



19-Aug-20

Greg Carro  
PINELLAS COUNTY  
400 South Fort Harrison Avenue  
CLEARWATER  
FL 33756  
United States

Dear Greg Carro

The technical support services provided under support service number 3982860 will expire, or have expired, on 29-Jan-21. 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 31-Dec-20.

Have a question about your renewal? Call 301-641-0727 or email Oracle at [mavis.waters@oracle.com](mailto:mavis.waters@oracle.com).

Have a question regarding Auto Renew or the acceptance process on Oracle Store? Call 301-641-0727, Chat on [Store](#), or [Request Assistance](#).



**GENERAL INFORMATION**

<b>OFFER EXPIRATION</b>		<b>ORACLE:</b> Oracle America, Inc.	
<b>Support Service Number:</b>	3982860	<b>Oracle Contact Information:</b> Mavis Waters	
<b>Offer Expires:</b>	29-Jan-21	<b>Telephone:</b>	301-641-0727
		<b>Fax:</b>	
		<b>Email:</b>	mavis.waters@oracle.com
<b>CUSTOMER: PINELLAS COUNTY</b>			
<b>CUSTOMER QUOTE TO</b>		<b>CUSTOMER BILL TO</b>	
<b>Account Contact:</b>	Greg Carro	<b>Account Contact:</b>	Account Payable
<b>Account Name:</b>	PINELLAS COUNTY	<b>Account Name:</b>	PINELLAS COUNTY
<b>Address:</b>	400 South Fort Harrison Avenue CLEARWATER FL 33756 United States	<b>Address:</b>	Finance Division Accounts Payable Board of County Commissioners Pinellas County PO Box 2438 Clearwater FL 33757 United States
<b>Telephone:</b>	727 464-3384	<b>Telephone:</b>	727-464-8389
<b>Fax:</b>		<b>Fax:</b>	
<b>E-mail:</b>	gcarro@pinellascounty.org	<b>E-mail:</b>	FinanceAccountsPay@MyPinellasClerk.org

"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 3982860, to Your Oracle Support Sales Representative identified in the table above.

## SERVICE DETAILS

<b>Program Technical Support Services</b>							
<b>Service Level: Software Update License &amp; Support</b>							

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Active Data Guard - Processor Perpetual	16708575	440		LIMITED USE OTHER	30-Jan-21	29-Jan-22	6,192.95
Oracle Advanced Benefits - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	17,171.82
Oracle Analytics Server Administrator - Named User Plus Perpetual	16708575	100		LIMITED USE OTHER	30-Jan-21	29-Jan-22	2,477.20
Oracle Business Intelligence Suite Enterprise Edition Plus - Processor Perpetual	16708575	242		LIMITED USE OTHER	30-Jan-21	29-Jan-22	156,065.37
Oracle Database Enterprise Edition - Processor Perpetual	16708575	660		LIMITED USE OTHER	30-Jan-21	29-Jan-22	172,046.15
Oracle Data Integrator Enterprise Edition - Processor Perpetual	16708575	374		LIMITED USE OTHER	30-Jan-21	29-Jan-22	12,065.47
Oracle Diagnostics Pack - Processor Perpetual	16708575	597		LIMITED USE OTHER	30-Jan-21	29-Jan-22	11,712.92
Oracle Essbase Plus - Processor Perpetual	16708575	234		LIMITED USE OTHER	30-Jan-21	29-Jan-22	91,844.34
Oracle Financial Analytics Fusion Edition - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	35,080.53
Oracle Financials - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	52,732.33
Oracle Human Resources Analytics Fusion Edition - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	20,983.44
Oracle Human Resources - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	13,536.53
Oracle Hyperion Planning Plus - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	49,112.71
Oracle Informatica PowerCenter and PowerConnect Adapters - Processor Perpetual	16708575	202		LIMITED USE OTHER	30-Jan-21	29-Jan-22	26,812.20
Oracle Internet Expenses - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	14,909.21

<b>Program Technical Support Services</b>							
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Inventory Management - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	12,076.43
Oracle iProcurement - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	20,872.89
Oracle iSupplier Portal for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	20,872.89
Oracle Learning Management - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	23,178.44
Oracle Order Management - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	14,584.47
Oracle Partitioning - Processor Perpetual	16708575	466		LIMITED USE OTHER	30-Jan-21	29-Jan-22	12,386.16
Oracle Payroll - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	16,428.36
Oracle Procurement and Spend Analytics Fusion Edition - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	35,080.52
Oracle Procurement Contracts for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	14,909.21
Oracle Project Analytics - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	35,080.53
Oracle Project Billing for Oracle Project Costing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	7,333.70
Oracle Project Costing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	7,333.77
Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	8,036.45
Oracle Services Procurement for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	19,118.86
Oracle Sourcing for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	25,884.65
Oracle Time and Labor - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	6,820.09

