



11-May-15

Adam Raymond
CITY OF RIVERSIDE
3900 MAIN ST.
RIVERSIDE
CA 92522
United States

Dear Adam Raymond

The technical support services provided under support service number 2164847 will expire, or have expired, on 30-Jun-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 1-Jun-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,

Lisa Kinsman
Oracle Support Services
E-mail: lisa.kinsman@oracle.com
Tel.: 916-315-5770
Fax: 916-315-3020



GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	2164847	Oracle Support Sales Representative:	Lisa Kinsman
Offer Expires:	30-Jun-15	Telephone:	916-315-5770
		Fax:	916-315-3020
		E-mail:	lisa.kinsman@oracle.com
CUSTOMER: CITY OF RIVERSIDE			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Adam Raymond	Account Contact:	ACCOUNTS PAYABLE
Account Name:	CITY OF RIVERSIDE	Account Name:	CITY OF RIVERSIDE
Address:	3900 MAIN ST. RIVERSIDE CA 92522 United States	Address:	INFORMATION SYSTEMS DIVISION 3900 MAIN STREET RIVERSIDE CA 92522 United States
Telephone:	951 8262396	Telephone:	
Fax:		Fax:	
E-mail:	ARaymond@riversideca.gov	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 2164847, 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
Oracle Internet Application Server Enterprise Edition - Processor Perpetual	13499635	4		FULL USE	1-Jul-15	30-Jun-16	23,002.05
Oracle Database Enterprise Edition - Processor Perpetual	14275071	2		FULL USE	1-Jul-15	30-Jun-16	16,919.34
Oracle Database Enterprise Edition - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	5,921.79
Oracle Database Enterprise Edition - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	7,698.30
Oracle Diagnostics Pack - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	444.13
Oracle Diagnostics Pack - Processor Perpetual	14275071	2		FULL USE	1-Jul-15	30-Jun-16	1,268.95
Oracle Diagnostics Pack - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	577.38
Oracle Tuning Pack - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	444.13
Oracle Tuning Pack - Processor Perpetual	14275071	2		FULL USE	1-Jul-15	30-Jun-16	1,268.95
Oracle Tuning Pack - Processor Perpetual	14275071	1		FULL USE	1-Jul-15	30-Jun-16	577.38
Change Management Pack - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	910.47
Change Management Pack - Processor Perpetual	15228097	8		FULL USE	1-Jul-15	30-Jun-16	3,641.86
Configuration Management Pack - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	910.47
Configuration Management Pack - Processor Perpetual	15228097	8		FULL USE	1-Jul-15	30-Jun-16	3,641.86
Oracle Database Enterprise Edition - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	14,316.56
Oracle Database Enterprise Edition - Processor Perpetual	15228097	1		FULL USE	1-Jul-15	30-Jun-16	7,277.34
Oracle Database Enterprise Edition - Processor Perpetual	15228097	3		FULL USE	1-Jul-15	30-Jun-16	19,851.56
Oracle Diagnostics Pack - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	910.47

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 Diagnostics Pack - Processor Perpetual	15228097	4		FULL USE	1-Jul-15	30-Jun-16	1,820.93
Oracle Partitioning - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	3,034.88
Oracle Partitioning - Processor Perpetual	15228097	1		FULL USE	1-Jul-15	30-Jun-16	1,722.02
Oracle Partitioning - Processor Perpetual	15228097	7		FULL USE	1-Jul-15	30-Jun-16	10,622.08
Oracle Real Application Clusters - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	6,069.77
Oracle Real Application Clusters - Processor Perpetual	15228097	8		FULL USE	1-Jul-15	30-Jun-16	24,279.06
Oracle Tuning Pack - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	910.47
Oracle Tuning Pack - Processor Perpetual	15228097	4		FULL USE	1-Jul-15	30-Jun-16	1,820.93
Provisioning and Patch Automation Pack - Named User Plus Perpetual	15228097	100		FULL USE	1-Jul-15	30-Jun-16	661.79
Provisioning and Patch Automation Pack - Processor Perpetual	15228097	8		FULL USE	1-Jul-15	30-Jun-16	2,647.14
Change Management Pack - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	959.24
Configuration Management Pack - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	959.24
Oracle Database Enterprise Edition - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	12,790.10
Oracle Diagnostics Pack - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	959.24
Oracle Partitioning - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	3,197.59
Oracle Tuning Pack - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	959.24
Provisioning and Patch Automation Pack - Processor Perpetual	15258596	2		FULL USE	1-Jul-15	30-Jun-16	959.24
Oracle BPEL Process Manager - Processor Perpetual	15391735	2		FULL USE	1-Jul-15	30-Jun-16	8,395.49
SPL Synergen Series Base Product Unlimited - Nonstandard User	15397527	1	CONCUR RENT DEVICE	FULL USE	1-Jul-15	30-Jun-16	79,922.58
SPL Synergen Series GIS Integration Extension Unlimited - Concurrent User Perpetual	15397527	1	CONCUR RENT USER	FULL USE	1-Jul-15	30-Jun-16	19,260.03

