



GROW CIVIC
CREATE YOUR OWN MAGIC

IMPLEMENTATION GUIDELINE



Funded by the
European Union



List of Acronyms

CV Curriculum Vitae

EU European Union

EU MS European Union Member State

EUR Euro

IPA Instrument for Pre-Accession Assistance

MIS Grow Civic Information System

ToR Terms of Reference

TRY Turkish Lira

VAT Value-Added Tax

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Notes Before You Start Implementation

This guideline is prepared considering your potential needs, as support owners, regarding the rules and requirements for ensuring a smooth information flow with the Civic Space team.

First, please carefully read this section and after, find the relevant budget items related to your approved budget.

If the support item you are looking for is not listed under the supporting items section of this Guideline, you can jump directly to the section on purchasing, invoicing and payments.

Under each support item, we have included the specific supporting documents that you will be required to submit to the Civic Space team in addition to the relevant invoices and purchase contracts.

This implementation guideline and its annexes are also available on <https://www.civicspace.eu/en/sivil-buyu-destek-programi/>

The Civic Space team will always be ready to help you if you encounter difficulties in understanding the rules, filling in the forms, or any other inconveniences during implementation.

Before starting implementation

Establishing close contact with you and supporting you in every step of the implementation phase is important to us. We will manage the entire process regarding your supported actions together with you through the Grow Civic Information System (which will be referred to as “MIS” from now on) (mis.civicspace.eu).

Following the approval of your action, we will invite you to a kick-off meeting, during which we will be explaining implementation requirements, processes and visibility procedures. It is of utmost importance that all persons who will be taking roles in the implementation of your action are present in this kick-off meeting, including representative(s) of your partners (if relevant). Do not forget, the implementation responsibility of the action belongs to you as the support owner.

Note that if you do not initiate your supported activities *within 1 month following the approval*, the support will be cancelled without informing us and providing an acceptable justification.

If you terminate or suspend your activities without a valid reason, Civic Space team may also cancel your support. The support may also be cancelled if you do not implement your activities within a maximum of 3 months as mentioned in your approved action plan without prior justification. When actions are cancelled, any expenditures related to un-completed activities will not be accepted by the Civic Space team.

For effective monitoring and supervision, you must add your support request number to the subject heading of all your written correspondence with us.

submit it no later than 10 days following approval by using Annex 1. Please detail all your activities within the scope of your action with their planned dates. While doing this, do not forget to check and integrate improvement recommendations made by eligibility and compliance check experts. You should also check the approved budget items and amounts, as it is possible that certain minor changes may have been made to your budget during approval. You can find both expert comments and the approved budget in the MIS.

» **SECOND THING TO DO:** After you fill in the Activity Plan and submit it to us, take your time to select your suppliers. In order to make the procurement process more efficient, we have compiled a pool of suppliers for specific support items, as can be seen in Annex 13 of this Guideline. First check this list and read 'Section IV – PROCUREMENT, INVOICING AND PAYMENTS. If your requirement is not covered within this list, you should find your own supplier(s) and inform the Civic Space team. For us to be able to assist you, we recommend you fill-in the Procurement and Expenditure Plan (Annex 2) and submit it via the MIS. You can see the MIS user guide at XXX

We expect you to inform us about your upcoming events. Please fill in the events calendar section under MIS. You can also fill in the Notification of Events Form (Annex 5) if you do not have access to MIS. We would like to attend and/or publicize your events that Grow Civic supports. Please feel free to inform us about other events you will be holding open for public participation, even if not supported by Grow Civic.

We publicize your events via our social media accounts:

Facebook Page: [https:// www.facebook.com/civicspaceeu;](https://www.facebook.com/civicspaceeu)

Instagram address: [https://www.instagram.com/civicspaceeu/;](https://www.instagram.com/civicspaceeu/)

YouTube address: <https://www.youtube.com/c/civicspaceeu>

Twitter: <https://twitter.com/civicspaceeu>

Do not forget that our Help Desk is here to support you, so if you experience problems initiating and implementing your activities, do not hesitate to contact us immediately.

Visibility

You must add the Grow Civic logo, the EU emblem and the disclaimer to all written/digital materials produced with the support of the Grow Civic Programme. You can find the logo and the disclaimer, as well as the procedures for visibility approvals in the Grow Civic Visibility Guideline (Annex 6).

We strongly advise you to plan your outputs timely enough (at least 15 days before they would need to be used) since any printed or visual document to be produced with the support of the Grow Civic Programme requires the approval of the EU. Furthermore, revisions and/or changes might be required on the products. You must not print or disseminate any products/outputs produced under your action before receiving written approval from the Civic Space team.

Permissions

You are solely accountable for the events you will be holding, which should take place within the limits of the legal texts. It is your responsibility to comply with the 'legal procedures' and get the necessary permissions, if there are any.

We kindly request that you send a copy of the correspondence made with the related offices. If a letter from Civic Space is required to acknowledge the Grow Civic support, please contact us timely enough to receive it in due time.

For travel activities covering participants under the age of 18, permissions signed by their legal parents must be sent to Civic Space team together with the Travel and Accommodation Form (See Annex 3).

In situations where the documents mentioned above are not sent to us, we will not bear any responsibility and you are responsible for any possible financial and/or legal issues.

Activity and budget modifications

You might modify your activity or budget plans during the implementation period. However, any modification must be made via the MIS and approval of the Civic Space team would be required. Thereby, any expenditures incurred related to modified activities made prior to the approval of the Civic Space team WILL NOT be accepted.

You may add new activities as long as they are required to reach your action aims and their costs can be covered within the limits of your approved total budget.

You may cancel activities if they do not negatively affect the five fundamental eligibility criteria, and primary compliance criteria. These include but are not limited to ensuring the public benefit and rights-based character of the action.

