

Order Schedule 20 (Order Specification)
Order Ref:
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Order Schedule 20 (Order Specification)

This Schedule sets out the characteristics of the Deliverables that the Supplier will be required to make to the Buyers under this Order Contract.



Home Office

DPS Schedule 1 - Specification

Project_18893 – BX Device Cleaning
2026

September 2025

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1 Introduction

1.1 Purpose of this document

1.1.1 The purpose of this document is to procure a managed service for cleaning support for the Home Office's IT equipment at UK ports (as described in this document). Which will support the operation of the UK Border, and to provide the services outlined in this document for the initial Contract term of 3 years with the option to extend for two further periods of one year (3 + 1 + 1).

1.2 Background

1.2.1 The first duty of the Government is to keep citizens safe and the country secure. The Home Office plays a fundamental role in the security and economic prosperity of the UK. The Home Office is the lead Government Department for immigration and passports, drugs policy, crime, fire, counter terrorism and police.

1.2.2 Further detail can be accessed here: Home Office - GOV.UK ([Home Office - GOV.UK](https://www.gov.uk))

2 Requirements

2.1 Asset-IT Equipment Cleaning

2.1.1 The Supplier shall undertake routine cleaning of Assets (e.g. IT equipment) on Primary Control Points (PCP) Desks and eGates at locations as defined below in Annex B – Airport Cleaning Schedule.

2.1.2 The Supplier shall undertake Cleaning Events within the following operational hours (08:00 – 18:00 Monday to Friday) unless alternative times have been agreed between the Supplier and Buyer before a planned Cleaning Event.

2.1.3 When undertaking Cleaning Events, the Supplier will clean Desks at each location and eGates at specific locations, ensuring the following requirements are met:

2.1.4 Desk Cleaning Requirements

- General Desk clean
- Monitor wipe
- Keyboard wipe
- Mice wipe
- Passport Scanners / Fingerprint reader
- Tablet device on the Desk

2.1.5 eGates Cleaning Requirements

- All outer shell including glass areas (doors and dividers)
- Document scanner
- Instruction screen (passenger instruction screen and camera when in the gate)

- Periscope which holds the top camera (using extendable duster)

2.1.6 During Cleaning Events, the Supplier will use a combination of the following products listed below to perform the cleaning activities listed in sections 2.1.4 and 2.1.5 of this document:

- Alcohol-based wipes
- Anti-static spray
- Microfibre cloth
- Duster

2.1.7 At the end of each Cleaning Event, the Supplier will verify the Assets (IT equipment e.g. Desks and eGates) are in an operational state, ensuring no loose cables and that power is being provided to the screen, document scanner and fingerprint reader. In the event any equipment does not pass post-cleaning checks, the Supplier will inform the Buyer before leaving site.

2.1.8 The Supplier shall be responsible for the provision and disposal of all equipment used by Supplier Staff relating to the Delivery of this Service.

2.1.9 The Supplier shall be responsible for monitoring the provision of the Services to ensure that the required Service Levels have been applied.

2.2 Cleaning Wipes

2.2.1 The Supplier will provide the Buyer with the ability to order additional individually wrapped wipes in quantities of one hundred, which will be delivered to port via post or as part of Cleaning Events.

2.2.2 The additional wipes will allow Buyer staff to undertake device cleaning in between Cleaning Events undertaken by the Supplier. There will be occurrences whereby locations will have sufficient stock of cleaning wipes, so additional wipes provided by the Supplier will not be required.

2.3 Reactive Cleaning (outside operational hours)

2.3.1 The Supplier shall include the provision of a Reactive Cleaning Service within one working day of a request being made by an approved Buyer representative. All additional Cleaning Events will be delivered during operational cleaning hours as agreed with the Buyer.

2.3.2 The Supplier shall be responsible for managing all requests made by approved Buyer representatives.

2.3.3 Examples of when a reactive Cleaning Event could be required are:

- Responding to spillages.
- Cleaning up dust and debris upon completion of maintenance works; and
- Stain removal.

2.4 General

- 2.4.1 The Supplier shall provide expert and technical advice on all IT equipment cleaning matters relating to the Assets (as defined in Paragraph 2.1) upon the request of the Buyer.
- 2.4.2 The Supplier shall ensure that all Services are fully compliant with all related legislation, best industry practice guidelines and all policy guidelines issued by UK Government and any relevant equipment manufacturers recommendations.
- 2.4.3 The Supplier shall be responsible for ensuring all Supplier Staff are provided with the necessary training required to deliver this Contract.

