



17-Oct-17

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-18. 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-18.

Extended Support puts you in control of your Database, Middleware, and Applications upgrade strategy by providing additional maintenance and upgrades for Oracle Database, Oracle Fusion Middleware, and Oracle Applications for an additional fee. Please go to <https://www.oracle.com/support/lifetime-support/resources.html> or contact Oracle per the information listed below to learn more about Extended Support.

Have a question about your renewal? Call +19163155314 or email Oracle at chanda.ingalls@oracle.com.



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION	ORACLE: Oracle America, Inc.
Support Service Number: 1882485 Offer Expires: 19-Feb-18	Oracle Contact Information: Chanda Ingalls Telephone: +19163155314 Fax: +19166251924 Email: chanda.ingalls@oracle.com
CUSTOMER: City Of Fresno	
CUSTOMER QUOTE TO Account Contact: Dennis Jones Account Name: City Of Fresno Address: 2600 Fresno Street FRESNO CA 93721 United States Telephone: 559.621.7117 Fax: E-mail: Dennis.Jones@fresno.gov	CUSTOMER BILL TO Account Contact: Accounts Payable Account Name: City Of Fresno Address: INFORMATION SERVICES DEPARTMENT 2600 FRESNO STREET ROOM 1059 FRESNO CA 93721 United States Telephone: Fax: 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	32		FULL USE	20-Feb-18	19-Feb-19	7,250.20
Oracle Database Enterprise Edition - Named User Plus Perpetual	13898984	8		FULL USE	20-Feb-18	19-Feb-19	954.83
Oracle Database Enterprise Edition - Processor Perpetual	13898984	11		FULL USE	20-Feb-18	19-Feb-19	65,645.47
Oracle Database Enterprise Edition - Processor Perpetual	13898984	26		FULL USE	20-Feb-18	19-Feb-19	153,358.27
Oracle Database Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-18	19-Feb-19	6,804.22
Oracle Diagnostics Pack - Processor Perpetual	13898984	16		FULL USE	20-Feb-18	19-Feb-19	9,841.17
Oracle Discoverer Desktop Edition - Named User Plus Perpetual	13898984	5		FULL USE	20-Feb-18	19-Feb-19	1,396.12
Oracle Discoverer Desktop Edition - Named User Plus Perpetual	13898984	1		FULL USE	20-Feb-18	19-Feb-19	281.52
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	13898984	32		FULL USE	20-Feb-18	19-Feb-19	3,612.71
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	2		FULL USE	20-Feb-18	19-Feb-19	5,967.78
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-18	19-Feb-19	3,301.86
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13898984	1		FULL USE	20-Feb-18	19-Feb-19	3,289.23
Oracle Internet Developer Suite - Named User Plus Perpetual	13898984	5		FULL USE	20-Feb-18	19-Feb-19	6,830.74
Oracle Internet Developer Suite - Named User Plus Perpetual	13898984	2		FULL USE	20-Feb-18	19-Feb-19	2,817.02
Oracle Real Application Clusters - Processor Perpetual	13898984	8		FULL USE	20-Feb-18	19-Feb-19	23,871.08
Oracle Spatial and Graph - Processor Perpetual	13898984	1		FULL USE	20-Feb-18	19-Feb-19	2,692.13

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-18	19-Feb-19	1,644.91
Oracle Spatial and Graph - Processor Perpetual	13898984	2		FULL USE	20-Feb-18	19-Feb-19	2,983.88
Oracle Tuning Pack - Processor Perpetual	13898984	16		FULL USE	20-Feb-18	19-Feb-19	9,841.17

Program Technical Support Fees: USD 312,384.31

Total Price: USD 312,384.31

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 ("Support Period").
- 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.

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

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-PS-TSSA-1294453 ("agreement"). Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as 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 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.

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, Your check, or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that unless You are a U.S. federal government or public sector entity, if the pre-tax value of this ordering document is USD \$2,000 or less, the technical support services ordered (i) must be paid by credit card; or (ii) You must renew Your support via the Oracle Store. Please contact Your Oracle Support Sales Representative for details regarding renewing Your support via the Oracle Store.

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. If You are an U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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, 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: 1882485
- Total Price: USD 312,384.31 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, City Of Fresno 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 will apply to the technical support services renewed 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.

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: 1882485
- Total Price: USD 312,384.31 (excluding applicable tax)
- Local Tax, if applicable

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

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

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

Oracle America, Inc
PO Box 44471
San Francisco, CA 94144-4471

All Other States:

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