Please check the Eligibility and Compliance Check Guideline for further information about these criteria.

[Link xxxxxx](#)

You may change the times of activity implementation at any time during the action as long as these modifications do not affect the finalization date of your action. However, you must revise your action plan accordingly and submit it to the Civic Space team.

If you need to increase the total amount of a budget item,

- ✓ first check if the cost of another budget item can be decreased so that you are within the limits of your total approved budget amount. If this is possible, fill in the budget plan with the new figures and send it to us for approval through the MIS.
- ✓ if there is no budget item that you can decrease to cover the additional cost, you must make a formal budget increase request to the Civic Space team. This request should include the revised budget form and justifications for the increase. In such situations, you should immediately contact us and we will guide you through the process.

If you need to decrease the total amount of a budget item, just fill in the budget plan showing the new amount and send it to Civic Space team via MIS. With the decrease in that specific budget item, your total approved budget amount will also be decreased.

Do not forget that you MUST revise and update the activity and budget plan (annex 1) when a change in the plans occurs. All revisions and updates must be uploaded to MIS and submitted to the Civic Space team BEFORE the change occurs. You must contact the Civic Space team if there is

a need to modify the approved activity or budget items.

The number of modifications requested in the action and budget plans cannot exceed five.

When and if minor budget differences occur due to market price changes or exchange currencies, Civic Space will automatically adapt your budget, and such changes will not be counted as modifications.

Days of activity implementation will not be accepted as modifications but rather as adaptations. Action plan modifications occur when you delete or add an activity or change the time of your action finalisation.

Supporting Documents

In this section, you can find information regarding the types of supporting documents required for various budget items included in your action's approved budget. Please review them carefully and make sure that the relevant supporting document(s) are made ready BEFORE proceeding to the invoicing stage. The documents listed below are required to prove that the relevant activity is successfully completed with the necessary outputs.

Note that Civic Space WILL NOT move to invoicing and hence, to payment stages without proper supporting documentation.

Travel and transportation costs

If your action includes travel, transportation and/or accommodation, travel and accommodation plans must be forwarded to us at the latest 1 month prior to the travel. You can find the template in Travel and Accommodation Plan (Annex 3). Do not proceed with any activities regarding your action before sending the related documents to the Civic Space team. If you need a visa for travel, you should make your application early enough to avoid delays or cancellations.

Grow Civic will be supporting your travel costs according to the conditions and budget limits in your approved budget.

There are three types of travel and transportation support and, accordingly, three forms for different means: (3.1) flights, (3.2) bus/sea/train and (3.3) car and gas costs. Please pay due attention to filling in the right form(s) that fits your travel/transportation needs.

We would like to remind you that you are responsible for coordinating, informing, and managing all travellers attending the activity.

You can start your travel arrangements after the approval of your action. You must complete the Travel and Accommodation Plan (see Annex 3) in full and share it with the Civic Space team via MIS, 1 month prior to your travel at the latest for your overseas journeys, and 10 days prior at the latest for your actions including domestic mobility activities.

Travel and Transportation

Costs for air travel

Travel and Accommodation Plans and other relevant forms must be submitted to the Civic Space team in due time as mentioned above.

Flight tickets will be procured by the agency appointed by the Civic Space team. You must use the travel agency provided to you in Annex 13 of this Guideline to purchase your flight tickets.

You must choose only economy class tickets for all your travels.

The travel agency will need the approval of both you and the Civic Space team before issuing tickets. When flight ticket reservations are forwarded to you, you must check passenger credentials, the suitability of the flight date and the hour with your event schedule. Check-in procedures and the

follow-up of possible changes regarding the flight are solely your responsibility.

Don't forget to send us your boarding cards right after the flight!

You must send the scanned images/photos of the boarding passes of all the participants through MIS within 2 days at the latest after your flight takes place. If the airline issued a hard-copy boarding card, on your return you may also submit it to Civic Space.

In case the boarding pass is lost, a document from the airline company proving that the support owner flew shall be presented. A declaration shall also be signed that states that the individual has lost the boarding pass. (See Annex 4 for Declaration for Lost Boarding Passes)

Remember, costs of unused plane tickets or charges due to itinerary changes will be invoiced to the support owner if not due to 'force majeure' situations. If the cancellation or change is due to compelling 'force majeure' reasons (e.g., accident, illness), the Civic Space team may cover the cost. To do so, a report explaining the situation and related supporting documents if applicable must be sent to the Civic Space team as soon as the 'force majeure' event happens.

The costs of flight ticket changes will be invoiced to you if there is no compelling force majeure reason. In cases where you must make changes, you should inform the Civic Space team. Therefore, it is important to plan and submit your activity plan on realistic dates.

Changes in travel itinerary may affect accommodation dates, do not forget to revise your reservations if you have handled your accommodation reservation yourself. If you have used the travel agency, you must inform the agency immediately.

SUPPORTING DOCUMENTS:

BOARDING PASS (digital and/or hard copy), TICKET, EXPLANATORY NOTE (for justification of unused/changed tickets)

Costs for road/sea/railway travel

Do not forget that you need to fill in and send the Travel and Accommodation Plan (See Annex 3) to the Civic Space team prior to your road/sea/railway travel.

Land/sea/railway tickets can be procured through the travel agency. When this is not possible or feasible, the ticket can be purchased by the support owner or the traveller and the reimbursement will be made by the Civic Space team following the finalization of the travel upon submission of the Reimbursement Form (See Annex 7) and the original tickets. Do not forget to keep your tickets! Road/sea/railway travel tickets are considered an eligible cost only if they are accompanied by an invoice.

All the passengers travelling by road/sea/railway need to have their names individually stated on the tickets.

