

## Framework Schedule 6 (Order Form Template and Call-Off Schedules)

### Order Form

CALL-OFF REFERENCE: C287343 DHSC: WIST: Dynamics 365 (D365)  
Software Support Project 2025

THE BUYER: THE SECRETARY OF STATE FOR HEALTH AND SOCIAL CARE, ACTING AS PART OF THE CROWN THROUGH DEPARTMENT OF HEALTH AND SOCIAL CARE

BUYER ADDRESS 39 VICTORIA STREET, WESTMINSTER, LONDON, SW1H 0EU

THE SUPPLIER: Hitachi Solutions Europe Limited

SUPPLIER ADDRESS: 110 Bishopsgate, 23<sup>rd</sup> Floor, London, United Kingdom, EC2N 4AY

REGISTRATION NUMBER: 04924233

DUNS NUMBER: 736646378

SID4GOV ID: Not applicable

#### APPLICABLE FRAMEWORK CONTRACT

This Order Form is for the provision of the Call-Off Deliverables issued under the Framework Contract with the reference number RM6193 for the provision of Software Design and Implementation Services.

#### CALL-OFF INCORPORATED TERMS

The following documents are incorporated into this Call-Off Contract. Where numbers are missing we are not using those schedules. If the documents conflict, the following order of precedence applies:

1. This Order Form including the Call-Off Special Terms and Call-Off Special Schedules.
2. Call-Off Schedule 20 (Specification) including Statement of Work
3. Joint Schedule 1 (Definitions and Interpretation) RM6193

4. The following Schedules in equal order of precedence:

- **Joint Schedules for RM6193**
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 7 (Financial Difficulties)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Joint Schedule 12 (Supply Chain Visibility)
- **Call-Off Schedules for RM6193**
  - Call-Off Schedule 1 (Transparency Reports)
  - Call-Off Schedule 2 (Staff Transfer)
  - Call-Off Schedule 3 (Continuous Improvement)
  - Call-Off Schedule 5 (Pricing Details)
  - Call-Off Schedule 6 (ICT Services)
  - Call-Off Schedule 7 (Key Supplier Staff)
  - Call-Off Schedule 8 (Business Continuity and Disaster Recovery)
  - Call-Off Schedule 9 (Security)
  - Call-Off Schedule 10 (Exit Management)
  - Call-Off Schedule 13 (Implementation Plan and Testing)
  - Call-Off Schedule 14 (Service Levels)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 16 (Benchmarking)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)

5. Joint Schedule 5 (Corporate Social Responsibility) RM6193

No other Supplier terms are part of the Call-Off Contract. That includes any terms written on the back of, added to this Order Form, or presented at the time of delivery.

#### CALL-OFF SPECIAL TERMS

The following Special Terms are incorporated into this Call-Off Contract:

The Award Letter attached at Appendix A to this Schedule.

CALL-OFF START DATE: 01<sup>st</sup> July 2025

CALL-OFF EXPIRY DATE: 30<sup>th</sup> June 2028

CALL-OFF INITIAL PERIOD: 3 Years (36 Months), with Additional  
Optional Extensions of 2x12 Months (24  
Months)

#### CALL-OFF DELIVERABLES

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**

**Call-Off Ref: C287343; Provision of Dynamics 365 (D365) System**

**Crown Copyright 2020**

See details in Call-Off Schedule 20 (Call-Off Specification)

**MAXIMUM LIABILITY**

The limitation of liability for this Call-Off Contract is stated in Clause 11.2 of the Core Terms.

The Estimated Year 1 Charges used to calculate liability in the first Contract Year is **[REDACTED]** (Estimated Charges in the first 12 months of the Contract).

**CALL-OFF CHARGES**

See details in Call-Off Schedule 5 (Pricing Details)

All changes to the Charges must use procedures that are equivalent to those in Paragraphs 4, 5 and 6 (if used) in Framework Schedule 3 (Framework Prices)

**REIMBURSABLE EXPENSES**

Recoverable as stated in the Framework Contract

**PAYMENT METHOD**

**BACS Transfer**

**BUYER'S INVOICE ADDRESS:**

Invoices should be emailed electronically to [mb\\_paymentqueries@dhsc.gov.uk](mailto:mb_paymentqueries@dhsc.gov.uk)

Accounts Payable  
39 Victoria Street  
1st Floor south  
Westminster  
SW1H 0EU

**BUYER'S AUTHORISED REPRESENTATIVE**

**[REDACTED]**

**BUYER'S ENVIRONMENTAL POLICY**

Available online at:

<https://www.gov.uk/government/publications/environment-bill-2020/30-january-2020-environment-bill-2020-policy-statement>

<https://www.gov.uk/government/publications/sustainability-in-ukhsa/environmental-policy>

**BUYER'S SECURITY POLICY**

DHSC Acceptable Use Policy – June 2023



Acceptable-Use-Policy-June-2023.docx

SUPPLIER'S AUTHORISED REPRESENTATIVE  
**[REDACTED]**

SUPPLIER'S CONTRACT MANAGER  
**[REDACTED]**

PROGRESS REPORT FREQUENCY  
In accordance with RM6193 Call off schedule 15 call off contract management v1.0

PROGRESS MEETING FREQUENCY  
In accordance with RM6193 Call off schedule 15 call off contract management v1.0

KEY STAFF  
**[REDACTED]**

KEY SUBCONTRACTOR(S)  
**[REDACTED]**

COMMERCIALLY SENSITIVE INFORMATION  
**[REDACTED]**

SERVICE CREDITS  
Service Credits will accrue in accordance with Call-Off Schedule 14 (Service Levels).

ADDITIONAL INSURANCES  
Not applicable

GUARANTEE  
**[REDACTED]**

SOCIAL VALUE COMMITMENT  
The Supplier agrees, in providing the Deliverables and performing its obligations under the Call-Off Contract, that it will comply with the social value commitments in Joint Schedule 5 (Corporate Social Responsibility)

**Framework Schedule 6 (Order Form Template and Call-Off Schedules)**  
**Call-Off Ref: C287343; Provision of Dynamics 365 (D365) System**  
**Crown Copyright 2020**

<b>For and on behalf of the Supplier:</b>		<b>For and on behalf of the Buyer:</b>	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	