

TERMS OF REFERENCE FOR The Provision of Physical Security Services for Fairtrade Africa West Africa Network – Ghana Offices (Accra and Kumasi)- GHANA

1.0 Important TOR Information and Dates

TOR Name: Terms of Reference For the Provision of Physical Security Services for Fairtrade Africa West Africa Network – Ghana Offices (Accra and Kumasi)		User Department: Finance and Admin
Location of Contracting Entity: Accra & Kumasi	Correspondence Language(s): English	

TOR Package Available from: 11 th August 2026	Tender Package Pickup Location: Fairtrade Africa Website
Deadline for Submission Offer: 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 qualified and registered private security service provider to provide reliable physical security services, including static guarding, access control, asset protection, and emergency response support.

The specific objectives are to:

- Provide 24/7 professional security coverage at Fairtrade Africa offices in Accra and Kumasi.
- Ensure effective access control and visitor management.
- Protect staff, visitors, office premises, equipment, and other organizational assets.
- Provide timely response to security incidents and emergencies.
- Maintain accurate security records and incident reporting.
- Promote a safe and secure working environment in compliance with Ghanaian security regulations.

4.0 Scope of Work

The selected consultant or firm will be expected to:

The selected security provider will be responsible for the following key tasks:

Access Control & Visitor Management

- ❖ **Verification:** Screen, log, and verify all incoming staff, visitors, vendors, and vehicles entering the premises.
- ❖ **Visitor Badges:** Issue appropriate visitor badges and guide guests to the reception area.
- ❖ **Search Operations:** Conduct non-intrusive bag and vehicle checks using metal detectors and under-vehicle search mirrors.

Static Guarding & Patrols

- ❖ **Manned Guard Posts:** Position trained security guards at assigned posts (Main Gate, Reception, Parking Area, Rear Exit).
- ❖ **Routine Patrols:** Conduct regular foot patrols of the perimeter fence, office grounds, and common areas day and night.
- ❖ **Illumination & Inspection:** Monitor premises lighting, perimeter integrity, and emergency exits during evening hours.

Emergency Response & Incident Management

- ❖ **Panic Button / Rapid Response:** Provide access to a 24/7 Mobile Armed Response Unit for critical emergencies or security breaches.
- ❖ **Incident Logging:** Report and record any security breaches, theft, vandalism, fire hazards, or unauthorized access attempts immediately.
- ❖ **Fire Safety Support:** Assist in building evacuations during fire drills or actual emergency situations.

Compliance with Local Laws

- ❖ Ensure all security personnel comply with relevant Ghanaian laws, including the **Ministry of the Interior regulations** governing Private Security Organizations (PSOs) in Ghana.

5.0 Deliverables and how success will be measured

The assignment will be considered successfully delivered when the provider submits and/or achieves the following:

- ❖ **Daily Gate Logbooks & Visitor Records:** Kept neatly and available for weekly audits.
- ❖ **Monthly Security & Incident Reports:** Submitted to the Operations/Facility Manager by the 5th of every month.
- ❖ **Incident Response Time:** Armed rapid response team arrival within **15–20 minutes** upon distress call activation.
- ❖ **Guard Attendance:** 100% post-coverage with zero unannounced absences or sleeping on duty.

6.0 Consultant / Firm Qualifications

Interested service providers should demonstrate the following minimum qualifications:

Qualification & Experience Requirements

The Security Service Provider must provide evidence of the following:

Legal Registration:

- ❖ Valid Certificate of Incorporation and Certificate to Commence Business from the Registrar General's Department (RGD / ORC Ghana).
- ❖ Valid Operating License from the **Ministry of the Interior (Ghana)** for Private Security Organizations.

Tax & Social Security Compliance:

- ❖ Valid Ghana Revenue Authority (GRA) Tax Clearance Certificate.
- ❖ Valid Social Security and National Insurance Trust (SSNIT) Certificate.

Experience:

Minimum of 5 years' experience providing corporate security services to international organizations, NGOs, or corporate firms in Ghana.

Guard Requirements:

- ❖ Clean police background checks (Criminal Check Certificate from CID Headquarters, Accra).
- ❖ Properly uniformed with standard duty equipment (flashlight, baton, communication radio/phone, whistle)

Facilities & Equipment Provided by Client

- ❖ Guard room / designated shelter at main entry point.
- ❖ Access to washrooms and safe drinking water.
- ❖ Electricity/charging points for communication devices.

Duration

For this assignment, the expected delivery period is two (2) Year after signing of contract.

7.0 Evaluation Criteria

a Proposals will be evaluated based on the following:

- **Technical Compliance (60%):** Valid Ghana operating licenses, experience, guard training curriculum, rapid response capacity
- **Financial Proposal (40%):** Competitive monthly billing rate per guard and included value-added services.

b.) Technical Evaluation Criteria

Criteria	Maximum Marks
Understanding of the TOR and Security Requirements	15 Marks
Proposed Security Approach, Methodology and Operational Plan	25 Marks
Relevant Experience and Track Record of the Security Firm	20 Marks

Criteria	Maximum Marks
Qualifications, Training and Competence of Security Personnel	15 Marks
Security Systems, Equipment and Emergency Response Capacity	15 Marks
Work Plan, Reporting Mechanism and Service Delivery Arrangements	10 Marks
Total Technical Score	100 Marks

7.2 Financial Evaluation Criteria (40 Marks)

Criteria	Maximum Marks
Monthly Cost Proposal for Security Services	25 Marks
Cost Breakdown, Tax Compliance and Statutory Charges	10 Marks
Value Added Services and Additional Benefits	5 Marks
Total Financial Score	40 Marks

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

8.0 Submission guidelines

Interested consultants or firms should submit a proposal to procurementwestafrica@fairtradeafrica.net on or before **28th August 2026**.

The subject of the email submission should be

“PROPOSAL For the Provision of Physical Security Services for Fairtrade Africa West Africa Network – Ghana Offices (Accra and Kumasi)” .

The proposal should be structured in the following six sections:

- **Section 1: Organization Profile and Relevant Experience**
Overview of the security firm, including company profile, years of experience, areas of operation, relevant experience providing physical security services to NGOs, international organizations, corporate institutions, and other similar clients.
- **Section 2: Security Personnel and Operational Capacity**
Profiles of key security personnel/supervisors assigned to the assignment, guard training and competency details, deployment structure, supervision arrangements, and capacity to provide continuous security coverage.
- **Section 3: Financial Proposal / Quotation**
Detailed financial proposal showing monthly security service fees, guard rates, supervision costs, operational costs, applicable taxes/statutory charges, and any additional costs.
- **Section 4: Proposed Security Approach, Methodology and Workplan**
Description of the proposed approach for delivering the security services, including access control, guarding arrangements, patrols, incident management, emergency response, reporting mechanisms, implementation schedule, and any additional value-added services.
- **Section 5: References for Similar Assignments**
Three references (name, organization, contact details, and brief description) for similar security assignments undertaken within the last three years.
- **Section 6: Legal and Compliance Documentation**
Copies of company registration documents, valid Private Security Organization (PSO) license, tax clearance certificate, SSNIT compliance certificate, and other relevant statutory documents.

N/B: Only shortlisted firms will be contacted.