

TERMS OF REFERENCE (TOR) for Provision of Office Cleaning and Clerical Services - GHANA

1.0 Important TOR Information and Dates

TOR Name: Provision of Office Cleaning and Clerical Services	User Department: Finance and Admin
Location of Contracting Entity: Accra - Ghana	Correspondence Language(s): English

TOR Package Available from: 11 th August 2026	Tender Package Pickup Location: Fairtrade Africa Website
Deadline for Offer Submission: 28 th August 2026	Submit Offers to: procurementwestafrica@fairtradeafrica.net

Fairtrade Africa reserves the right to accept or reject any late offers

Questions and Answers (Q&A)	
If any, Submit Questions in writing to: procurementwestafrica@fairtradeafrica.net	
Last Day for Questions: 20 th August 2026	Questions will be answered by: 21 st August 2026
Questions will be answered through: procurementwestafrica@fairtradeafrica.net	

2.0 Background

Established in 2005, Commerce Equitable Afrique trading as Fairtrade Africa (FTA) is the independent non-profit umbrella organization representing all Fairtrade certified producers in Africa. Currently, the organization represents over 1,400,000 producers across 29 countries in Africa.

Fairtrade Africa is owned by its members, who are African producer organizations certified against international Fairtrade Standards producing traditional export commodities such as coffee, cocoa, tea, cut flowers, cane sugar, wine, cotton, bananas, mango, pineapples and non-traditional commodities including shea butter, rooibos tea, vegetables and fresh and dry fruits. The Fairtrade Africa secretariat is in Nairobi, Kenya and supports producers from four regional network offices as follows:

- The Fairtrade Africa Western Africa Network (FTA-WAN) with offices in Accra and Kumasi in Ghana and Abidjan and Yamoussoukro in Cote d'Ivoire

- The Fairtrade Africa Eastern and Central Africa Network (FTA-ECAN) with an office in Nairobi and Naivasha, Kenya and Addis Abba, in Ethiopia.
- Fairtrade Africa Southern Africa Network (FTA-SAN) with an office in Cape Town, South Africa and Blantyre, Malawi.
- Fairtrade Africa Middle East and Northern Africa Network (FTA-MENA) represents producers in four (4) countries: Egypt, Morocco, Tunisia and Palestine.

3.0 Aim and Objectives

The objective of this assignment is to engage a competent individual to deliver professional office cleaning and routine clerical support services that ensure a clean, organized and welcoming workplace.

Specifically, the individual will:

- ✓ Maintain high standards of cleanliness and hygiene throughout the office.
- ✓ Ensure reception and common areas remain presentable and welcoming.
- ✓ Provide routine clerical support that contributes to efficient office operations.
- ✓ Promote a safe and healthy working environment for staff and visitors.
- ✓ Support compliance with Fairtrade Africa's health, safety and safeguarding requirements.

4.0 Scope of Work

The person selected will be expected to do the following:

Office Cleaning and Maintenance

- ✓ Clean and maintain all office areas, including offices, meeting rooms, reception, corridors, kitchen, washrooms and other common areas.
- ✓ Sweep, mop, vacuum, dust and sanitize office furniture, equipment and surfaces.
- ✓ Empty waste bins and ensure proper segregation and disposal of waste.
- ✓ Maintain cleanliness of the kitchen and pantry and replenish consumable supplies where required.
- ✓ Ensure cleaning equipment and materials are properly used, stored and maintained.
- ✓ Report maintenance issues, damaged equipment or health and safety concerns promptly to the Finance and Administration Officer.

Clerical and Administrative Support

- ✓ Receive visitors and ensure they sign the visitor register in accordance with Fairtrade Africa's security and safeguarding procedures.
- ✓ Maintain a clean, organized and welcoming reception area.
- ✓ Prepare meeting rooms, including arranging furniture, equipment and refreshments where required.
- ✓ Provide basic office support, including photocopying, scanning and filing documents assigned.
- ✓ Assist with other routine administrative duties as may reasonably be assigned.

5.0 Deliverables and how success will be measured

The assignment will be considered successfully delivered when:

- ✓ Office premises are consistently maintained in a clean, hygienic and professional condition.
- ✓ Reception and meeting areas remain presentable and ready for use.
- ✓ Routine clerical and administrative support services are provided efficiently.
- ✓ Cleaning schedules are adhered to and completed satisfactorily.
- ✓ Maintenance issues are reported promptly.
- ✓ High standards of professionalism, confidentiality and customer service are maintained throughout the contract period.

6.0 Qualifications

Interested persons / entities should demonstrate the following:

- ✓ Experience providing office cleaning and support services for corporate organizations, NGOs or institutions.
- ✓ Personnel assigned should possess at least a Senior High School Certificate or equivalent.
- ✓ Personnel should have previous experience in office cleaning and general office support.
- ✓ Basic literacy and numeracy skills.

- ✓ Ability to operate basic office equipment such as photocopiers, printers and scanners will be an added advantage.
- ✓ Personnel should demonstrate integrity, professionalism and good interpersonal skills.
- ✓ Ability to comply with Fairtrade Africa's safeguarding, security and confidentiality requirements.

Skills and Competencies

- ✓ A strong sense of responsibility, honesty, and integrity.
- ✓ Good organizational and time management skills.
- ✓ Attention to detail
- ✓ Good interpersonal and communication skills.

Duration

For this assignment, the expected delivery period is 1 year after signing of contract.

7.0 Evaluation Criteria

a.) Mandatory/Eligibility Criteria

- i. Copy of a valid Ghana Card or other government-issued identification.
- ii. Valid Tax Identification Number (TIN).
- iii. Valid SSNIT Number.
- iv. Curriculum Vitae (CV) demonstrating relevant experience.
- v. Copies of educational and professional certificates, where applicable.
- vi. At least two (2) referees with contact details.
- vii. Minimum of two (2) years' experience in office cleaning, clerical support, or a similar role.

b.) Technical Evaluation Criteria

Criteria	Maximum Marks
Understanding of the TOR and the Assignment	20 Marks

Criteria	Maximum Marks
Relevant Experience in Similar Roles	25 Marks
Qualifications and Skills	20 Marks
Communication and Interpersonal Skills	15 Marks
Availability and Reliability	10 Marks
References and Past Performance	10 Marks

N/B: Bidders must score 70/100 to proceed to financial evaluations.

8.0 Submission guidelines

Interested individuals should submit a proposal to procurementwestafrica@fairtradeafrica.net on or before **29th August 2026**.

The subject of the email submission should be **“PROPOSAL FOR THE PROVISION OF OFFICE CLEANING AND CLERICAL SERVICES – ACCRA OFFICE”**.

The proposal should be structured in the following six sections:

- A brief overview of the individual trainer’s professional background, qualifications, certifications, and relevant experience in delivering similar training assignments.
- Detailed CV including educational background, professional certifications, relevant training experience, and similar assignments undertaken.
- Details of three references for similar assignments undertaken within the last three years, including the name of the client/organisation, contact person, and contact details.

N/B: Only shortlisted individuals will be contacted.