2.5 Security Clearance

- 2.5.1 Supplier Staff are required to hold a minimum of National Security Vetting at Security Check (SC) or be willing to undertake security checks to obtain this level of clearance. For further details please use the following link: www.gov.uk/government/organisations/united-kingdom-security-vetting. This is due to requiring regular access to restricted airside environments across the country to complete Cleaning Events.
- 2.5.2 Supplier Support Staff do not require National Security Vetting to work on this Contract.
- 2.5.3 The Supplier should ensure that:
 - 2.5.3.1 All Supplier Staff adopt and follow all security contingency plans as directed by the Buyer in the event of a security alert or incident.
 - 2.5.3.2 Supplier Staff and Subcontractors requiring access to the Buyer's Premises have the appropriate Security Clearance. It is the Supplier's responsibility to establish whether the level of clearance will be sufficient for access.
- 2.5.4 The Buyer is willing to act as a sponsor for any Supplier staff who need to obtain Security Clearance for this Contract.
- 2.5.5 Unless prior approval has been received from the Buyer, the Supplier shall be responsible for meeting the costs associated with Security Clearances for Supplier Staff and Subcontractors.

2.6 Working Hours

- 2.6.1 The Supplier shall undertake Cleaning Events within the operational hours of 08:00 – 18:00 Monday to Friday unless alternative arrangements have been made between the Supplier and the Buyer before a planned Cleaning Event.

2.7 Travel and expenses

- 2.7.1 The HO will not reimburse the Supplier for travel or any other expenses. The Supplier shall bear all costs relating to travel and accommodation, and any other expenses necessary to fulfil their obligation.

2.8 Insurance Requirements at Glasgow Airport

2.8.1 The Supplier shall hold the following insurance cover for Glasgow Airport only:

2.8.1.1 For Glasgow Airport only, the professional indemnity insurance with cover (for a single event or a series of related events and in the aggregate) of not less than two million pounds (£2,000,000*).

2.8.2 Further information on all insurance requirements for this Contract can be found in DPS Joint Schedule 3 – Insurance Requirements.

3 Contract Management

3.1 Integration

- 3.1.1 The Supplier will work collaboratively with the Buyer to promote excellence and innovation by:
- 3.1.1.1 Focussing on cross/multi-skilling of Supplier Staff to allow for efficiencies when delivering the required Services.
 - 3.1.1.2 Sharing more efficient ways of working with the Buyer that will ensure better working practices in delivering the Services.
 - 3.1.1.3 Working collaboratively with the Buyer and identify opportunities in relation to delivering the Services.

3.2 Health and Safety

- 3.2.1 The Supplier shall prepare a written Health and Safety Policy Statement which is reviewed and agreed with the Buyer for cleaning activities at the commencement of the Contract.
- 3.2.2 Details of their Safety Management plan shall be reviewed and revised accordingly to take account of legislation and other factors that may affect its effectiveness.
- 3.2.3 The Supplier will follow the agreed Health and Safety Policy Statement as part of every Cleaning Event and throughout the Contract Period.
- 3.2.4 The Health and Safety Policy Statement and Safety Management Plan shall be readily available and accessible to all their employees and anyone, including the Buyer, who may require sight of it.
- 3.2.5 The Supplier shall review all Health and Safety, method statements and risk assessments from Sub-Contractors prior to the start of any services being delivered under the Order Contract.
- 3.2.6 The Supplier will ensure they have appropriate number of first aid and CPR trained Personnel deployed to successfully meet their own and the Buyer's Health and Safety requirements in accordance with the Health and Safety (First Aid Regulations) 1981.
- 3.2.7 The Supplier shall be responsible for recording and investigating all accidents, incidents, dangerous occurrences and near misses involving their staff, to include SubContracted third-party staff delivering Cleaning Events on their behalf, and shall issue a written report, which shall include recommendations to prevent any repeat to the Buyer within three working days of the incident.
- 3.2.8 The Supplier shall be responsible for ensuring that all Reporting of Injuries, Diseases and Dangerous Occurrences Regulations (RIDDOR) related incidents are reported in accordance with HSE legislation. The Supplier shall be responsible for ensuring that the Buyer is notified immediately in writing.

