

Türkiye: Recruitment services

The Social Safety Net With Education for Refugees (SSN-E) Programme, implemented across all 81 provinces under the Directorate General of Social Assistance of the Ministry of Family and Social Services, aims to employ a total of 976 personnel for the period from 1 October 2026 to 31 December 2027

Contract or concession notice – standard regime

1 Buyer

1.1 Buyer

Official name: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Legal type of the buyer: Body governed by public law, controlled by a local authority

Activity of the contracting authority: General public services

2 Procedure

2.1 Procedure

Title: The Social Safety Net With Education for Refugees (SSN-E) Programme, implemented across all 81 provinces under the Directorate General of Social Assistance of the Ministry of Family and Social Services, aims to employ a total of 976 personnel for the period from 1 October 2026 to 31 December 2027

Description: The Social Safety Net With Education for Refugees (SSN-E) Programme, implemented across all 81 provinces under the Directorate General of Social Assistance of the Ministry of Family and Social Services, aims to employ a total of 976 personnel for the period from 1 October 2026 to 31 December 2027

Procedure identifier: b05498f7-c529-4e5f-a5ce-1e9f7c0a9738

Internal identifier: SSN-E

Type of procedure: Restricted

The procedure is accelerated: yes

Justification for the accelerated procedure: Any delay in mobilising the new service provider would create a critical operational gap, interrupt essential project activities, affect services delivered to beneficiaries, and jeopardise the timely and effective use of the project budget. As the current field personnel contracts expire on 31 August 2026, the new contractor must be fully operational by 1 October 2026 to ensure uninterrupted service delivery.

2.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79600000 Recruitment services

2.1.2 Place of performance

Postal address: Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE

Town: IT IS INCLUDED IN THE TENDER DOCUMENT.

Postcode: 06530

Country subdivision (NUTS): Ankara (TR510)

Country: Türkiye

Additional information: The Social Safety Net With Education for Refugees (SSN-E) Programme, implemented across all 81 provinces under the Directorate General of Social Assistance of the Ministry of Family and Social Services, aims to employ a total of 976 personnel for the period from 1 October 2026 to 31 December 2027

2.1.4 General information

Legal basis:

Directive 2014/24/EU

NDICI-RRP-ENES/2025/488-920 (SSN-E) - NDICI-RRP-ENES/2025/488-920 (SSN-E)

2.1.6 Grounds for exclusion

Sources of grounds for exclusion: Notice

Grounds relating to insolvency, conflicts of interests or professional misconduct: For the full list of exclusion grounds please consult the procurement documents.

5 Lot

5.1 Lot: LOT-0001

Title: The Social Safety Net With Education for Refugees (SSN-E) Programme, implemented across all 81 provinces under the Directorate General of Social Assistance of the Ministry of Family and Social Services, aims to employ a total of 976 personnel for the period from 1 October 2026 to 31 December 2027

Description: 976 PERSONNEL SERVICES TO BE EMPLOYED BETWEEN 01.10.2026 AND 31.12.2027

Internal identifier: NDICI-RRP-ENES/2025/488-920 (SSN-E)

5.1.1 Purpose

Main nature of the contract: Services

Main classification (cpv): 79600000 Recruitment services

5.1.2 Place of performance

Postal address: Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE

Town: Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya/Ankara/TURKIYE

Postcode: 06530

Country subdivision (NUTS): Ankara (TR510)

Country: Türkiye

Additional information: At the Ministry's central and provincial organizations, at the Provincial and District Social Assistance and Solidarity Foundations (SASFs), and at Social Service Centers (SSC) located in the following provinces: 81 provinces in Türkiye

5.1.3 Estimated duration

Start date: 01/10/2026

Duration end date: 31/12/2027

5.1.6 General information

Reserved participation: Participation is not reserved.

Procurement Project fully or partially financed with EU Funds.

The procurement is covered by the Government Procurement Agreement (GPA): no

5.1.9 Selection criteria

Sources of selection criteria: Notice

Criterion: Average yearly turnover

Description of selection criterion: The candidate's or tenderer's average annual turnover of the last 3 financial years for which the accounts have been closed must be not less than 1.889.990.861,64 TL (One Billion Eight Hundred Eighty-Nine Million Nine Hundred Ninety Thousand Eight Hundred Sixty-One Turkish Lira and Sixty-Four Kuruş. Only), Criterion 2: assets/liabilities ratio Current ratio (current assets/current liabilities) in the last year for

which accounts have been closed must be at least 1, The candidate or tenderer has completed services under at least: 1 contracts implemented at any moment during the last four years before submission deadline. •The cost of services completed for each contract cannot be less than 393.748.096,18 TL. •The completed services are in the domain of service procurement business based on employment of personnel

The criteria will be used to select the candidates to be invited for the second stage of the procedure

Information about the second stage of a two-stage procedure:

Minimum number of candidates to be invited for the second stage of the procedure: 8

The procedure will take place in successive stages. At each stage, some participants may be eliminated

5.1.10 Award criteria

Criterion:

Type: Quality

Description: The contract will be awarded to the best pricequality ratio. The weightings for the criteria are 80% for technical quality and 20% for price.

