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20-Jul-21

Dear Dan Mayer

A support service renewal is expired or about to expire.

The technical support services for support service number P-95-301-00-000--22 will expire, or have expired on 30-Sep-21.

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 1-Sep-21. 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: **DANIEL.MAYER@MYCLEARWATER.COM**
> 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 1-Sep-21. 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 301-641-0727, Chat on My Support Renewals, or Request Assistance.

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TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	P-95-301-00-000--22	**Oracle Contact Information:** Mavis Waters	
Offer Expires:	30-Sep-21	**Telephone:** 301-641-0727 **Fax:** **Email:** mavis.waters@oracle.com	
CUSTOMER: CITY OF CLEARWATER			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Dan Mayer	**Account Contact:**	Kristina Cook
Account Name:	CITY OF CLEARWATER	**Account Name:**	CITY OF CLEARWATER
Address:	PO Box 4748 Information Technology Department CLEARWATER FL 33758 United States	**Address:**	Information Technology 100 S. Myrtle Ave 3rd Floor CLEARWATER FL 33756 United States
Telephone:	727 562-4662	**Telephone:**	1-727-562-4656
Fax:		**Fax:**	
E-mail:	Daniel.Mayer@MyClearwater.com	**E-mail:**	kristina.cook@myclearwater.com

"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 P-95-301-00-000--22, 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
PeopleSoft Enterprise Human Resources For Public Sector - Employee Count Perpetual	14501911	190		FULL USE	1-Oct-21	30-Sep-22	489.27
PeopleSoft Enterprise Payroll For Public Sector - Employee Count Perpetual	14501911	190		FULL USE	1-Oct-21	30-Sep-22	489.27

Program Technical Support Fees: USD   978.54

Program Technical Support Services							
Service Level: Software Update License & Support							

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Merant Net Express V3 Win/Nt	14501859	1	USER		1-Oct-21	30-Sep-22	3,022.77
Oracle Utilities Mobile Device Management Base - Customer Perpetual	16130816	1		FULL USE	1-Oct-21	30-Sep-22	9,404.34
Micro Focus Visual COBOL for Windows for 2 Named Users (Mfr is Microfocus; Third Party Program)	17885976	1		FULL USE	1-Oct-21	30-Sep-22	8,909.67

Program Technical Support Fees: USD   21,336.78

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 Database Enterprise Edition - Named User Plus Perpetual	18925318	45		FULL USE	1-Oct-21	30-Sep-22	12,213.30
Oracle Database Enterprise Edition - Named User Plus Perpetual	18925318	225		FULL USE	1-Oct-21	30-Sep-22	10,626.25
Oracle Database Enterprise Edition - Processor Perpetual	18925318	2		FULL USE	1-Oct-21	30-Sep-22	9,829.85
Oracle Database Standard Edition - Named User Plus Perpetual	18925318	75		FULL USE	1-Oct-21	30-Sep-22	2,262.61

RL_Specified_Agreement_US_v011221

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 Database Standard Edition - Named User Plus Perpetual	18925318	115		FULL USE	1-Oct-21	30-Sep-22	6,965.43

Program Technical Support Fees: USD 41,897.44

Program Technical Support Services

Service Level: Software Update License & Support

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
SPL Synergen Series Base Product: All Subsystems - Concurrent User Perpetual	15397410	200	CONCURRENT DEVICE	FULL USE	1-Oct-21	30-Sep-22	31,998.95
SPL Synergen Series Base Product: All Subsystems - Server Perpetual	15397410	1		FULL USE	1-Oct-21	30-Sep-22	25,599.16
SPL Synergen Series ESRI GIS Integration Extension - Server Perpetual	15397410	1		FULL USE	1-Oct-21	30-Sep-22	7,999.75
SPL Synergen Series Web Deployment - Concurrent User Perpetual	15397410	200	CONCURRENT DEVICE	FULL USE	1-Oct-21	30-Sep-22	31,998.95

Program Technical Support Fees: USD 97,596.81

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 Extended Enterprise License - Employee Count Perpetual	14482912	1900	VALUE		1-Oct-21	30-Sep-22	10,708.76
PeopleSoft Enterprise Human Resources For Public Sector - Employee Count Perpetual	14501911	380		FULL USE	1-Oct-21	30-Sep-22	1,085.08
PeopleSoft Enterprise Human Resources For Public Sector - Employee Count Perpetual	14501911	1900	VALUE		1-Oct-21	30-Sep-22	64,270.49
PeopleSoft Enterprise Payroll For Public Sector - Employee Count Perpetual	14501911	380		FULL USE	1-Oct-21	30-Sep-22	1,085.08
PeopleSoft Enterprise Payroll For Public Sector - Employee Count Perpetual	14501911	1900	VALUE		1-Oct-21	30-Sep-22	64,270.49

Support Service Number: P-95-301-00-000--22

RL_Specified_Agreement_US_v011221

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 Absence Management - Employee Count Perpetual	14501912	1900	VALUE		1-Oct-21	30-Sep-22	0.00
PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual	14501912	1900	VALUE		1-Oct-21	30-Sep-22	0.00

Program Technical Support Fees: **USD**   **141,419.90**

Total Price: **USD**   **303,229.47**

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, CITY OF CLEARWATER represents that Customer has authorized CITY OF CLEARWATER to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. CITY OF CLEARWATER agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. CITY OF CLEARWATER 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 CITY OF CLEARWATER 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.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the SLSA-225665-01-OCT-1995 ("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.

Support Service Number: P-95-301-00-000--22

RL_Specified_Agreement_US_v011221

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on <u>My Support Renewals</u>.

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 CITY OF CLEARWATER is a tax exempt organization and is not an U.S. federal government entity, a copy of CITY OF CLEARWATER's tax exemption certificate must be submitted with CITY OF CLEARWATER'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: P-95-301-00-000--22
- Total Price: USD 303,229.47 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, CITY OF CLEARWATER 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: P-95-301-00-000--22
- Total Price: USD 303,229.47 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, CITY OF CLEARWATER 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 44471
San Francisco, CA 94144-4471

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.

_____ CITY OF CLEARWATER does not issue purchase orders.
_____ CITY OF CLEARWATER does not require a purchase order for the services ordered hereto.

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

CITY OF CLEARWATER

_____
Authorized Signature

_____
Name

_____
Title

_____
 Signature Date

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

Support Service Number: P-95-301-00-000--22