



11-Nov-08

Bob Grace
City of Rochester Hills
1000 Rochester Hills Drive
ROCHESTER HILLS
MI 48309
United States

Dear Bob Grace,

The technical support services and benefits provided under service contract number P-JD-M01174-000--73 will expire, or have expired, on 31-Dec-08. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number P-JD-M01174-000--73, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 2-Dec-08.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Sara Jordan
Oracle Support Services
E-mail: sara.phillips@oracle.com
Tel.: 703 364 0017
Fax: 719 757 4303



Ordering Document

Service Contract #: P-JD-M01174-000--73	Renewal Contact: Sara Jordan
Offer Expires: 31-Dec-08	
Payment Terms: 30 NET from date of invoice	Telephone: 703 364 0017
Billing Terms: Quarterly in Arrears	Fax: 719 757 4303
	E-mail: sara.phillips@oracle.com
CUSTOMER: City of Rochester Hills	
QUOTE TO	BILL TO
Account Contact: Bob Grace	Account Contact: Accounts Payable
Account Name: City of Rochester Hills	Account Name: City of Rochester Hills
Address: 1000 Rochester Hills Drive	Address: 1000 Rochester Hills Drive
Telephone: 248 841-2477	Telephone:
Fax:	Fax:
E-mail: Graceb@rochesterhills.org	E-mail:

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Sara Jordan at sara.phillips@oracle.com or 719 757 4303. Please also include service contract number P-JD-M01174-000--73 on such reply.

Service Details

Service Level: Software Update License & Support					End Date: 31-Dec-09	
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Jd Edwards World Inventory Management	14488373	1			1-Jan-09	0.00
Jd Edwards World Procurement	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Human Resources Management	14488373	1			1-Jan-09	0.00
Jd Edwards World Requirements Planning	14488373	1			1-Jan-09	0.00
Jd Edwards World Security Officer	14488373	1			1-Jan-09	0.00
JD Edwards World Load and Delivery Management	14488373	1			1-Jan-09	0.00
JD Edwards World Inventory / OP Base	14488373	1			1-Jan-09	0.00
Jd Edwards World Project Costing	14488373	1			1-Jan-09	0.00
Jd Edwards World Quality Management	14488373	1			1-Jan-09	0.00
Jd Edwards World Sales Order Management	14488373	1			1-Jan-09	0.00
JD Edwards World Advanced Accounts Receivable	14488373	1			1-Jan-09	0.00
Jd Edwards World Accounts Receivable	14488373	1			1-Jan-09	0.00
Jd Edwards World Technical Foundation	14488373	1			1-Jan-09	0.00
Jd Edwards World Cash Basis Accounting	14488373	1			1-Jan-09	0.00
Jd Edwards World Fixed Assets	14488373	1			1-Jan-09	0.00
Jd Edwards World Financial Reporting	14488373	1			1-Jan-09	0.00
Jd Edwards World General Ledger	14488373	1			1-Jan-09	0.00
Jd Edwards World Multi-Site Consolidations	14488373	1			1-Jan-09	0.00
Jd Edwards World Multi-Currency - Base	14488373	1			1-Jan-09	0.00
JD Edwards World FASTR	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Inventory Management	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Quality Management	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Procurement and Subcontract	14488373	1			1-Jan-09	0.00

