



9-Nov-22

Dear Greg Carro

A support service renewal is expired or about to expire.

The technical support services for support service number 3982860 will expire, or have expired on -Jan-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 13-Feb-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your [Oracle.com](#) username is: GCARRO@PINELLASCOUNTY.ORG
New Customer? Forgot your password? [Reset](#).

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 13-Feb-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? Call 301-641-0727 or email Oracle at mavis.waters@oracle.com.
Have a question regarding Auto Renew or the acceptance process on My Support Renewals? Call 301641-0727, [Chat on My Support Renewals](#), or [Request Assistance](#).

APPROVED AS TO FORM
By: Keiah Townsend
Office of the County Attorney



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION	ORACLE: Oracle America, Inc.
Support Service Number: 3982860 Offer Expires: 13-Feb-23	Oracle Contact Information: Mavis Waters Telephone: 301-641-0727 Fax: Email: mavis.waters@oracle.com
CUSTOMER: PINELLAS COUNTY	
CUSTOMER QUOTE TO Account Contact: Greg Carro Account Name: PINELLAS COUNTY Address: 400 South Fort Harrison Avenue CLEARWATER FL 33756 United States Telephone: 727 464-3384 Fax: E-mail: gcarro@pinellascounty.org g	CUSTOMER BILL TO Account Contact: Account Payable Account Name: PINELLAS COUNTY Address: Finance Division Accounts Payable Board of County Commissioners Pinellas County PO Box 2438 Clearwater FL 33757 United States Telephone: 727-464-8389 Fax: E-mail: FinanceAccountsPay@MyPinellasClerk.org

"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, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 3982860, to Oracle per the General Information section 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 Active Data Guard - Processor Perpetual	16708575	230		LIMITED USE OTHER	30-Jan-23	29-Jan-24	3,926.89
Oracle Advanced Benefits - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	20,830.12
Oracle Analytics Server Administrator or Oracle Business Intelligence Server Administrator - Named User Plus Perpetual	16708575	25		LIMITED USE OTHER	30-Jan-23	29-Jan-24	751.24
Oracle Business Intelligence Suite Enterprise Edition Plus - Processor Perpetual	16708575	242		LIMITED USE OTHER	30-Jan-23	29-Jan-24	189,313.65
Oracle Database Enterprise Edition - Processor Perpetual	16708575	444		LIMITED USE OTHER	30-Jan-23	29-Jan-24	140,397.51
Oracle Data Integrator Enterprise Edition - Processor Perpetual	16708575	206		LIMITED USE OTHER	30-Jan-23	29-Jan-24	8,061.50
Oracle Diagnostics Pack - Processor Perpetual	16708575	230		LIMITED USE OTHER	30-Jan-23	29-Jan-24	5,473.87
Oracle Financial Analytics Fusion Edition - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	42,554.10
Oracle Financials - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	63,966.47
Oracle Human Resources Analytics Fusion Edition - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	25,454.81
Oracle Human Resources - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	16,420.36
Oracle Internet Expenses - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	18,085.48
Oracle Inventory Management - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	14,649.20
Oracle iProcurement - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	25,319.68

Program Technical Support Services Service Level: Software Update License & Support							
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle iSupplier Portal for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	25,319.68
Oracle Learning Management - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	28,116.39
Oracle Order Management - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	17,691.56
Oracle Partitioning - Processor Perpetual	16708575	444		LIMITED USE OTHER	30-Jan-23	29-Jan-24	14,315.59
Oracle Payroll - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	19,928.27
Oracle Procurement and Spend Analytics Fusion Edition - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	42,554.09
Oracle Procurement Contracts for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	18,085.48
Oracle Project Analytics - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	42,554.10
Oracle Project Billing for Oracle Project Costing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	8,896.07
Oracle Project Costing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	8,896.16
Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	9,748.55
Oracle Services Procurement for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	23,191.96
Oracle Sourcing for Oracle Purchasing - Enterprise \$M in Operating Budget Perpetual	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	31,399.14
Oracle Time and Labor - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	8,273.04
Oracle Tuning Pack - Processor Perpetual	16708575	230		LIMITED USE OTHER	30-Jan-23	29-Jan-24	5,476.98
Oracle WebLogic Suite - Processor Perpetual	16708575	262		LIMITED USE OTHER	30-Jan-23	29-Jan-24	496,895.68

Program Technical Support Services Service Level: Software Update License & Support
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Self-Service Human Resources - Nonstandard User	16708575	1650		FULL USE	30-Jan-23	29-Jan-24	14,270.38
Oracle Project Planning and Control - Enterprise \$M in Operating Budget Perpetual	17919761	1650		FULL USE	30-Jan-23	29-Jan-24	64,580.88

Program Technical Support Fees: USD 1,455,398.88

Total Price: USD 1,455,398.88

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, PINELLAS COUNTY represents that Customer has authorized PINELLAS COUNTY to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. 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 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 PINELLAS 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, 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 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 ("agreement"). 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.

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.

ADDITIONAL TERMS AND CONDITIONS

1. You agree to pay Oracle the total not to exceed sum of \$1,455,398.88 for service completed and accepted herein, payable on a fixed fee basis for the deliverables as set out in this ordering documents.
2. Oracle Software Support acquired on this order may be renewed annually and, if You renew the same Oracle Software Support for the same number of licenses for the same Programs, for the first renewal year the technical support fee will not increase by more than 4% over the prior year's fees. If You renew the same Oracle Software Support for the same number of licenses for the same Programs for the second, third, fourth or fifth renewal year, the technical support fee will not increase by more than 2% over the prior year's fees.. This contractual cap for technical support fees does not apply to services specifically excluded from cap protection in the Oracle Software Technical Support Policies.

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. 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. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

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.

Please note that unless You are a U.S. federal government or public sector entity, 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; or You must renew Your support on My Support Renewals.

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.

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 1,455,398.88 (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 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.

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: 3982860
- Total Price: USD 1,455,398.88 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, PINELLAS 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:

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 884471
Los Angeles, CA 90088-4471

All Other States:

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

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.

- PINELLAS COUNTY does not issue purchase orders.
- PINELLAS COUNTY does not require a purchase order for the services ordered hereto.

PINELLAS COUNTY certifies that the information provided above is accurate and complies with PINELLAS 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, PINELLAS 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 PINELLAS COUNTY's commitment to pay for the services ordered in accordance with the terms of this renewal order.

PINELLAS COUNTY

Authorized Signature _____

Name _____

Title _____

Signature Date

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