



17-Nov-14

Renee Salois
CITY AND COUNTY OF DENVER
201 West Colfax Ave.
Dept. 301
DENVER
CO 80202
United States

Dear Renee Salois

The technical support services provided under support service number P-98-155-00-000--28 will expire, or have expired, on 19-Mar-15. 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 18-Feb-15.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Amanda Leon
Oracle Support Services
E-mail: amanda.leon@oracle.com
Tel.: 3032722632
Fax:



GENERAL INFORMATION

OFFER EXPIRATION	ORACLE: Oracle America, Inc.
Support Service Number: P-98-155-00-000--28 Offer Expires: 19-Mar-15	Oracle Support Sales Representative: Amanda Leon Telephone: 3032722632 Fax: E-mail: amanda.leon@oracle.com
CUSTOMER: CITY AND COUNTY OF DENVER	
CUSTOMER QUOTE TO Account Contact: Renee Salois Account Name: CITY AND COUNTY OF DENVER Address: 201 West Colfax Ave. Dept. 301 DENVER CO 80202 United States Telephone: 720 913.4957 Fax: E-mail: Renee.Salois@denvergov.org	CUSTOMER BILL TO Account Contact: Accounts Payable Account Name: CITY AND COUNTY OF DENVER Address: Accounts Payable 201 West Colfax Ave Dept 908, 720/913-8811 Denver CO 80202 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 P-98-155-00-000--28, 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
PeopleSoft Enterprise General Ledger For The Public - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	56,991.47
PeopleSoft Enterprise Billing For Public Sector - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	39,903.05
PeopleSoft Enterprise Accounts Payable For The Publi - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	39,903.05
PeopleSoft Enterprise Inventory For Public Sector - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	62,694.78
PeopleSoft Enterprise Human Resources For Public Sec - Employee Count Perpetual	14486739	12000	VALUE		20-Mar-15	19-Mar-16	60,175.16
PeopleSoft Enterprise Time And Labor For Public Sect - Employee Count Perpetual	14486739	12000	VALUE		20-Mar-15	19-Mar-16	52,660.28
PeopleSoft Enterprise Purchasing For Public Sector - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	62,695.11
PeopleSoft Enterprise Project Costing For Public Sec - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	56,991.47
PeopleSoft Enterprise Benefits Admin. For Public Sec - Employee Count Perpetual	14486739	12000	VALUE		20-Mar-15	19-Mar-16	52,660.28
PeopleSoft Enterprise Accts Receivable For The Publi - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	51,299.05
PeopleSoft Enterprise Asset Management For Public Se - Reported Revenues Perpetual	14486739	145900000	VALUE		20-Mar-15	19-Mar-16	34,199.41
PeopleSoft Enterprise Payroll For Public Sector - Employee Count Perpetual	14486739	12000	VALUE		20-Mar-15	19-Mar-16	60,175.16

Program Technical Support Fees: USD 630,348.27

Total Price: USD 630,348.27

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.
- 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 AND COUNTY OF DENVER represents that Customer has authorized CITY AND COUNTY OF DENVER to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. CITY AND COUNTY OF DENVER agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. CITY AND COUNTY OF DENVER 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 AND COUNTY OF DENVER 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 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-TSRAv100111-13986130-10-JAN-2014 ("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 or a credit card confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be nonrefundable, except as provided in the agreement.

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. Regardless of the form of payment:

- 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 AND COUNTY OF DENVER is a tax exempt organization and is not an U.S. federal government entity, a copy of CITY AND COUNTY OF DENVER's tax exemption certificate must be submitted with CITY AND COUNTY OF DENVER's purchase order or credit card.

Purchase Order

If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must include the following information:

- Support Service Number: P-98-155-00-000--28
- Total Price: USD 630,348.27 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, CITY AND COUNTY OF DENVER agrees that the terms of this ordering document 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 ordered under this ordering document.

Please e-mail or fax the purchase order to Oracle in accordance with the Remittance Details section below.

Credit Card Confirmation

If the technical support services on this ordering document will be ordered and paid by credit card, please complete the information in this section and return it to Oracle in accordance with the Remittance Details section below. The credit card used to make payment must be valid for the entire support services term. Please note that Oracle is unable to process credit card transactions of USD \$100,000 or greater or transactions that are not in USD.

Credit Card Number

Credit Card Type (Visa, MasterCard, AMEX, JCB (for Japan only))

Expiration Date

Billing Address (associated with Credit Card)

City, State, and Zip (associated with Credit Card)

Authorized Signature

Name (as it appears on the credit card)

In issuing this credit card confirmation, CITY AND COUNTY OF DENVER 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 credit card confirmation shall apply.

Remittance Details

Purchase orders or credit card details for the technical support services ordered under this ordering document should be sent to:

Attn: Amanda Leon
Oracle Support Services
Fax:
E-mail: amanda.leon@oracle.com