3.3 Reporting

- 3.3.1 The Supplier shall provide a monthly report on all cleaning activities completed in the previous calendar month within five working days of the start of the calendar month. The report shall also include KPI performance, and any supplier risk the supplier has which could impact the delivery of the Contract.
- 3.3.2 The Supplier will meet with the Buyer on a quarterly basis to review Contract performance.
- 3.3.3 The Supplier shall be responsible for the development of Contract specific risk register, which shall be reviewed, updated and issued to the Buyer (monthly). Where new and/or significant risks are identified which have the potential to impact on the Buyer's service provision and / or performance standards, the Supplier shall be responsible for informing the Buyer of these risks within 24 hours of the discovery.
- 3.3.4 Where required and in conjunction with the Buyer, the Supplier shall construct a risk register for each Buyer Premises listed within the Call-Off Contract data. The Supplier shall have sole responsibility for the drafting and updating of the risk register.
- 3.3.5 The Supplier shall report monthly on its own performance against the agreed KPIs (below) and other measures as defined by the Buyer as part of an Order Procedure.
- 3.3.6 Cleaning and Equipment KPI Table:

KPI Name	Description	Target	Frequency
Cleaning Frequency Compliance	Percentage of scheduled cleanings completed within the calendar month against the number due to be completed as per Annex B.	100%	Monthly
Equipment-Specific Cleaning	Number of IT assets cleaned per visit.	100% of listed equipment	Monthly
Response Time to Ad Hoc Requests	Time taken to respond to unscheduled or emergency cleaning requests.	Response within 24 hours.	As Needed
Social Value	Hours spent influencing staff, customers and communities to support improving the environment under the Contract, by UK region	N/A.	Monthly.

- 3.3.7 Further information on service levels, service credits and KPIs (with examples) can be found in DPS Order Schedule 14 - Service Levels.

3.4 Selection and Management of Subcontractors

- 3.4.1 The Supplier is required to actively manage all aspects of Subcontractor involvement in the Order Contract (if Subcontractors are used) to ensure that all Services received reflect that required under the Order Contract, and specifically that which is paid for.
- 3.4.2 Key aspects of the role include the Services set out below:
- 3.4.2.1 Protecting the Buyer's agreed Contractual position and ensuring that the agreed allocation of risk is maintained and that value for money is Achieved from the Order Contract;
 - 3.4.2.2 Ensuring that all Subcontractors operate a Safe System of Work and that all activities at the Buyer Premises are Delivered in compliance with the Supplier's health and safety policy statement and Management Plan;
 - 3.4.2.3 Performance monitoring against agreed KPIs;
 - 3.4.2.4 Benchmarking and market testing of Services against the provision from other Service providers;
 - 3.4.2.5 Problem solving and Dispute (prevention and) resolution where issues exist;
 - 3.4.2.6 Auditing and inspecting the Subcontractors' work, ensuring that they comply with the Contractual requirements on quality, health and safety, environmental and legislative requirements;
 - 3.4.2.7 Establish and maintain appropriate records and information management systems to record and manage the performance of Subcontractors;
 - 3.4.2.8 Receiving, checking and authorising invoices for payment for additional Services; and
 - 3.4.2.9 Monitoring Subcontractors' approach to rectifying defects.
- 3.4.3 The Supplier shall take all reasonable steps to engage SMEs and local supply chain partners as Subcontractors to strengthen regional supply chain resilience and reduce the impact of the Services on the environment.
- 3.4.4 The Supplier shall report to the Buyer on the number engagements held with SMEs and the number of any appointed as Subcontractors within its normal reporting procedures.

3.5 Sustainability Management Plan

- 3.5.1 The Supplier shall ensure they develop, maintain and implement a sustainability management plan in line with the Buyer's sustainability requirements as defined as part of an Order Procedure.

3.6 Waste Prevention and Management

- 3.6.1 The Supplier shall take responsibility for waste management and work with the Buyer to strive to meet external and internal targets for the reduction of waste and to develop sustainable ways of achieving zero waste to landfill and Continuous Improvements as advances in technology arise.
- 3.6.2 The Supplier shall provide information to the Buyer on the methods of disposal of waste, showing clear evidence of using disposal methods which are environmentally preferable (if required by the Buyer). The Supplier shall assure that as much of the waste as possible will be recycled or used for energy recovery, rather than sent to landfill.