**SUPPORTING DOCUMENTS:
TICKET CARRYING THE NAME OF THE PASSENGER, BOARDING PASS**

Car rental and gas reimbursement

The cost of renting a car and the fuel cost are eligible costs, but you must fill and submit the Private or Rental Car Travel Costs Form (See Annex 3.3) to indicate the details of the travel.

In case of travel by private cars, you must fill in and submit the Private or Rental Car Travel Costs Form (Annex 3.3) and the Civic Space team will reimburse you the costs of travel as per km of travel based on a fixed rate. The fixed rate is provided in Annex 3.3. Payment will be made against a Reimbursement Form (See Annex 7).

**SUPPORTING DOCUMENTS:
CAR RENTAL INVOICE, GAS REIMBURSEMENT FORM**

Per diems and subsistence costs

You need to deliver the Travel and Accommodation Plan (See Annex 3 and 4) 15 days prior to your travel/arrival date at the latest to the Civic Space team via MIS.

Per diems

For covering the costs of accommodation, in-city transportation and meals, a per diem will be provided to the traveling person(s). Per-diem rates include hotel accommodation, in-city transportation, breakfast, lunch, and dinner, and they are determined per night (covering 24 hours).

For your activities that involve visitors/participants coming to Cyprus per diems will be provided with the following amounts:

- ✓ Per diems for stays in the northern part of Cyprus: maximum EUR 110 per night/person.
- ✓ Per diems for stays in the Republic of Cyprus: maximum EUR 150 per night/person.

Missions/activities in other eligible countries, per diem rates as announced by the EU can be used as maximum. Please note that per diem rates are updated from time to time. The rate valid on the date of travel will be applicable.

The maximum per diem amounts are publicized at the following address:

https://ec.europa.eu/international-partnerships/documents-library_en?keyword=per%20diem%20rates

If the mission is less than 24 hours but longer than 12 hours 50% of the daily per diem rate will be provided.

When any of the costs that is normally covered by per diems, are covered by other means, the per diem rate will be adjusted. For example, if the accommodation is provided by the host organisation, the hotel rate will be deducted from the daily per diem rate and the amount to be provided will be

provided to cover other daily needs. If any of your costs (i.e., accommodation, lunch, dinner) are provided by the host organisation or within the context of the event you are attending, please

SUPPORTING DOCUMENTS:

PER-DIEM CLAIM FORM, TRAVEL TICKETS and BOARDING CARDS, PROOF OF ATTENDANCE TO EVENT/MEETING (e.g., AGENDA, ATTENDANCE LIST, PHOTOS)

contact us in written and explain the items that will be provided. We will then guide you through the rest of the process.

In exceptional cases where your activity necessitates a comprehensive arrangement encompassing venue, catering, and accommodation within the same location, your budget will not incorporate any per diem allowances. It is imperative to ensure that the preferred all-inclusive hotel is within the roster of approved providers. Alternatively, if the chosen venue falls outside the established pool of providers created by the Civic Space team, kindly inform the team that you need to initiate a search for a suitable location meeting your requirements.

Subsistence costs (daily allowance)

For daily missions within Cyprus without any accommodation, a subsistence cost of a maximum EUR 30 per day is provided for intra and in-city transportation and meals.

Visa, travel insurance and required tests

Visa Costs

Please check first whether you need a visa to the destination country or not.

If a visa is required and if the relevant visa issuance authority requires a letter from the Civic Space team to acknowledge the Grow Civic support you are receiving, you can ask for a “Support Letter” from the Civic Space team.

We would like to remind you that we can approve your flight ticket only after your visa is granted. Thereby, if you need your visa cost to be covered, you must make your request at least 2 months prior to your travel.

The responsibility and costs for preparing the necessary documents for the visa process lie with you and if different from yourself, with the traveller. You are solely responsible for making the necessary preparations and following the required visa procedures.

All necessary payment and supporting documents must be submitted to us via the MIS to reimburse related costs. You should not forget to complete the Reimbursement Form (See Annex 7) for any reimbursements.

In cases where the visa is delayed or the application is rejected due to the provision of missing documents or wrong information, no reimbursements will be made, and the related costs will be covered by you, as the support owner. For this reason, please be careful with visa documents. Reimbursements can be made in situations where the reason for visa rejection is not due to missing or wrong documents presented by you.

- ✓ It is your responsibility to check if a visa is required to the destination country and how to receive it.
- ✓ Tentatively, in the northern part of Cyprus, it is only possible to get Schengen visa for Germany, Belgium, Denmark, Netherlands, Iceland, Italy, Luxembourg, and Norway. It is also possible to get visas for Australia, the United Kingdom and the United States. As these might change due to Covid-19 or other reasons, you must check if it is possible to apply for a visa to the destination country in the northern part of Cyprus.
- ✓ If an application for a visa to the destination country requires traveling to another country, and if the approved budget does not include this cost, you must immediately contact the Civic Space team to discuss alternative solutions.

SUPPORTING DOCUMENTS:

PASSPORT COVER PAGE SCAN, VISA PAGE SCAN, VISA FEE RECEIPTS (REFUSAL LETTER IF VISA IS NOT GRANTED)

Travel insurance, and other required costs (e.g., health tests)

If you require travel insurance, it must be arranged before the travel. If the travel agency can provide it, then the payment will be made directly against an invoice from the agency. If not, the travel insurance cost can be reimbursed to you against the Reimbursement Form (See Annex 7) and a proper invoice.

Tests, vaccines, pills that may be required for travel, accommodation, meetings etc. (PCR, antigen, etc.) are eligible costs if they are required for an activity implemented in the context of the action, and being done in due time (e.g., max 72 hours before) as laid down in the legal measures in that specific country.

In an unexpected pandemic or any other similar crisis, you should immediately contact the Civic Space team to pursue necessary and relevant arrangements.

