

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

## Order Form

CALL-OFF REFERENCE: **C24814**

THE BUYER: Department for Environment, Food and Rural Affairs  
(DEFRA)

BUYER ADDRESS Horizon House, Deanery Road, Bristol, BS1 5AH

THE SUPPLIER: Hitachi Solutions Europe Limited

SUPPLIER ADDRESS: 23rd Floor, 110 Bishopsgate, London, EC2N 4AY

REGISTRATION NUMBER: 04924233

DUNS NUMBER: 736646378

SID4GOV ID: Not applicable

### APPLICABLE FRAMEWORK CONTRACT



CALL-OFF LOT(S):

**Lot 2 - Commercial off-the-shelf (COTS) Software**

### 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. Joint Schedule 1(Definitions and Interpretation) RM6195
3. Framework Special Terms

4. The following Schedules in equal order of precedence:

- **Joint Schedules for RM6195**
  - Joint Schedule 2 (Variation Form)
  - Joint Schedule 3 (Insurance Requirements)
  - Joint Schedule 4 (Commercially Sensitive Information)
  - Joint Schedule 6 (Key Subcontractors)
  - Joint Schedule 10 (Rectification Plan)
  - Joint Schedule 11 (Processing Data)
  - Joint Schedule 12 (Supply Chain Visibility)
  - Joint Schedule 13 (Benchmarking)
- **Call-Off Schedules for C24814**
  - 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 14 (Service Levels)
  - Call-Off Schedule 15 (Call-Off Contract Management)
  - Call-Off Schedule 18 (Background Checks)
  - Call-Off Schedule 20 (Call-Off Specification)

5. CCS Core Terms (version 3.0.11)

6. Joint Schedule 5 (Corporate Social Responsibility) RM6195

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:

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

[Redacted]

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

[REDACTED]

[REDACTED]

[REDACTED]

CALL-OFF START DATE: 11/07/2024

CALL-OFF EXPIRY DATE: 10/07/2026

CALL-OFF INITIAL PERIOD: **Two (2) Years**

CALL-OFF OPTIONAL : One (1) Year  
EXTENSION PERIOD

**CALL-OFF DELIVERABLES**

Option B: See details in Call-Off Schedule 20 (Call-Off Specification)

**MAXIMUM LIABILITY**

[REDACTED]

[REDACTED]

**CALL-OFF CHARGES**

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

**REIMBURSABLE EXPENSES**


**PAYMENT METHOD**


**BUYER'S INVOICE ADDRESS:**


**BUYER'S AUTHORISED REPRESENTATIVE**


**BUYER'S ENVIRONMENTAL POLICY**

Appended at Call-Off Schedule 20 - Specification

**BUYER'S SECURITY POLICY**

Appended at Call-Off Schedule 20 - Specification

**SUPPLIER'S AUTHORISED REPRESENTATIVE**


**SUPPLIER'S CONTRACT MANAGER**

Framework Ref: RM6195  
Project Version: v1.1  
Model Version: v3.8

[REDACTED]

#### PROGRESS REPORT FREQUENCY

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

#### PROGRESS MEETING FREQUENCY

[REDACTED]

#### KEY STAFF

Name	Role	Email
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]
[REDACTED]	[REDACTED]	[REDACTED]

#### KEY SUBCONTRACTOR(S)

Not applicable

#### COMMERCIALLY SENSITIVE INFORMATION

Commercially Sensitive Information is as stated in Joint Schedule 4 (Commercially Sensitive Information).

#### SERVICE CREDITS

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### ADDITIONAL INSURANCES








Not applicable

### GUARANTEE

Not applicable

### 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 Call-Off Schedule 4 (Call-Off Tender).

For and on behalf of the Supplier:		For and on behalf of the Buyer:	
Signature:		Signature:	
Name:		Name:	
Role:		Role:	
Date:		Date:	