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 Web Deployment Unlimited - Concurrent User Perpetual	15397527	1	CONCURRENT DEVICE	FULL USE	1-Jul-15	30-Jun-16	19,260.03
Change Management Pack - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	309.76
Configuration Management Pack - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	309.76
Oracle Database Enterprise Edition - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	4,129.81
Oracle Data Profiling and Quality - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	1,548.70
Oracle Diagnostics Pack - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	309.76
Oracle Tuning Pack - Named User Plus Perpetual	15401486	25		FULL USE	1-Jul-15	30-Jun-16	309.67
Oracle Spatial and Graph - Named User Plus Perpetual	15482491	20		FULL USE	1-Jul-15	30-Jun-16	825.95
Oracle Spatial and Graph - Processor Perpetual	15482491	4		FULL USE	1-Jul-15	30-Jun-16	8,259.66
Discoverer Desktop Edition - Named User Single Server	3214547	20		FULL USE	1-Jul-15	30-Jun-16	15.95
Oracle Database Lite - Named User Single Server	3214547	16		FULL USE	1-Jul-15	30-Jun-16	939.82
Oracle Internet Application Server Enterprise Edition - Named User Multi Server	3214547	50		FULL USE	1-Jul-15	30-Jun-16	2,488.97
Oracle Internet Developer Suite - Named User Multi Server	3214547	4		FULL USE	1-Jul-15	30-Jun-16	3,978.33

Program Technical Support Fees: USD 334,220.22

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 - Processor Perpetual	17737427	4		FULL USE	1-Jul-15	30-Jun-16	0.00
Oracle GoldenGate - Processor Perpetual	17737427	2		FULL USE	1-Jul-15	30-Jun-16	33,557.42
Oracle Management Pack for Oracle GoldenGate - Processor Perpetual	17737427	2		FULL USE	1-Jul-15	30-Jun-16	0.00

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 Real Application Clusters - Processor Perpetual	17737427	4		FULL USE	1-Jul-15	30-Jun-16	0.00

Program Technical Support Fees: USD 33,557.42

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Skywire Document Automation Platform - Site Perpetual	16109539	1			1-Jul-15	30-Jun-16	15,515.45

Program Technical Support Fees: USD 15,515.45

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Siebel Content Center, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel Correspondence, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel CTI, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel eService, SPE - Processor Perpetual	15934342	1		FULL USE	1-Jul-15	30-Jun-16	6,829.99
Siebel Message Broadcasting and Alerts, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel Public Sector CRM Base, SPE - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	11,909.77
Siebel SmartScript, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel Solutions, SPE - Selected Add-on - Application User Perpetual	15934342	50		FULL USE	1-Jul-15	30-Jun-16	0.00
Siebel Tools Complete, SPE - Application User Perpetual	15934342	1		FULL USE	1-Jul-15	30-Jun-16	2,988.12

Program Technical Support Fees: USD 21,727.88

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 BPEL Process Manager Option - Named User Plus Perpetual	16007526	30		FULL USE	1-Jul-15	30-Jun-16	2,191.64

Program Technical Support Fees: USD 2,191.64

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 - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	13,702.80
Oracle Diagnostics Pack - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	1,442.40
Oracle Real Application Clusters - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	6,635.03
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	16,587.60
Oracle Tuning Pack - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	1,442.40
Oracle WebLogic Suite - Processor Perpetual	18604326	2		FULL USE	1-Jul-15	30-Jun-16	14,061.74

Program Technical Support Fees: USD 53,871.97

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Siebel Field Service, SPE - Application User Perpetual	16099163	1		FULL USE	1-Jul-15	30-Jun-16	108.04
Siebel Scheduling, SPE - Application User Perpetual	16099163	15		FULL USE	1-Jul-15	30-Jun-16	803.30

Program Technical Support Fees: USD 911.34

Total Price: USD 461,995.92

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 OF RIVERSIDE represents that Customer has authorized CITY OF RIVERSIDE to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. CITY OF RIVERSIDE agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. CITY OF RIVERSIDE 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 OF RIVERSIDE 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 US-GMA-270549 ("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 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 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 Annually 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 CITY OF RIVERSIDE is a tax exempt organization, a copy of CITY OF RIVERSIDE's tax exemption certificate must be submitted with CITY OF RIVERSIDE's purchase order, check, credit card or other acceptable form of payment."

Purchase Order

If the technical support services on this ordering document will be ordered and paid under a purchase order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 2164847
- Total Price: USD 461,995.92 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, CITY OF RIVERSIDE 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.

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: 2164847
- Total Price: USD 461,995.92 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, CITY OF RIVERSIDE 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.

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)

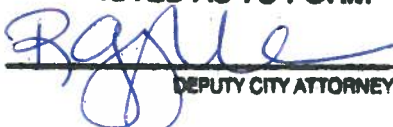
Expiration Date

Billing Address (associated with Credit Card)

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

Authorized Signature

Name (as it appears on the credit card)

APPROVED AS TO FORM

DEPUTY CITY ATTORNEY

In issuing this credit card confirmation, CITY OF RIVERSIDE 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: Lisa Kinsman
Oracle Support Services
Fax: 916-315-3020
E-mail: lisa.kinsman@oracle.com

Checks for the technical support services ordered under this ordering document 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