visibility materials	Cost of qualified printing/producing services for publications/products such as books, brochures, leaflets, stickers, roll-up, swallowtail, flags, banners, mug, hat, t-shirt, pen, and notebook	Outputs for such as books, brochures, leaflets, stickers, pens, posters, flyers, roll-up, wallowtail, flags, banners, mug, hat, t-shirt, and notebook	✓	✓	✓ Before printing/producing
Travel	Airway, highway, seaway, railway, for economy class only	✓	✓	✓	✓ Travel Form (Annex 7) ✓ Send the travel form to SD. Team no later than 15 days before the "Domestic Travel" date ✓ Send the travel form to the SD Team no later than one month before the "International Travel" date

Faturalar için Sivil Düşün ekinden almanız gereken onaylar

Eligible Services and Products	Eligible Cost Items	Confirm Application of EU Visibility Guidelines	Approval of Draft Invoice	Approval of Invoice	Additional Requirements
Passport, Visa, Foreign Travel Ins., Departure Stamp fee	Cost of max. Six months for a public passport only	✓	✓	✓	✓
Accommodation	Room and breakfast	✓	✓	✓	✓ Accommodation Form (Annex 8) ✓ Accommodation Chart
Subsistence Allowance	Daily 10 Euros for Domestic travel Daily 40 Euros for International	✓	✓	✓	✓ Subsistence Allowance Form (Annex 9)
Event & Meeting Organization	Rental fees for venues, catering and coffee break	✓	✓	✓	✓ Before event and organization ⁵
Event Participation Fee		✓	✓	✓	✓ Before the event ⁶

Follow these steps for payment of invoices:

⁵ If there is any agenda / participant list for the event or the organization we want you to share this information 2 weeks before the event/organization.

⁶ If there is any agenda / participant list for the event or the organization we want you to share this information 2 weeks before the event/organization.

STEP 1 Contact your SO before requesting a draft invoice from a provider/supplier.

- Your SO will provide you with instructions
- Send these instructions to the provider/supplier along with the VAT Exemption Certificate (Annex 3) and Sample Invoice (Annex 5 a and 5b)
- Instruct the provider/supplier to send the draft invoice to you. They should not send drafts to SD.

STEP 2 Confirm invoice details (see Annex 5a & 5b for a Sample Invoice):

- Check that the explanation and amount align with what was requested and approved
- Confirm that the invoice is issued to SD's Contractor **WEglobal Danışmanlık A.S.**
- Check the accuracy of payee name, address and bank account information
- Be sure it displays your RfS Number and SD. Budget Code
- Confirm the invoice includes VAT exemption information

Invoice type	Exceptional7
Company name and address	WEglobal Danışmanlık Anonim Şirketi Ahlatlıbel Mahallesi 1902 Sokak Numara: 43 Çankaya/Ankara/Turkey
Tax Office and Tax Number	Vergi Dairesi: DOĞANBEY VKN: 7330357422
Invoice explanation	SDIV-9991 - Sivil Düşün Budget Code -Subject of the invoice
The invoice should bear the following information	<p>Bu fatura, 314-19/2, Usulüne göre yürürlüğe girmiş uluslararası anlaşmalar kapsamındaki istisnalar.</p> <p>Hazine ve Maliye Bakanlığı'nın 11.03.2020 / 20401971-746.01 - E.35059 NUMARALI ÖZELGESİNE İSTİNADEN KDV'DEN MUAF DÜZENLENMİŞTİR.</p> <p>Avrupa Birliği Sivil Düşün Programı ***** no'lu çalışma kapsamında desteklenmiştir.</p> <p>Supplier's Bank Account information</p>

STEP 3 After confirming the draft invoice's accuracy, follow these instructions:

- Wait for the SD. Team's approval
- **For invoices below 5,000 TL:**
 - Send a draft invoice to your SO for approval
 - Upon approval, send the original invoice **by cargo** to the address below:

