ORACLE®

21-Dec-16

Dennis Jones
City Of Fresno
2600 Fresno Street
FRESNO
CA 93721
United States

Dear Dennis Jones

The technical support services provided under support service number 1882485 will expire, or have expired, on 19-Feb-17. Please find attached an ordering document for the renewal of these technical support services. If applicable, the attached ordering document may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the ordering document, by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 21-Jan-17.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Chanda Ingalls
Oracle Support Services
E-mail: chanda.ingalls@oracle.com
Tel.: +19163155314
Fax: +19166251924

Support Service Number: 1882485

RL_Public_Sector_Acceptance_v010915

ORACLE®

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	1882485	**Oracle Support Sales Representative:**	Chanda Ingalls
Offer Expires:	19-Feb-17		
		Telephone:	+19163155314
		Fax:	+19166251924
		E-mail:	chanda.ingalls@oracle.com
CUSTOMER: City Of Fresno			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Dennis Jones	**Account Contact:**	Accounts Payable
Account Name:	City Of Fresno	**Account Name:**	City Of Fresno
Address:	2600 Fresno Street FRESNO CA 93721 United States	**Address:**	INFORMATION SERVICES DEPARTMENT 2600 FRESNO STREET ROOM 1059 FRESNO CA 93721 United States
Telephone:	559.621.7117	**Telephone:**	
Fax:		**Fax:**	
E-mail:	Dennis.Jones@fresno.gov	**E-mail:**	

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 1882485, to Your Oracle Support Sales Representative identified in the table above.

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
Oracle Database Enterprise Edition - Named User Plus Perpetual	13898984	8		FULL USE	20-Feb-17	19-Feb-18	927.02
Oracle Database Enterprise Edition - Named User Plus Perpetual	13898984	32		FULL USE	20-Feb-17	19-Feb-18	7,039.03
Oracle Database Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	6,606.04
Oracle Database Enterprise Edition - Processor Perpetual	13898984	26		FULL USE	20-Feb-17	19-Feb-18	148,891.52
Oracle Database Enterprise Edition - Processor Perpetual	13898984	11		FULL USE	20-Feb-17	19-Feb-18	63,733.47
Oracle Diagnostics Pack - Processor Perpetual	13898984	16		FULL USE	20-Feb-17	19-Feb-18	9,554.53
Oracle Discoverer Desktop Edition - Named User Plus Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	273.32
Oracle Discoverer Desktop Edition - Named User Plus Perpetual	13898984	5		FULL USE	20-Feb-17	19-Feb-18	1,355.46
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	13898984	32		FULL USE	20-Feb-17	19-Feb-18	3,507.49
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	3,193.43
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	3,205.69
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	2		FULL USE	20-Feb-17	19-Feb-18	5,793.96
Oracle Internet Developer Suite - Named User Plus Perpetual	13898984	2		FULL USE	20-Feb-17	19-Feb-18	2,734.97
Oracle Internet Developer Suite - Named User Plus Perpetual	13898984	5		FULL USE	20-Feb-17	19-Feb-18	6,631.79
Oracle Real Application Clusters - Processor Perpetual	13898984	8		FULL USE	20-Feb-17	19-Feb-18	23,175.81
Oracle Spatial and Graph - Processor Perpetual	13898984	2		FULL USE	20-Feb-17	19-Feb-18	2,896.97

Support Service Number: 1882485

RL_Public_Sector_Acceptance_v010915

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Spatial and Graph - Processor Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	1,597.00
Oracle Spatial and Graph - Processor Perpetual	13898984	1		FULL USE	20-Feb-17	19-Feb-18	2,613.72
Oracle Tuning Pack - Processor Perpetual	13898984	16		FULL USE	20-Feb-17	19-Feb-18	9,554.53

Program Technical Support Fees: **USD** **303,285.75**

Total Price: **USD** **303,285.75**

Plus applicable tax

Please note the following:
- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your 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 ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware.
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

RL_Public_Sector_Acceptance_v010915

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 Fresno represents that Customer has authorized City Of Fresno to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City Of Fresno agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. City Of Fresno agrees to advise Customer of the terms of this ordering document 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 ordering document; and, b) any failure of City Of Fresno to make timely payment per the terms of this ordering document 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 ordering document.

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 technical support has been ordered. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

Please execute and return to Your Oracle Support Sales Representative a copy of the attached Oracle Public Sector Technical Support Services Agreement (the "agreement"). You agree that the technical support services acquired under this ordering document will be governed by the terms and conditions of the agreement. Oracle acknowledges that You may have acquired such programs and/or hardware under a separate agreement with another company ("separate agreement"). Oracle's requirement that You sign the attached agreement is for purposes of governing the technical support services only and is not in any way superseding the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired.

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

RL_Public_Sector_Acceptance_v010915

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be nonrefundable, except as provided in the agreement.

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

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income. Regardless of the form of payment:

- 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 Fresno is a tax exempt organization and is not an U.S. federal government entity, a copy of City Of Fresno's tax exemption certificate must be submitted with City Of Fresno's purchase order or credit card.

Purchase Order
If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 1882485
- Total Price: USD 303,285.75 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, City Of Fresno agrees that the terms of this ordering document and the attached Oracle Public Sector Technical Support Services 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 ordering document.

Please e-mail or fax the purchase order to Oracle in accordance with the Remittance Details section below.

Credit Card Confirmation
If the technical support services on this ordering document will be ordered and paid by credit card, please complete the information in this section and return it to Oracle in accordance with the Remittance Details section below. The credit card used to make payment must be valid for the entire support services term. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

_____
Credit Card Number

_____
Credit Card Type (Visa, MasterCard, AMEX, JCB (for Japan only))

_____
Expiration Date

_____
Billing Address (associated with Credit Card)

_____
City, State, and Zip (associated with Credit Card)

_____
Authorized Signature

_____
Name (as it appears on the credit card)

In issuing this credit card confirmation, City Of Fresno agrees that only the terms of this ordering document and the attached Oracle Public Sector Technical Support Services Agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the credit card confirmation shall apply.

Remittance Details
Purchase orders or credit card details for the technical support services ordered under this ordering document should be sent to:

Attn: Chanda Ingalls
               Oracle Support Services
Fax: +19166251924
E-mail: chanda.ingalls@oracle.com

This ordering document shall become binding upon execution by You and acceptance by Oracle.

City Of Fresno

_____
Authorized Signature

_____
Name

_____
Title

_____
Signature Date

Support Service Number: 1882485

RL_Public_Sector_Acceptance_v010915