<b>Program Technical Support Services</b>							
<b>Service Level: Software Update License &amp; Support</b>							

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Tuning Pack - Processor Perpetual	16708575	597		LIMITED USE OTHER	30-Jan-21	29-Jan-22	11,719.57
Oracle User Productivity Kit Professional - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	8,743.27
Oracle User Productivity Kit Professional - UPK Developer Perpetual	16708575	12		FULL USE	30-Jan-21	29-Jan-22	10,928.85
Oracle WebLogic Suite - Processor Perpetual	16708575	334		LIMITED USE OTHER	30-Jan-21	29-Jan-22	522,197.76
Self-Service Human Resources - Nonstandard User	16708575	1650		FULL USE	30-Jan-21	29-Jan-22	11,764.14
Oracle Functional Testing Accelerator for Application Development Framework Applications - Named User Plus Perpetual	17919761	5		FULL USE	30-Jan-21	29-Jan-22	1,131.77
Oracle Functional Testing Accelerator for E-Business Suite - Named User Plus Perpetual	17919761	5		FULL USE	30-Jan-21	29-Jan-22	1,131.77
Oracle Functional Testing Accelerator for Web Services - Named User Plus Perpetual	17919761	5		FULL USE	30-Jan-21	29-Jan-22	1,131.77
Oracle Functional Testing - Named User Plus Perpetual	17919761	5		FULL USE	30-Jan-21	29-Jan-22	4,526.92
Oracle Hyperion Financial Data Quality Management Adapter Suite - Enterprise \$M in Operating Budget Perpetual	17919761	1650		LIMITED USE OTHER	30-Jan-21	29-Jan-22	2,355.46
Oracle Hyperion Financial Data Quality Management - Enterprise \$M in Operating Budget Perpetual	17919761	1650		LIMITED USE OTHER	30-Jan-21	29-Jan-22	12,954.74
Oracle Hyperion Public Sector Planning and Budgeting - Enterprise \$M in Operating Budget Perpetual	17919761	1650		FULL USE	30-Jan-21	29-Jan-22	38,171.44
Oracle Load Testing Accelerator for Application Development Framework Applications - Named User Plus Perpetual	17919761	100		FULL USE	30-Jan-21	29-Jan-22	282.95
Oracle Load Testing Accelerator for E-Business Suite - Named User Plus Perpetual	17919761	500		FULL USE	30-Jan-21	29-Jan-22	1,414.66
Oracle Load Testing Accelerator for Web Services - Named User Plus Perpetual	17919761	100		FULL USE	30-Jan-21	29-Jan-22	282.95

<b>Program Technical Support Services</b>							
<b>Service Level: Software Update License &amp; Support</b>							

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Load Testing Controller - Processor Perpetual	17919761	2		FULL USE	30-Jan-21	29-Jan-22	1,584.36
Oracle Load Testing - Named User Plus Perpetual	17919761	1000		FULL USE	30-Jan-21	29-Jan-22	11,317.28
Oracle Project Planning and Control - Enterprise \$M in Operating Budget Perpetual	17919761	1650		FULL USE	30-Jan-21	29-Jan-22	16,016.95
Oracle Test Manager - Named User Plus Perpetual	17919761	5		FULL USE	30-Jan-21	29-Jan-22	1,131.77
Oracle User Productivity Kit Standard - UPK Developer Perpetual	17919761	18		FULL USE	30-Jan-21	29-Jan-22	14,743.37

**Program Technical Support Fees: USD 1,636,272.34**

**Total Price: USD 1,636,272.34**

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, PINELLAS COUNTY represents that Customer has authorized PINELLAS COUNTY to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. PINELLAS COUNTY agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. PINELLAS 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 PINELLAS 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 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-TSRAv121510-47251-12-JAN-2012 ("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 PINELLAS COUNTY is a tax exempt organization and is not an U.S. federal government entity, a copy of PINELLAS COUNTY's tax exemption certificate must be submitted with PINELLAS COUNTY's purchase order, credit card or other acceptable form of payment.

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## **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: 3982860
- Total Price: USD 1,636,272.34 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, PINELLAS 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: 3982860
- Total Price: USD 1,636,272.34 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, PINELLAS 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.

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