WEglobal Danışmanlık A.Ş.-Sivil Düşün Programme of the European Union

Yıldızevler Mah. R. Tagore Cad. Yunus Ensari İş Merkezi No:10/3-4 06550

Çankaya/ANKARA

MNG Kargo Weglobal Customer Code: 444707358

(Please give this Customer Code to the delivery person)

- **For e-invoices⁷ in the amount of 5,000 TL or more:**
 - Send a **draft e-invoice to the SD. Team for approval via MIS.**
 - After the SD Team provides written approval, instruct the provider/supplier to issue a **final e-invoice.**
 - The final e-invoice must be signed and stamped.
 - After scanning the e-invoice **using a colour scanner**, send it as an attachment to your SO via MIS.

STEP 4 Payment

After checking the accuracy of the invoice, the SD Team will send it to the **WEglobal Finance Department** for payment.

- WEglobal pays approved invoices by bank transfer within **30 days from the date of receipt. Timely payment depends on the accuracy of the invoice information.**

⁷ This code (exceptional) stands for "VAT exemption". ROs should select "314- 19/2 exceptions under international agreements" code which is IPA II

Required Documentation

Be sure to collect the following documentation:

- Accommodation
 - Hotel invoices should include an Accommodation Chart signed and stamped by the hotel including name, surname, check-in and check-out dates.
 - Invoices should include the cost of room and breakfast ONLY.
 - SD does not pay charges for extras

- Subsistence Allowance
 - SD pays a subsistence allowance in Turkish Lira to your bank account. Complete the Subsistence Allowance Form (Annex 9)

- Travel
 - Complete the Travel Form (Annex 7) and include your boarding pass
 - SD does not pay for costs, fees or penalties incurred due to cancellations or amendments to the flight ticket for reasons other than force majeure

- Passport, Visa, Foreign Travel Insurance and Departure Stamp Fees
 - SD only covers fees for Burgandy-colored T.C. passports with a maximum duration of six months.
 - You are responsible for applying for your passport. SD will reimburse fees per the "Reimbursement" section

- Events and Meetings
 - Invoices must detail the costs of services purchased including the number of people, unit cost, number of days
 - Collect separate invoices for event/meeting and accommodation costs.

Reimbursement

SD **only** reimburses the fees for a visa, passport, travel insurance and departure stamp cost items with prior approval.

To receive reimbursement, you must complete the Reimbursement Form.

- If you pay by personal credit/debit card, you must send the credit/debit card slip and invoice with the Reimbursement Form (Annex 10).
- If you pay in cash, you must send the cashier receipt with the Reimbursement Form.

⁸ 509 Sıra No.lu Vergi Usul Kanunu Genel Tebliği'nin "IV.2.4.3. e-Arşiv Fatura Olarak Düzenlenme Zorunluluğu Getirilen Diğer Faturalar" başlıklı bölümü ile faaliyeti gereği fatura düzenlemek zorunda olan mükelleflerden, e-Arşiv Fatura uygulamasına dahil olmayanlarca, 01/01/2020 tarihinden itibaren düzenlenecek faturaların, vergiler dahil toplam tutarının 30 Bin TL'yi (vergi mükelleflerine düzenlenenler açısından vergiler dahil toplam tutarı 5.000 TL'yi) aşması halinde söz konusu faturaların "e-Arşiv Fatura" olarak Başkanlıkça sunulan e-Belge düzenleme portalı üzerinden düzenlenmesi zorunluluğu getirilmiştir.

Archiving Your Work

For purposes of transparency and accountability, SD maintains records of all supported activities. Please follow the instructions below:

Outputs Produced with SD. Support	Archiving Instructions
Videos	Get instructions from your SO for the best method of uploading videos
Printed/produced Materials such as: <ul style="list-style-type: none">• Posters• Brochures• Reports• Books• Leaflet• Sticker• Infographics• Other visibility materials (such as a mug, hat, t-shirt, pen, notebook etc.)	Send a minimum of 5 copies (depending on the unit you published) by cargo to the SD. Team. You may send electronic copies of large-size outputs to the SD. Team.