3.7 Social Value

- 3.7.1 The Public Services (Social Value) Act 2012 places a legal requirement on all public bodies, including Devolved Administrations, to consider the additional social, economic and environmental benefits that can be realised for individuals and communities through commissioning and procurement activity.
- 3.7.2 This DPS Contract provides a means of embedding social value through enabling improvements via themes such as fighting climate change and may be detailed by a Buyer in the Order Procedure.
- 3.7.3 The Supplier shall:
 - 3.7.3.1 Maintain and embed their corporate social value principles, policies and procedures as they apply to the Services requested in the Order Procedure;
 - 3.7.3.2 Develop, deploy and maintain appropriate management and staffing levels to ensure all social value policies, principles and practices as they apply to the Services are in place;
 - 3.7.3.3 Ensure compliance with all of HM Government and Buyer's social value policies, targets and procedures (including any re-enactments and changes to HM Government and/or Buyer's Policies) and act upon the instructions of the Buyer should there be a change in the social value requirements;
 - 3.7.3.4 Ensure all Supplier appointed sub-Contracted and supply chain staff are fully aware of the agreed social value policies, initiatives and procedures;
 - 3.7.3.5 Provide expert technical and professional advice to the Buyer upon request on issues related to social value. These shall include, where requested, advice on HM Government policy, compliance, benchmarking, reporting regimes and exploring opportunities associated with potential new initiatives and industry best practice.

3.8 Mitigating the Risk of Modern Slavery

- 3.8.1 Suppliers shall address known risks within the supply chain and report on these as requested in Joint Schedule 5 - Corporate Social Responsibility.

- 3.8.2 The Supplier shall make proper background checks on the agencies who supply them with labour.
- 3.8.3 The Supplier shall ensure that they undertake a risk assessment in their supply chain for modern slavery and maintain an action plans for tackling cases as they arise.
- 3.8.4 The Supplier shall ensure that a clear SubContractor assessment is undertaken to identify and manage risk.
- 3.8.5 The Supplier shall report the discovery or suspicion of any slavery or trafficking by it or its Subcontractors to the Buyer, CCS and the Modern Slavery Helpline.
- 3.8.6 The Supplier will assist CCS and any Buyer with their enquiries to manage modern slavery risks and respond to any suspected instances of forced labour abuses that may occur within the Supplier's organisation and / or their supply chains.
- 3.8.7 The Supplier shall manage, collect and collate data and provide reporting on government and social policy delivery in line with Performance Indicators in DPS Schedule 4 - DPS Management.
- 3.8.8 The Supplier acknowledges that CCS and the Buyer may at any time request that the Supplier completes the Modern Slavery Assessment Tool, or refreshes an existing one. CCS and the Buyer may also risk assess the supplier and sub-Contractors using the Modern Slavery Assessment Tool (MSAT) or other risk assessment tool. The outcomes and recommendations of this report shall be actively monitored and acted upon by the Supplier.
- 3.8.9 The Supplier shall report on the steps they are taking to act upon these outcomes and recommendations if requested to do so by CCS or the Buyer.

4 Annexes

4.1 Annex A – Location and Asset Details

Site Name	Postal Address	Number of Assets-Desks	Number of Assets-eGates
Aberdeen Airport	Aberdeen International Airport, Dyce, Aberdeen, Scotland, AB21 7DU	4	0
Birmingham International Airport Terminal 2	Birmingham Airport, Birmingham, West Midlands, B26 3QJ	8	0
Belfast International Airport	Belfast International Airport, Crumlin, County Antrim, BT29 4AB	4	0
Belfast City (George Best) Airport	George Best Belfast City Airport, Sydenham Bypass Road, Belfast, BT3 9JH	3	0
Birmingham Airport - Main Terminal	Birmingham Airport, Birmingham, West Midlands, B26 3QJ	9	0
Bristol Airport	Bristol Airport, Lulsgate Bottom, Bristol, BS48 3DY	10	10
Bournemouth International Airport	Bournemouth Airport, Christchurch, Dorset, BH23 6SE	4	0
Cardiff International Airport (Roose)	Cardiff Airport, Vale of Glamorgan, CF62 3BD	8	5
Edinburgh Airport – Terminal 1	Edinburgh Airport, Edinburgh, EH12 9DN	11	5
Edinburgh Airport – Terminal 2	Edinburgh Airport, Edinburgh, EH12 9DN	9	10
East Midlands Airport	East Midlands Airport, Castle Donington, Derby, DE74 2SA	5	5
Exeter Airport	Exeter Airport, Exeter, Devon, EX5 2BD	4	0
Gatwick Airport – North Terminal	Gatwick Airport North Terminal, Horley, Gatwick, RH6 0PJ	32	0
Gatwick Airport – South Terminal	Gatwick Airport South Terminal, Horley, Gatwick, RH6 0NP	28	0
Glasgow Airport	Glasgow Airport, Paisley, Renfrewshire, PA3 2ST	9	5
Harwich International Port	Harwich International Port, Parkeston, Harwich, Essex, CO12 4SR	16	0
Leeds Bradford Airport	Leeds Bradford Airport, Leeds, LS19 7TU	8	0