5.1.11 Procurement documents

Languages in which the procurement documents are officially available: English

Deadline for requesting additional information: 11/08/2026 14:00 +03:00

Address of the procurement documents: <https://www.aile.tr/sygm/duyurular/>

5.1.12 Terms of procurement

Terms of the procedure:

Estimated date of dispatch of the invitations to submit tenders: 15/08/2026

Terms of submission:

Electronic submission: Not allowed

Justification for why electronic submission is not possible: Tools, devices, or file formats not generally available

Description: Paper submission

Languages in which tenders or requests to participate may be submitted: English

Electronic catalogue: Not allowed

Description of the financial guarantee: The validity date must be specified on the guarantee letters used as provisional guarantees. The provisional guarantee must be at least 3% of the bid amount. Bids that do not meet the participation requirements specified in the tender will be excluded from evaluation.

Deadline for receipt of requests to participate: 14/08/2026 15:00 +03:00

Terms of contract:

The execution of the contract must be performed within the framework of sheltered employment programmes: No

Electronic invoicing: Allowed

Electronic ordering will be used: no

Electronic payment will be used: yes

5.1.15 Techniques

Framework agreement:

No framework agreement

Information about the dynamic purchasing system:

No dynamic purchase system

5.1.16 Further information, mediation and review

Mediation organisation: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Review organisation: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination - Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Web address of tax legislation: <https://www.aile.gov.tr/sygm/duyurular/>

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Web address of environmental legislation: <https://www.aile.gov.tr/sygm/duyurular/>

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Web address of employment legislation: <https://www.aile.gov.tr/sygm/duyurular/>

Organisation providing additional information about the procurement procedure: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Organisation providing offline access to the procurement documents: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Organisation providing more information on the review procedures: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Organisation receiving requests to participate: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Organisation processing tenders: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

8 Organisations

8.1 ORG-0001

Official name: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Registration number: 01000448308

Postal address: Cukurambar Neighborhood Malcolm X Street No:22 Cankaya Cukurambar Neighborhood Malcolm X Street No:22 Cankaya Cukurambar Neighborhood Malcolm X Street No:22 Cankaya

Town: Cukurambar Neighborhood Malcolm X Street No:22 Cankaya

Postcode: 06530

Country subdivision (NUTS): Ankara (TR510)

Country: Türkiye

Contact point: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Email: fritsatinalma@aile.gov.tr

Telephone: +905344573335

Internet address: <https://www.aile.gov.tr/sygm>

Other contact points:

Official name: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Postal address: Cukurambar Neighborhood Malcolm X Street No:22 Cankaya Cukurambar Neighborhood Malcolm X Street No:22 Cankaya Cukurambar Neighborhood Malcolm X Street No:22 Cankaya

Town: Cukurambar Mahallesi Malcolm X Caddesi No:22 Cankaya ANKARA

Postcode: 06530

Country subdivision (NUTS): Ankara (TR510)

Country: Türkiye

Contact point: Ministry of Family and Social Services, General Directorate of Social Assistance, Frit Coordination

Email: fritsatinalma@aile.gov.tr

Telephone: +905344573335

Internet address: <https://www.aile.tr/sygm/duyurular/>

Information exchange endpoint (URL): <https://www.aile.tr/sygm/duyurular/>

Roles of this organisation:

Buyer

Central purchasing body acquiring supplies and/or services intended for other buyers

Central purchasing body awarding public contracts or concluding framework agreements for works, supplies or services intended for other buyers

Procurement service provider

Organisation providing additional information about the procurement procedure

Organisation providing offline access to the procurement documents

Organisation receiving requests to participate

Organisation processing tenders

Review organisation

Organisation providing more information on the review procedures

Mediation organisation

Organisation providing information concerning the general regulatory framework for taxes applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for environmental protection applicable in the place where the contract is to be performed

Organisation providing information concerning the general regulatory framework for employment protection and working conditions applicable in the place where the contract is to be performed

Notice information

Notice identifier/version: bb2f4a2b-fe66-4168-a91f-f7ce0b573e3a - 01

Form type: Competition

Notice type: Contract or concession notice – standard regime

Notice dispatch date: 04/08/2026 07:54 +00:00

Languages in which this notice is officially available: English