



30-Aug-23

Dear Angela Green

A support service renewal is expired or about to expire.

The technical support services for support service number 20721008 will expire, or have expired on 31-Dec-23.

A renewal order containing all of the information about your renewal is attached. So that there is no interruption in these services, please complete your renewal on or before 30-Nov-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question about your renewal? Email Oracle at [tim.kempski@oracle.com](mailto:tim.kempski@oracle.com)



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

|   |  |
|---|--|
| <b>OFFER EXPIRATION</b>   | <b>ORACLE:</b> Oracle America, Inc.  |
| <b>Support Service Number:</b> 20721008<br><b>Offer Expires:</b> 30-Nov-23  | <b>Oracle Contact Information:</b><br>Tim Kempski<br><br><b>Telephone:</b><br><b>Fax:</b><br><b>Email:</b> tim.kempski@oracle.com  |
| <b>CUSTOMER:</b> DeKalb County  |  |
| <b>CUSTOMER QUOTE TO</b><br><b>Account Contact:</b> Angela Green<br><b>Account Name:</b> DeKalb County<br><b>Address:</b> 120 W. Trinity Place<br>Suite 108<br>DECATUR<br>GA 30030<br>United States<br><b>Telephone:</b> 4043712374<br><b>Fax:</b><br><b>E-mail:</b> adgreen@dekalbcountyga.gov | <b>CUSTOMER BILL TO</b><br><b>Account Contact:</b> Accounts Payable<br><b>Account Name:</b> DeKalb County<br><b>Address:</b> DeKalb County Finance Department<br>1300 Commerce Drive<br>Decatur<br>GA 30030<br>United States<br><b>Telephone:</b> 4043712374<br><b>Fax:</b><br><b>E-mail:</b> iSupplier_support@dekalbcountyga.gov |

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

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, this information can be updated by providing Your current information along with Your support service number, to Oracle per the General Information section above.

## SERVICE DETAILS

|   |   |  |  |  |  |  |  |
|---|---|--|--|--|--|--|--|
| <b>Program Technical Support Services</b> |   |  |  |  |  |  |  |
| <b>Service Level:</b>                     | <b>Business Critical Fixes and Limited Updates for Oracle E-Business Suite 12.1.3 - ENTERPRISE - CY24</b> |  |  |  |  |  |  |

| Product Description  | CSI #    | Qty | License Metric | License Level / Type | Start Date | End Date  | Price      |
|--|----------|-----|----------------|----------------------|------------|-----------|------------|
| E-Business Suite Employee User - Employee User Perpetual   | 3778996  | 690 |                | FULL USE             | 1-Jan-24   | 31-Jul-24 | 160,416.67 |
| Oracle E-Business Suite 2003 Professional User - Professional User 2003 Perpetual                                      | 3778996  | 28  |                | FULL USE             | 1-Jan-24   | 31-Jul-24 | 0.00       |
| Oracle E-Business Suite UPK iProcurement (over 4K employees and/or over \$1 billion in revenue) - UPK Module Perpetual | 19667452 | 1   |                | FULL USE             | 1-Jan-24   | 31-Jul-24 | 0.00       |

**Program Technical Support Fees:    USD    160,416.67**

**Total Price:    USD    160,416.67**

Plus 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.

## **TECHNICAL SUPPORT SERVICES TERMS**

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, DeKalb County represents that Customer has authorized DeKalb County to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. DeKalb County agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. DeKalb County 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 DeKalb County 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. 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>.

The technical support services renewed under this renewal order are governed by the terms and conditions of the applicable agreement identified below ("agreement"):

- The agreement that You executed for technical support services for the programs and/or hardware listed in the Service Details section above with Oracle or a vendor acquired by Oracle. 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; or
- If You do not have an existing agreement for technical support services with Oracle, You agree that the terms of the Online Transactional Oracle Master Agreement located at <https://www.oracle.com/corporate/contracts/contract-documents/master-agreement.html>, that is in effect at the time You accept Your renewal order, govern the provision of technical support services ordered under this renewal order, as well as Your rights to use updates and other materials provided or made available by Oracle under technical support services. If applicable, You should review the Online Transactional Oracle Master Agreement prior to entering into this renewal order.

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.

Please note that if the pre-tax value of this renewal is USD \$2,000 or less, the technical support services ordered must be paid by credit card.

**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 DeKalb County is a tax exempt organization, a copy of DeKalb County's tax exemption certificate must be submitted with DeKalb County'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: 20721008
- Total Price: USD 160,416.67 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, DeKalb County 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 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.

### **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.

\_\_\_\_ DeKalb County does not issue purchase orders.

\_\_\_\_ DeKalb County does not require a purchase order for the services ordered hereto.

DeKalb County certifies that the information provided above is accurate and complies with DeKalb County'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, DeKalb County 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 will apply.

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

DeKalb County

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

\_\_\_\_\_  
Title

\_\_\_\_\_  
Signature Date

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

**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: 20721008
- Total Price: USD 160,416.67 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, DeKalb County 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



---

## Spotlight on Support Services & Special Offers

**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. For more information contact Oracle per the General Information section above or click the Learn more about Extended Support button below.

[Learn more about Extended Support](#)

Are you looking to **reduce your application management costs** while improving the performance and security of your on premises Oracle Applications? With Oracle Managed Applications Unlimited you can realize these benefits with no upfront costs and a smooth transition of your business critical Oracle applications to Oracle Cloud.

[Learn more about Oracle Advanced Customer Services](#)

## Limited-time Free Training from Oracle University

Announcing Free Oracle Cloud Infrastructure (OCI) Training. Oracle is committed to upskilling employees, customers and communities with relevant, hands-on cloud computing skills training. To expand on that commitment, we're now providing free, unlimited access to our entire catalog of expert created digital OCI training. Advance your career by staying competitive on the latest cloud technology; upskill the enterprise workforce with relevant cloud computing skills that help drive innovation and growth. Visit [https://education.oracle.com/learn/oracle-cloud-infrastructure/pPillar\\_640](https://education.oracle.com/learn/oracle-cloud-infrastructure/pPillar_640) for more details and to get started on your free training journey today.

[Learn more about Oracle University](#)