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Management						
Jd Edwards World Electronic Mail	14488373	1			1-Jan-09	0.00
JD Edwards World Financial Planning & Budgeting	14488373	1			1-Jan-09	0.00
JD Edwards World Case Foundation Environment/Tool Kit	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Bulk Stock Inventory	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Requirements Planning	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Sales Order Processing	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Advanced Stock Valuation	14488373	1			1-Jan-09	0.00
Jd Edwards World Agreement Management	14488373	1			1-Jan-09	0.00
Jd Edwards World Technical Aids	14488373	1			1-Jan-09	0.00
Jd Edwards World World Writer	14488373	1			1-Jan-09	0.00
Jd Edwards World Accounts Payable	14488373	1			1-Jan-09	0.00
Jd Edwards World Computer Operations	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Technology Foundation	14488373	1			1-Jan-09	0.00
Jd Edwards World Address Book	14488373	1			1-Jan-09	0.00
Jd Edwards World Computer Assisted Design	14488373	1			1-Jan-09	0.00
Jd Edwards World Advanced Forecasting	14488373	1			1-Jan-09	0.00
Jd Edwards World EDI	14488373	1			1-Jan-09	0.00
JD Edwards World Plant And Equipment Maintenance Management	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne User	14488373	175	USER		1-Jan-09	835.66
Jd Edwards World Advanced Stock Valuation	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Suite-Concurrent Full-Use User	14488373	75	USER		1-Jan-09	83,921.43
Jd Edwards World Advanced Pricing	14488373	1			1-Jan-09	0.00
Jd Edwards World Bulk Stock Management	14488373	1			1-Jan-09	0.00
JD Edwards World Enterprise Facility Planning	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Capital	14488373	1			1-Jan-09	0.00

Service Level: Software Update License & Support**End Date: 31-Dec-09**

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Asset Management						
JD Edwards EnterpriseOne Foundation - Address Book	14488373	1			1-Jan-09	0.00
Jd Edwards World Warehouse Management	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Accounts Receivable	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne General Ledger	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Sales Order Entry	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Accounts Payable	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Fixed Asset Accounting	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Foundation - Order Processing	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne HCM Foundation	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Us Payroll	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Contracts and Services Billing	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Project Costing	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Advanced Pricing	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Agreement Management	14488373	1			1-Jan-09	0.00
JD Edwards EnterpriseOne Foundation - Work Order	14488373	1			1-Jan-09	0.00
Jd Edwards World Conversion Programs	14488373	1			1-Jan-09	0.00
Jd Edwards World Documentation	14488373	1			1-Jan-09	0.00
Jd Edwards World Dream Writer	14488373	1			1-Jan-09	0.00
Jd Edwards World Electronic Burst & Bind	14488373	1			1-Jan-09	0.00
Jd Edwards World Human Resources Management	14488373	1			1-Jan-09	0.00
JD Edwards World U.S. Payroll Processing	14488373	1			1-Jan-09	0.00
Jd Edwards World Work Order Management	14488373	1			1-Jan-09	0.00
Jd Edwards World Time Accounting	14488373	1			1-Jan-09	0.00

Subtotal: USD 84,757.09

Total Amount: USD 84,757.09

plus applicable tax

Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Sara Jordan at 703 364 0017 or at sara.phillips@oracle.com and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, City of Rochester Hills acknowledges that Customer has authorized City of Rochester Hills to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City of Rochester Hills agrees the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to City of Rochester Hills during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the PSFT-Direct. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the license and services agreement that you executed when you acquired technical support from Oracle or an Oracle authorized reseller, (ii) an acceptable form of payment, and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable.

An invoice will only be issued upon receipt of an acceptable form of payment. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City of Rochester Hills is a tax exempt organization and is not a U.S. federal government entity, a copy of City of Rochester Hills's tax exemption certificate must be submitted with City of Rochester Hills's purchase order, check, credit card or other acceptable form of payment.

PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION

Purchase Order

If the technical support services on this ordering document will be purchased by purchase order, the purchase order must include the following information:

- Service Contract #: P-JD-M01174-000--73
- Term of Service: 1-Jan-09 to 31-Dec-09
- Final Total: USD 84,757.09 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: PSFT-Direct

In issuing a purchase order, City of Rochester Hills agrees and acknowledges that the terms of this ordering document are incorporated into City of Rochester Hills's purchase order and that the terms of this ordering document and the terms of PSFT-Direct supersede the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

Check

If the technical support services on this ordering document will be purchased by check, the check must include the following information:

- Service Contract #: P-JD-M01174-000--73
- Term of Service: 1-Jan-09 to 31-Dec-09
- Final Total: USD 84,757.09 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: PSFT-Direct

In issuing a check, City of Rochester Hills agrees and acknowledges that the terms of this ordering document and the terms of PSFT-Direct shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.