Sivil Düşün Communication Team may select to promote your Work and publish your videos, reports, brochures, infographics, or other outputs. If you would prefer that SD does not promote your Work or outputs, please inform your SO.





Preparing Reports

As soon as you completed your activity, please prepare a report sharing the details of what you did, when you did it and what you accomplished.

- Use the **RfS Report template** (Annex 6)
- Send this report to your SO via MIS no later than **three weeks** from the date you complete your activity.

Your report helps the SD Team to collect necessary information for monitoring and evaluation and to improve the SD programme.

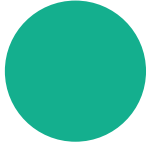


Implementation Checklist

Use the Checklist below to help you track all necessary steps for implementation. Please ignore the steps not relevant to your activity.

Check List	Done
Include my RfS number in each MIS message and e-mail subject while communicating with my SO.	
Review approved RfS and incorporate changes and comments requested during the Compliance Check Process (if any).	
Send Activity Schedule Chart (Annex 1) to the SD Team within three days of RfS approval	
Ensure that the time frame of expert support in your Activity Schedule Chart (Annex 1) considers the expert support selection process	
Send the Accommodation Form (Annex 7) to the SD team fifteen days of your accommodation date.	
Send Travel Form (Annex 8) to the SD team within 30 days of your International travel date; 15 days before your domestic travel date.	
Send the agenda of the event/organization and the participant list to the SD team within 14 days of the event/organization date	
Send the leave permission to the SD team before travel	
Send all relevant documents to the SD team with the Reimbursement Form (Annex 10)	
Conduct market research and collect price quotes from prospective service providers/suppliers	
Check that preferred service providers/suppliers demonstrate respect for human rights, labour rights, animal rights, and the environment.	
Ensure there are no conflicts of interest with preferred service providers/suppliers	

Check List	Done
Secure necessary approvals from the SD. Team for preferred service providers/suppliers	
Ensure that the implementation of your activities aligns with Sivil Düşün Visibility Guideline (Annex 2)	
Inform and seek SD. Team's approval for any changes to the RfS, budget or activity schedule	
Secure a Supply Contract for a service or product valued at 3,500 TL and above	
Secure SD Team's approval of visibility and invoicing requirements (see table on page 7)	
Confirm that invoices are accurate and include VAT Exemption Certificate	
Send a scanned copy of the draft invoice to the SD. Team for review and approval	
Send original invoices by cargo to the SD. Team upon authorization (does not apply to e-invoices)	
Ensure there is a Signature Chart (Annex 11) for events and organizations	
Ensure there is an "Accommodation Chart" with signed and stamped by the hotel with the accommodation invoice	
Send all boarding passes to SD team within two days after the travel	
Provide materials in the quantities requested by the SD. Team for archiving	
Prepare RfS report and send it to the SD. Team	



Sivil Düşün Contact Information

Sivil Düşün Management Information System <http://mis.sivildusun.eu>



E-mail

destek@sivildusun.eu



Telephone

08502155315

03129096266

**To send messages via the MIS, please log in to your account, click `messages`.
Please don't forget to mention your RfS Number in the subject.**



Annexes

ANNEX 1	Activity Schedule Chart
ANNEX 2	Sivil Düşün Visibility Guidelines
ANNEX 3	VAT Exemption Certificate
ANNEX 4	Supplier Contract
ANNEX 5	Sample Invoice (paper invoice & e-invoice)
ANNEX 6	RfS Report Template
ANNEX 7	Travel Form
ANNEX 8	Accommodation Form
ANNEX 9	Subsistence Allowance Form
ANNEX 10	Reimbursement Form
ANNEX 11	Signature Chart

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2020





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The content of the guideline is the sole responsibility of the Consortium led by WeGlobal and in no way be interpreted as the opinion of the European Union.