SUPPORTING DOCUMENTS:

TRAVEL INSURANCE DOCUMENT, INVOICE, PAYMENT PROOF, TEST RESULTS, REIMBURSEMENT FORM (IF PAID BY YOURSELF)

Costs for the organisation of and participation in events/meetings

This category includes cost items necessary for holding different types of events or meetings, such as venue rental, catering, translation, interpretation, equipment rental, stationery and supplies, etc. Costs required for registering a new CSO or special event requirements such as ambulance, child-care service, health tests, etc. are also included under this budget heading.

You must provide detailed information regarding the events/meetings on your Procurement Plan (See Annex 2). Each requirement must be detailed for each component of the event, such as: venue, registration/welcome services, catering (coffee/tea service, lunch), voice and visual systems, interpreter, required equipment, photo/video shooting, stationary, child-care, ambulance, PCR tests, etc.

Venue rental & Catering costs & Special requirements

If you will be holding your event/meeting in a venue that requires no rental fees, you do not have to provide any supporting documents regarding the venue. Otherwise, you must select a venue that is included in Annex 13 List of Suppliers. As Civic Space, we tried to compile a large and diverse array of venues in our pool but if there is a special reason for you to choose a venue outside of this list, please contact us as soon as possible. Adding a new supplier in the list requires a procurement process and the approval of the EU, and hence may take around 7-14 days.

Similarly, the catering providers should also be selected from the providers' list.

We would like to remind you to pay attention to the number of participants. In most cases, the venues/catering suppliers will require a minimum number of guaranteed guests. Therefore, it is important to have a written agreement with the venue/catering supplier (either a contract or an e-mail exchange) to clarify the number of guaranteed participants. Regardless of whether the number of actual participants is less than the number of guaranteed guests stated in your agreement, you might need to pay the cost for this minimum number. Civic Space will cover the costs ONLY for the number of people actually participating in the event in the absence of such a written agreement.

Do not forget to consider the special needs of your participants (e.g., vegan/vegetarian diet, diabetes, accessibility for people with disabilities, children), the technical equipment required for the event (projector, flipchart, etc.) and environment-friendly measures (e.g., reusable, or resolvable/ recyclable materials). Please inform Civic Space team prior to the event when such special requirements are needed for your event/meeting.

It is mandatory to make a Participant's List available and get the signatures of the participants on it for each day of the activity. Do not forget to get their permission for photo and video shooting. A Participant's List Template is provided in Annex 9.

You bear the responsibility for ensuring that the event adheres to the stipulations outlined in pertinent legal documents. It is imperative that you diligently follow all applicable legal requirements and obtain the requisite permissions, if necessary. Furthermore, you must provide our team with copies of any correspondence exchanged with the relevant office(s) in these instances.

SUPPORTING DOCUMENTS:

CONTRACT/WRITTEN AGREEMENT WITH THE VENUE/CATERING PROVIDER, EVENT PHOTOS, SIGNED PARTICIPANT LIST FOR EACH DAY, PROOF OF SPECIAL REQUIREMENTS (CHILD-CARE, AMBULANCE, HEALTH TESTS, ETC.) PROVIDED IN THE EVENT

Fees for event participation and membership to networks

If your action requires participation in an event, and if your approved budget includes such a budget item, do not forget that you must inform the Civic Space team regarding the participation fee and the registration process before committing to any cost/expenditure. You need to receive

confirmation from the Civic Space team before committing to any cost.

In cases where the participant does not attend the event for which the registration fee has been paid for, all the expenses will be invoiced to you (or the participant). If the reason for absence is due to 'force majeure' (e.g., an accident, illness), a documentation/report (e.g., medical certificate) must be submitted to Civic Space as justification. Self-statements are not valid.

If you requested support to be a member of an international network, do not forget that you need to inform the Civic Space Team regarding the context of your membership (e.g., duration of membership covered by the fee, the payment requirements and process) before committing to any cost/expenditure. Only after the confirmation of the Civic Space team, you can start the process of membership.

The duration of the membership cannot be longer than the duration of the Grow Civic Programme implementation (September 2025).

Interpretation and translation costs

When sending documents for translation, you must copy Civic Space to allow the team to check the real number of pages/words with those in your budget.

Once the translation is finished, you are responsible for checking the translation's quality and accuracy and asking for revisions from the translator if need be. After assessing the translation quality, you must submit the translated document to us for confirmation to move to the invoicing stage.

You can inform your supplier about the invoicing and the payment process after sharing the supplier's information with the Civic Space team.

When required, you can purchase interpretation services based on a daily price. Interpretation services can also be procured together with the relevant technical equipment or as a part of a meeting package.

SUPPORTING DOCUMENTS FOR TRANSLATION:

ORIGINAL AND THE TRANSLATED DOCUMENT

SUPPORTING DOCUMENTS FOR INTERPRETATION:

PHOTOS OF THE EVENT, EVENT INVITATION, AGENDA AND/OR REPORT

Equipment and furniture rentals & Stationery and supplies & Exhibitions and stands

Equipment purchase is not possible under the Grow Civic Programme. However, you can rent equipment and furniture for your events/meetings when required. For some events, you may require benches and stands that you can rent; or stationary and other types of materials to be purchased. As long as they are indicated in your budget and required for the event/meeting you will be holding in the context of your action, you can rent the benches/stands and purchase stationery/materials.

As in all other budget items, the suppliers should be selected from the list of suppliers (annex 13). For the invoicing and payment procedure, please view the section below on procurement, invoicing and payments.

The total cost of equipment rentals cannot exceed 1/3 of the purchasing price of the relevant

equipment. Thereby, you are required to provide relevant information regarding the market purchasing price of the equipment to the Civic Space team BEFORE making the rental agreement.

