ORACLE

9-Sep-24

Dear Margaret Casey

Your technical support services are due for renewal.

Support Service Number: 6220926

Support Start Date: 7-Jan-25

Amount Due: USD 69,683.28 (excluding applicable tax)

To avoid any interruption in these services, please complete your renewal by 8-Dec-24.

Oracle would like to thank you for your continued business.

Have a question? Call 1-888-545-4577, Chat on My Support Renewals, or find answers and get help.

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ORACLE

Technical Support Services Renewal Order

General Information

Customer: City of Rochester Hills

Support Service Number: 6220926

Offer Expires: 6-Jan-25

Oracle: Oracle America, Inc.

Oracle Contact Information:

Oracle Premier Support Renewal Center

Call 1-888-545-4577

Chat on My Support Renewals

Click to find answers and get help

Online Renewals can be viewed and accepted on My Support Renewals

Customer Quote To	Customer Bill To
Margaret Casey	Margaret Casey
City of Rochester Hills	City of Rochester Hills
1000 ROCHESTER HILLS DR	1000 Rochester Hills Dr
ROCHESTER HILLS	MIS Department
MI 48309	Rochester Hills
United States	MI 48309
248 8412475	United States
caseym@rochesterhills.org	248-8412475
	caseym@rochesterhills.org

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please ensure the Quote To and Bill To details above are correct, especially the email addresses, as Oracle will usually deliver communications, including Your invoice, to the respective email address.

Service Details

Program Technical Support Services
Service Level: Software Update License & Support

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
JD Edwards EnterpriseOne Financials - Application User Perpetual	19366349	50		FULL USE	7-Jan-25	6-Jan-26	9,573.39
JD Edwards EnterpriseOne Human Resources - Employee Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	2,312.60
JD Edwards EnterpriseOne One View Reporting for Financials - Application User Perpetual	19366349	10		FULL USE	7-Jan-25	6-Jan-26	479.20
JD Edwards EnterpriseOne One View Reporting for Human Resources - Application User Perpetual	19366349	5		FULL USE	7-Jan-25	6-Jan-26	239.58
JD Edwards EnterpriseOne One View Reporting for Payroll - Application User Perpetual	19366349	5		FULL USE	7-Jan-25	6-Jan-26	239.58
JD Edwards EnterpriseOne One View Reporting for Procurement and Subcontract Management - Application User Perpetual	19366349	5		FULL USE	7-Jan-25	6-Jan-26	239.59
JD Edwards EnterpriseOne One View Reporting Foundation - Application User Perpetual	19366349	25		FULL USE	7-Jan-25	6-Jan-26	1,198.00
JD Edwards EnterpriseOne Payroll - Employee Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	2,812.63
JD Edwards EnterpriseOne Procurement and Subcontract Management - Application User Perpetual	19366349	10		FULL USE	7-Jan-25	6-Jan-26	1,914.69
JD Edwards EnterpriseOne Requisition Self Service - Application User Perpetual	19366349	75		FULL USE	7-Jan-25	6-Jan-26	250.02
JD Edwards EnterpriseOne Self-Service Human Resources - Employee Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	937.53
JD Edwards EnterpriseOne System Foundation - Application User Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	875.04
JD Edwards EnterpriseOne Time and Labor - Employee Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	1,375.07
Oracle Technology Foundation for JD Edwards EnterpriseOne - Application User Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	6,562.81
Oracle User Productivity Kit Professional - Employee Perpetual	19366349	300		FULL USE	7-Jan-25	6-Jan-26	625.04
Oracle User Productivity Kit Professional - UPK Developer Perpetual	19366349	1		FULL USE	7-Jan-25	6-Jan-26	729.19
JD Edwards EnterpriseOne Human Resources - Employee Perpetual	27588628	600		FULL USE	7-Jan-25	6-Jan-26	12,225.33
JD Edwards EnterpriseOne Payroll - Employee Perpetual	27588628	600		FULL USE	7-Jan-25	6-Jan-26	14,868.65

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Program Technical Support Services

Service Level: Software Update License & Support

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
JD Edwards EnterpriseOne Self-Service Human Resources - Employee Perpetual	27588628	600		FULL USE	7-Jan-25	6-Jan-26	4,956.22
JD Edwards EnterpriseOne Time and Labor - Employee Perpetual	27588628	600		FULL USE	7-Jan-25	6-Jan-26	7,269.12

Program Technical Support Fees: USD **69,683.28**

Total Price: **USD** **69,683.28**

Excluding applicable tax

Notes

If Oracle accepts Your renewal order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this renewal order will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").

If any of the fields listed in the Service Details table above are blank, then such fields do not apply to Your renewal.

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Technical Support Services Terms

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, City of Rochester Hills represents that Customer has authorized City of Rochester Hills to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. City of Rochester Hills agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. City of Rochester Hills agrees to advise Customer of the terms of this renewal order as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this renewal order; and b) any failure of City of Rochester Hills to make timely payment per the terms of this renewal order shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this renewal order.

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 and/or hardware during the period for which fees for technical support have been paid, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at
http://www.oracle.com/us/support/policies/index.html.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services..

The technical support services renewed under this renewal order are governed by the terms and conditions of the US-GMA-363006 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as a part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

This renewal order incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this renewal order and the agreement, this renewal order shall take precedence.

Renewal Processing Details

Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle.

If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, 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 an 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, credit card, or other acceptable form of payment.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income. If City of Rochester Hills is a tax exempt organization, 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.

Payment Details

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 6220926
- Total Price: USD 69,683.28 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, City of Rochester Hills agrees that the terms of this renewal order and the agreement supersede the terms in 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 under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

PayPal
If You wish to use PayPal to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process PayPal transactions of USD $100,000 or greater or transactions that are not in USD.

eCheck
If You wish to use eCheck to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process eCheck transactions that are not in USD.

Check

If You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 6220926
- Total Price: USD 69,683.28 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, City of Rochester Hills agrees that only the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the check shall apply.

Checks for technical support services ordered under this renewal order should be sent to:

AK, AZ, CA, HI, ID, NV, OR, UT, WA:

Oracle America, Inc
PO Box 884471
Los Angeles, CA 90088-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ City of Rochester Hills does not issue purchase orders.
____ City of Rochester Hills does not require a purchase order for the services ordered hereto.

City of Rochester Hills certifies that the information provided above is accurate and complies with City of Rochester Hills's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, City of Rochester Hills agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation shall apply.

The signature below affirms City of Rochester Hills's commitment to pay for the services ordered in accordance with the terms of this renewal order.

City of Rochester Hills

_____
Authorized Signature

_____
Name

_____
Title

_____
Signature Date

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Please contact Oracle per the General Information section above to issue Your Payment Confirmation.

Support Service Number: 6220926

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