



9-Dec-21

Angela Green
DeKalb County
120 W. Trinity Place
Suite 108
DECATUR
GA 30030
United States

Dear Angela Green

Please find attached an ordering document for technical support services. The technical support services, identified in the ordering document, may be ordered by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 23-Dec-21.

Have a question about your renewal? Call or email Oracle at tim.kempski@oracle.com.



GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	20721008	Oracle Contact Information: Tim Kempski	
Offer Expires:	23-Dec-21	Telephone:	
		Fax:	
		Email:	tim.kempski@oracle.com
CUSTOMER: DeKalb County			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Angela Green	Account Contact:	Angela Green
Account Name:	DeKalb County	Account Name:	DeKalb County
Address:	120 W. Trinity Place Suite 108 DECATUR GA 30030 United States	Address:	DeKalb County Finance Department 1300 Commerce Drive Decatur GA 30030 United States
Telephone:	4043712374	Telephone:	404-3712374
Fax:		Fax:	
E-mail:	adgreen@dekalbcountyga.gov	E-mail:	adgreen@dekalbcountyga.gov

"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 20721008, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	Business Critical Fixes and Limited Updates for Oracle E-Business Suite - Enterprise						

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-22	31-Dec-22	200,000.00
Oracle E-Business Suite 2003 Professional User - Professional User 2003 Perpetual	3778996	28		FULL USE	1-Jan-22	31-Dec-22	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-22	31-Dec-22	0.00

Program Technical Support Fees: USD 200,000.00

Total Price: USD 200,000.00

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, DeKalb County represents that Customer has authorized DeKalb County to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. 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 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 DeKalb County 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 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 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 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 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 or payment 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 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.

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.

"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 200,000.00 (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 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 the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 20721008

- Total Price: USD 200,000.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, DeKalb County agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

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