**SUPPORTING DOCUMENTS FOR RENTALS OF EQUIPMENT, FURNITURE, BENCHES, STANDS
QUOTATION REQUEST INCLUDING TECHNICAL REQUIREMENTS, CONTRACT/WRITTEN
AGREEMENT WITH THE SUPPLIER, EVENT PHOTOS, WRITTEN INFORMATION SHOWING THE
PURCHASING PRICE OF THE EQUIPMENT, PHOTOS OF BENCHES OR STANDS
SUPPORTING DOCUMENTS FOR STATIONERY AND SUPPLIES
LIST OF STATIONERY AND SUPPLIES REQUIRED FOR THE EVENT**

Costs for video production and post-production

This support item includes the production of videos, films, podcasts, and pre- and post-production expenses such as sound, colour enhancement, editing, etc.

Any audio-visual material must comply with the Grow Civic Visibility Guideline (See Annex 6), so it is of utmost importance that you take due care during their preparation stage.

All materials to be produced and disseminated (videos, films, podcasts, etc.) must be submitted to the Civic Space team before any arrangements are made for dissemination. Suppose your action includes the production of any audio-visual material. In that case, their scenarios, voice-over texts, content or sub-titles must comply with the sensitive language requirements and, whenever possible, be submitted to the Civic Space team before the production stage.

The products must be approved by the EU, prior to their public dissemination. Otherwise, the costs of production will not be paid by the Civic Space team.

**SUPPORTING DOCUMENTS:
PRODUCED VIDEOS, FILMS, PODCASTS, PROCUREMENT CONTRACTS WITH THE PRE/POST-
PRODUCTION SUPPLIERS**

Costs for design, production, printing costs of communication and promotional materials

This budget heading covers costs such as website design and hosting, social media design and management, advertisement, purchase and subscription of digital tools, designing, editing, printing and distribution of visibility materials.

Costs for design, editing, printing and distribution of visibility materials

This category includes designing, editing, printing, and distributing printed or digitally produced materials such as books, brochures, flyers, roll-ups, pennants, posters, etc.

Any printed or digitally produced materials must comply with the Grow Civic Visibility Guideline (See Annex 6), so it is of utmost importance that you take due care during their preparation stage.

You must consider possible copyright costs of visibility products while devising your budget. If these costs are not in the approved budget plan, you must modify your budget plan and submit it to the

Civic Space team via the MIS for approval. If this proves to be impossible, you should immediately contact the Civic Space team to pursue alternative plans.

All materials to be printed or digitally disseminated (leaflets, posters, booklets, promotional materials, event schedule, etc.) must be submitted to the Civic Space team before any arrangements are made for their printing. The designs must be approved by the EU, prior to their printing. Otherwise, payment WILL NOT be made even if the materials are produced by suppliers.

Please note that Civic Space may appoint editing experts when/if the action requires. The number of days these editors will be working for the action will be an additional support and the maximum expert's days that can be reserved for each action will not be affected. In the next section of this Guideline, you can find more information about how the expert's support will be handled.

SUPPORTING DOCUMENTS:

10 COPIES OF ALL PRINTED MATERIALS, PHOTOS/DESIGNS OF OTHER VISIBILITY ITEMS, DELIVERY RECEIPTS OF PRINTED MATERIALS, DISTRIBUTION LISTS OF PRINTED MATERIALS (if distribution costs are involved)

Costs for website design, hosting, software development and management

The website's design and content production should be completed within the timeline stated in your activity plan.

The website must be in line with the Grow Civic Visibility Guidelines (See Annex 6). It is strongly recommended to carefully review the requirements laid down in the Guideline to ensure compliance. When the designed website is ready, you must submit its link to us, BEFORE launching it for the public. As the approval of the EU is required for any visibility material, you cannot open it to the public before this approval is received. The invoicing process can only start once the approval is provided.

Note that the hosting and domain purchases cannot exceed the finalization date of Grow Civic, which is September 2025.

SUPPORTING DOCUMENTS:

**ADDRESS OF THE WEB PAGE, CONTRACT WITH THE SUPPLIER
DOMAIN NAME PURCHASE DOCUMENTS, REIMBURSEMENT FORM (in the absence of an invoice from a supplier)**

Advertisements costs

This item includes digital, social media boosting or advertisement costs, and printed or TV advertisement expenses.

You need to send the visuals that would be boosted and/or advertised. They must comply with the Grow Civic Visibility Guideline (See Annex 6). You must submit the visuals/ads to the Civic Space

SUPPORTING DOCUMENTS:

DESIGNED VISUALS, ADS AND ANNOUNCEMENTS, REIMBURSEMENT FORM FOR SOCIAL MEDIA ADS AND BOOSTING (in the absence of an invoice from a supplier)

team to get the approval of the EU BEFORE you make any arrangements for boosting or advertising. Once the approval of the EU is received, the Civic Space team will notify you and you can start the invoicing process.

Purchase and subscription costs of digital tools

This includes expenses such as database, storage, design, online meetings, live streaming, and project management programs.

Note that the subscription periods cannot exceed the finalization date of Grow Civic, which is September 2025.

You must inform the Civic Space team before any purchase.

**SUPPORTING DOCUMENTS:
PRINT OUT SHOWING PURCHASE/MEMBERSHIP SHOWING THE PERIOD OF COVERAGE,
REIMBURSEMENT FORM**

Costs for design and management of social media tools

This service includes the professional management of social media accounts and creating content and visuals.

The Grow Civic Visibility Guideline (See Annex 6) must be followed for the content and design of the visuals you are going to produce for social media posting.

Before sharing them publicly, you must send the addresses of your social media accounts along with your content and the visuals to the Civic Space team and get an approval for moving to the invoicing stage.