London City Airport	London City Airport, Hartmann Road, London, E16 2PX	6	10
Liverpool Airport	Liverpool John Lennon Airport, Liverpool, L24 1YD	7	0
Luton Airport	London Luton Airport, Airport Way, Luton, LU2 9LY	15	0
Manchester Terminal 3 BA	Manchester Airport Terminal 3, Manchester, M90 1QX	9	0
Manchester Terminal 1	Manchester Airport Terminal 1, Manchester, M90 3EX	32	0
Manchester Terminal 2	Manchester Airport Terminal 2, Manchester, M90 5PH	18	0
Newcastle Airport	Newcastle International Airport, Woolsington, Newcastle upon Tyne, NE13 8BZ	10	5
Norwich Airport	Norwich International Airport, Amsterdam Way, Norwich, NR6 6JA	3	0
Portsmouth Ferry Port	Portsmouth International Port, George Byng Way, Portsmouth, PO2 8SP	6	0
Prestwick Airport	Glasgow Prestwick Airport, Prestwick, KA9 2PL	4	0
Southend Airport	London Southend Airport, Southend-on-Sea, Essex, SS2 6YF	6	0
Southampton Airport	Southampton Airport, Wide Lane, Southampton, SO18 2NL	4	0
Stansted Airport	London Stansted Airport, Bassingbourn Rd, Stansted CM24 1QW	22	0
Durham Tees Valley Airport	Teesside International Airport, Tees Valley, Darlington, DL2 1LU	4	0
Heathrow Airport Terminal 2	Heathrow Airport Terminal 2, Hounslow, TW6 1EW	44	0
Heathrow Airport Terminal 3	Heathrow Airport Terminal 3, Hounslow, TW6 1BN	41	0
Heathrow Airport Terminal 4	Heathrow Airport Terminal 4, Hounslow, TW6 3XB	38	0
Heathrow Airport Terminal 5	Heathrow Airport Terminal 5, Hounslow, TW6 2GA	43	0

4.2 Annex B – Airport Cleaning Schedule

Port or Office Name	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
Aberdeen Airport			X						X			
Birmingham International Airport Terminal 2		X		X		X		X		X		X
Belfast International Airport			X						X			
Belfast City (George Best) Airport			X						X			
Birmingham Airport - Main Terminal		X		X		X		X		X		X
Bristol Airport*	X		X		X		X		X		X	
Bournemouth International Airport		X			X			X			X	
Cardiff International Airport (Roose)*	X		X		X		X		X		X	
Edinburgh Airport – Terminal 1*		X		X		X		X		X		X
Edinburgh Airport - Terminal 2*		X		X		X		X		X		X
East Midlands Airport*		X		X		X		X		X		X
Exeter Airport	X						X					
Gatwick Airport - North Terminal	X		X		X		X		X		X	
Gatwick Airport -	X		X		X		X		X		X	

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South Terminal												
Glasgow Airport*	x		x		x		x		x		x	
Harwich International Port	x		x		x		x		x		x	
Leeds Bradford Airport			x		x				x			x
London City Airport*		x		x		x		x		x		x
Liverpool Airport	x						x					
Luton Airport	x		x		x		x		x		x	
Manchester Terminal 1	x		x		x		x		x		x	
Manchester Terminal 2	x		x		x		x		x		x	
Manchester Terminal 3	x		x		x		x		x		x	
Newcastle Airport*		x		x		x		x		x		x
Norwich Airport					x							x
Portsmouth Ferry Port					x							x
Prestwick Airport	x						x					
Southend Airport					x							x
Southampton Airport						x						x
Stansted Airport	x		x		x		x		x		x	
Durham Tees Valley Airport					x							x
Heathrow Airport Terminal 2		x		x		x		x		x		x
Heathrow Airport Terminal 3		x		x		x		x		x		x
Heathrow Airport Terminal 4		x		x		x		x		x		x

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Heathrow Airport Terminal 5		x		x		x		x		x		X
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