**SUPPORTING DOCUMENTS:
SOCIAL MEDIA ADDRESSES, SOCIAL MEDIA VISUALS DESIGNED AND THE CONTENT OF THE
“ABOUT” SECTION OF YOUR SOCIAL MEDIA ACCOUNTS**

Costs for studies and research

This service includes contracting a company that will conduct a research/survey and develop a report with the findings. You need to fill in the Grow Civic Service Order Form, describe the research/survey service you are looking for, and ask the providers in the pool for an offer, including a methodology and a budget.

Once the study/research report is available and approved by you, send the report to the Civic Space team for final approval. Ensure the report is finalized per the Visibility Guideline and the sensitive language check (see the Civic Space team for the sensitive language rules).

SUPPORTING DOCUMENTS:

ORDER FORM, METHODOLOGY AND PRICE OFFER OF THE SUPPLIER, CONTRACT SIGNED, THE QUESTIONNAIRE USED, REPORT OF THE FINDINGS INCLUDING A SECTION ON METHODOLOGY

Experts' Support

For expertise requests, experts will be chosen solely from Grow Civic Pool of Experts to ensure the transparency and accountability of the process.

Civic Space project has created a Pool of Experts to provide tailor-made support to the Grow Civic supported actions of CSOs and activists. The pool includes experts having expertise in different thematic fields and capacity building topics. These experts will be mobilized for your actions based on your needs and requirements.

Each category of expertise corresponds to a different maximum number of expert working days. For this reason, you must consider the maximum number of days you can request this support based on the relevant category your support is approved under.

For the provision of experts' support,

1. You must draft a Terms of Reference for the services you will be requiring. The template you can use is provided in Annex 16.

Contact our help desk if you need support in filling the Terms of Reference template.

2. According to the requirements detailed in this document, you can then search for relevant experts. The experts already approved by the EU are listed in the MIS under the Pool of Experts section. You can use search criteria and identify potential experts you may like to work with.
3. If the search results with more than one expert, we highly recommend you contact them all by sending the ToR and asking their interest and availability. You must send your messages to the expert(s) via MIS so that the Civic Space team will be able to monitor the process and assist you when/if required. Following your correspondences with the expert(s), you must inform us about your choice of expert to work with and we will be contracting them for the agreed mission.
4. If you could not find any expert in the pool to compensate for the requirements needed for the mission, you should let us know immediately. At this point, you can propose an expert who meets the criteria to be added to the pool. As this requires additional EU approval, we will guide you and the proposed expert through the required process.
5. The ToR and the selected expert need to be approved by the EU. Following this approval, the Civic Space team will be responsible for contracting the selected expert to provide you with the required expertise.

Once the contractual phase is concluded, the expert can start working for your action. You will be responsible for monitoring and supervising the expert's assignment. You must also closely supervise the technical aspects, timing, and quality of outputs/deliverables of the assignment. If need be, the Civic Space team can guide you on to how this supervision can be properly done.

All written communication with the expert should be made via MIS. If any changes should be made

in the number of days and/or the timing of the expert's assignment, you must immediately contact the Civic Space team.

Each contracted expert must be devising monthly timesheets for the support they provide (See annex 17 for template timesheet). Once the experts have successfully carried out the tasks in line with the ToRs, they must submit a Mission Report (see annex 18 for the template mission report). Checking and ensuring the correctness of the tasks and the number of days laid down in the timesheet as well as the correctness and sufficiency of the information covered in the mission report, will be your responsibility as the support owner. All documentation and correspondences will be made via MIS. Once all documents are submitted by the expert and confirmed by you, Civic Space will be submitting them to the approval of the EU.

Following the receipt of EU approval, Civic Space team will manage the payment of the experts and you will not be responsible for the payment process.

As the Civic Space team, we will always be ready to support you in this process!

SUPPORTING DOCUMENTS:

TERMS OF REFERENCE FOR THE ASSIGNMENT, EXPERT'S MISSION REPORT, OUTPUTS AND/OR DELIVERABLES PRODUCED BY THE EXPERT, TIMESHEET(S)

Procurement, Invoicing and Payments

Grow Civic is not a grant scheme but an in-kind support programme. Within this framework, the Civic Space team will make all the payments directly to the suppliers and service providers (all vendors regardless of the provided commodity, will be referred to as supplier in this guideline). Thus, you cannot make any expenditure without informing the Civic Space team (see Section III for further information and Annex 14 for the list of suppliers).

All purchases made in the northern part of Cyprus will be exempted from VAT. When and if you need to make purchases in the Republic of Cyprus or another EU MS or IPA country, you must justify those purchases to the Civic Space team. Only with prior confirmation by Civic Space team can the VAT be paid (please see Annex 12 for sample invoices to be issued both in the northern part of Cyprus and the Republic of Cyprus).

Procurement

Grow Civic purchasing principle seeks the “best value for money” and prioritizes working with suppliers respectful of human rights, labour rights, animal rights, and the environment.

Getting the “best value for money” means choosing the most suitable product/service from the fairest supplier, meeting the program’s needs. “Best value for money” is not always equivalent to the lowest price. All purchases made within the context of the Grow Civic supported actions are bound to be approved by the EU and hence require timely preparation and tendering/purchasing process.

The Civic Space team, following a tendering process, has compiled a pool of service providers and suppliers for you. This pre-determined list can be found in Annex 14. When you identify the details of the service or supplies you would need for your approved action, you must ask for quotations from the suppliers/providers listed for that category in the Suppliers List. **You must put Civic Space in the cc of all your correspondences with the suppliers.** Following your correspondences, when you identify the best value for money proposal, you will let us know so that we can give our confirmation to the purchasing of service/supplies from the identified supplier. Do not forget, you can order the service/supplies only after you receive confirmation from the Civic Space team.

In case the service/supply you need is not available as a category in the Suppliers List or if the pre-determined suppliers in the list do not provide the relevant service/supply you require, then you can follow the special procedure. This would mean that you must carry out market research to get the best value for money. Market research involves conducting brief research into the service/supply you are requiring. This can be done by way of e-mails, or a simple internet scanning. If you conduct the market research by online means, then, the printouts of the related webpages of relevant suppliers or e-mail correspondences with the suppliers must be submitted (the documentation must indicate the date of market research) to the Civic Space team via MIS. When you submit these documents, you are expected to note from which supplier you want to make the purchase. Remember, you must wait for the confirmation before you start any ordering/purchasing process. Please feel free to ask for guidance from the Civic Space team regarding the tenders.

We highly recommend asking for quotations from more than 1 supplier in all your purchases under Grow Civic. However, for a purchase with a value higher than EUR 2,500, you must get written (e-mail or hardcopy) quotations from at least 3 different suppliers and submit them to the Civic Space

team for approval. Do not forget that while sending the quotations, you must indicate which supplier you want to work with. You can make use of the annex on supply or service order for templates of quotation requests and putting an order.

Once you have selected the supplier and received our approval, you can launch your order via email with the details of the service you are asking for. Do not forget to put the Civic Space team in copy. Copyright costs, legal expenses (notary costs etc.), and mobile phone credits can only be paid after informing and getting the approval of the Civic Space team.

Please bear in mind that purchases made in the northern part of Cyprus are exempt from VAT. Therefore, if you are to identify your own suppliers and not use the ones in the Suppliers List, we provided in annex 14, the Civic Space team should be notified about this during the procurement negotiations. When and if you need to make purchases in the Republic of Cyprus or another EU MS or IPA country, you are expected to justify those purchases to the Civic Space team, and the VAT can be paid with our prior confirmation.

The following considerations must be considered during the selection process of the supplier:

- ✓ Avoiding conflict of interests
- ✓ Maintaining a fair, equal and a transparent approach Keeping the competition at a maximum
- ✓ Make sure that compiled quotations are assessed in an objective and extensive manner
- ✓ Make sure that the quotation which is the most realistic and best compensate the needs, the specification, the (job/technical) description and the reference conditions is chosen.

You are expected to prove that you have reached the best market prices. In case any irregularity is spotted, the Civic Space Team will consider the procurement process as 'void' and the expenditures related to the purchase will not be compensated, even if the purchase had been approved a priori.

Purchase approval / Confirmation and Contracting

Do not forget that your supplier choice must be confirmed by our Civic Space team. Hence, you should not make any purchases before getting confirmation.

Make sure you specify the details regarding the invoicing and the payment while making a deal with your supplier. For purchases higher than EUR 2,500, a Procurement Contract must be signed between you and your supplier. In the Procurement Contract (See Annex 10), definition of the service/supply, delivery date and payment conditions should be stated. You should send the draft contract to the Civic Space team for review and approval. Once you receive the pre-approval of the contract draft, you counter-sign the contract and submit a copy (scanned or copied version) to the Civic Space team.

For purchases lower than EUR 2,500, an e-mail/written order confirmation must be made available clearly laying down the details of the order, such as the technical details, number of units, quality, unit and total costs, delivery date and payment conditions.

You can find the VAT Exemption Certificate copy (for reference purposes) in Annex 11.

Invoicing

You can move to the invoicing stage by informing the Civic Space team after services/products are received in full and when all supporting documents (detailed under the Supporting Documents section) related with the purchase/event are made available.

Remember, for any services or supplies purchased as visibility materials they require the approval of the EU before any invoicing/payment.

Once the services/products are received in full and when all supporting documents (detailed under the Supporting Documents section) related to the purchase/event are ready, you can make them available to the Civic Space team through the MIS and inform the team that they can move on to the invoicing stage.

Payments

Once the original invoice and the Procurement Contract (if relevant) are submitted to the Civic Space team, they will be re-checked to ensure compliance with EU procedures.

When and if all supporting documents are properly submitted related with the expenditure:

- ✓ All payments are made within 30 days following the receipt of a correct invoice.
- ✓ Payments are made via bank transfer.
- ✓ Cash payments can be made only for amounts of less than EUR 500 against a signed receipt declaration. This must be requested when the invoice is sent.
- ✓ Special requests for cash payments above EUR 500, or other payment methods are considered exceptional cases and will be considered case by case by the Civic Space team.

Exceptional cases

If a person involved in the activity requires a reimbursement:

a. does not have a bank account; a written declaration will be required to make the transfer to another person's bank account of her/his/their choice.

b. has a TRY account but not a EURO account, a transfer to their TRY account can be made by using the official EU Euro rate.

c. does not have any bank account and does not want the payment to be made to another person's account, then the participant can officially ask Civic Space team to have the reimbursement in cash.

----- For children under 18, bank transfers will be made to the legal custodian's bank account.

Final Remarks

Archiving

We kindly request that you send us a few photos of the general view of your event to the through MIS for archiving purposes within the scope of the Grow Civic Programme. As for the videos and podcasts, once approved, kindly send us the final version through MIS.

You must provide us with at least 10 printed copies of printed visibility materials (posters, brochures, fliers, program, booklets, etc.) supported and printed by the Programme. As for the portable or non-portable visibility materials (roll-ups, banners, etc.) you are expected to take their photos during events and submit them to Civic Space team via MIS.

For the digital materials produced with the support of the Grow Civic Programme, you must submit them by e-mail or other digital means to the Civic Space team.

Final Report

When all your activities are completed, you are requested to submit a final report. In Annex 18 you can find the Final Report Template you need to complete for successful closure of your Action.

The information you will provide in the Final Report, will help us improve the program as the form include questions on challenges, positive experiences, and improvement recommendations. Hence, we would like to remind you that **you must upload your final report to MIS within 1 month at the latest following the completion of your action.** If you do not have access to the MIS, you must e-mail the final report to the Civic Space team.

Checklists

We have prepared the following checklists to remind you of the procedural steps for ensuring that you do not skip any required action you need to fulfil in implementing your action. If some of the steps covered in the checklists are not relevant to your action, please disregard them.

Checklist for Grow Civic Supported Actions

- ✓ Activity Plan (Annex 1), Procurement Plan (Annex 2) and Travel and Accommodation Plan (Annex 3) (if relevant) are submitted through the MIS within 2 weeks after the action has been approved.
- ✓ The scanned versions of the boarding passes and/or their hard-copy originals of all the passengers are submitted to the Civic Space team.
- ✓ The visibility materials are produced in line with the Grow Civic Visibility Guideline (Annex 6): The EU emblem, the Grow Civic logo, the “support info and the disclaimer” text are added to all the printed/digital materials (websites, visibility materials, etc.) supported by Grow Civic, submitted to the Civic Space team in due time and received their approval.
- ✓ 10 copies of all printed materials are provided to the Civic Space team.
- ✓ The Civic Space team is informed about any modifications in the approved Activity and Budget Plan (Annex 1) and their confirmation or approval is received.
- ✓ The documents to be translated are submitted to the Civic Space team (if translation budget is included within the action) when sending them off for translation.
- ✓ The Reimbursement Form (See Annex 7) is filled in and submitted to the Civic Space team with the necessary account information (if daily allowance is included within the action).
- ✓ All supporting documents related to activities, as listed in the Implementation Guideline and as compiled in Annex 13 are provided to the Civic Space team.
- ✓ Compliance with the checklist for events/meetings (if relevant) is ensured.
- ✓ The Supplier Contract required for purchases higher than EUR 2,500 is submitted to the Civic Space team.
- ✓ The Final Report is submitted to the Civic Space team within a maximum of 1 month following the completion of the action.

Checklist for Events

PRIOR TO THE EVENT/MEETING

- ✓ The approved request for support (with approved items and budget) and the comments (if any) made at the eligibility and compliance check stage are reviewed and the related comments are taken into consideration before the event/meeting is held.
- ✓ The Activity Plan (See Annex 1) with the dates of all the activities within the action, including the events and meetings are completed and submitted to the Civic Space team via the MIS.
- ✓ The relevant Travel and Accommodation Form (See Annex 3) is completed in full for all the participants (if relevant) and submitted to the Civic Space team.
- ✓ The correspondences/documents regarding any mandatory “legal permissions” (if relevant) related to the event/meeting are acquired and submitted to the Civic Space team.
- ✓ The event/meeting agenda and the list of speakers are submitted to the Civic Space team.
- ✓ Arrangements regarding the venue and catering compliments are completed and relevant information/documents are submitted to the Civic Space team, in line with the supporting documents mentioned in the Implementation Guideline and Annex 13.
- ✓ The documents to be translated for the event/meeting (if relevant) are submitted to the Civic Space team.
- ✓ The visibility materials of the event/meeting (if relevant) are produced in line with the Grow Civic Visibility Guideline (See Annex 6), submitted to the Civic Space team and their approval is received prior to printing or dissemination.

DURING THE EVENT/MEETING

- ✓ Ensured that all participants on all different days of the event/meeting signed the Participant List (See Annex 9).
- ✓ Photos of the event/meeting are taken containing the general view of the event, measures are taken to ensure the event visibility in line with Grow Civic Visibility Guidelines, and (if relevant) any technical equipment or service purchased for the event/meeting.

AFTER THE EVENT/MEETING

- ✓ The scanned and/or hard copy versions of the boarding passes of all the passengers (if relevant) are submitted to the Civic Space team.
- ✓ The event/meeting Participants List (See Annex 9) is submitted to the Civic Space team. The photos (and videos if any) are shared with the Civic Space team through the MIS.
- ✓ At least 10 printed copies (if relevant) of printed materials and digital copies of visibility materials (if relevant) are submitted to the Civic Space team.

Help desk support

Civic Space help desk is ready to support you on any issue and to answer your questions. Please do not hesitate to contact us when you need assistance.

Grow Civic Information System (MIS): <https://mis.civicspace.eu>

Telephone number: + 90 392 227 65 05

WhatsApp number: + 90 533 833 79 50

E-mail address: info@civicspace.eu OR sivilbuyu@sivilalan.eu

For one-on-one meetings/office meetings, you need to get an appointment by e-mail or by telephone.

Address: Hüseyin Küçük Sokak, Şeytanoğlu Apt. No:3/B, Köşklüçiftlik-Nicosia, Cyprus

You may review the [MIS Users Guide](#) for detailed information.

As the Civic Space team, we get in touch with you, via the contact person(s) provided in the request for support throughout the implementation process. The implementation responsibility of the action belongs to you.

In case the contact person(s) changes in your request for support form, please inform the Civic Space team immediately with the names and contact information of the new contact person(s). Accordingly, the relevant changes in MIS will be made by our team.

As the Civic Space team, we respond to your questions within a maximum of 5 working days. Depending on the implementation intensity in case you do not hear from us within the stated period, in urgent cases, you can always reach us by phone.

List of Annexes

- 1.** Activity and Budget Plans
- 2.** Procurement and Expenditure Plan
- 3.** Travel, Transportation and Per Diem Forms
- 4.** Template for Declaration of Missing Boarding Cards
- 5.** Template for Notification of Events
- 6.** Grow Civic Visibility Guideline
- 7.** Reimbursement Form
- 8.** Per-Diem Form
- 9.** Template for Participant List
- 10.** Template for Procurement Contract
- 11.** Copy of VAT Exemption Certificate
- 12.** List of Supporting Documents
- 13.** List of Suppliers
- 14.** Supply or service order Document
- 15.** Template Terms of Reference for Expert's Mobilisation
- 16.** Template Timesheet for Experts
- 17.** Template Mission Report for Experts
- 18.** Template Final Report



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