

# ORACLE®

27-Jul-16

Antoine Mehouelley  
Peralta Community College District  
333 East 8th Street  
OAKLAND  
CA 94606  
United States

Dear Antoine Mehouelley

The technical support services provided under support service number P-04-08056-000-66 will expire, or have expired, on 17-Sep-16. 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 19-Aug-16.

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,

Teresa Kearney  
Oracle Support Services  
E-mail: [teresa.kearney@oracle.com](mailto:teresa.kearney@oracle.com)  
Tel.: +19163155935  
Fax: +19163155935



**GENERAL INFORMATION**

|   |   |   |   |
|---|---|---|---|
| <b>OFFER EXPIRATION</b>                             |   | <b>ORACLE:</b> Oracle America, Inc.         |   |
| <b>Support Service Number:</b>                      | P-04-08056-000--66  | <b>Oracle Support Sales Representative:</b> | Teresa Kearney  |
| <b>Offer Expires:</b>                               | 17-Sep-16   | <b>Telephone:</b>                           | +19163155935  |
|   |   | <b>Fax:</b>                                 | +19163155935  |
|   |   | <b>E-mail:</b>                              | teresa.kearney@oracle.com                                   |
| <b>CUSTOMER:</b> Peralta Community College District |   |   |   |
| <b>CUSTOMER QUOTE TO</b>                            |   | <b>CUSTOMER BILL TO</b>                     |   |
| <b>Account Contact:</b>                             | Antoine Mehouelley  | <b>Account Contact:</b>                     | Accounts Payable  |
| <b>Account Name:</b>                                | Peralta Community College District                          | <b>Account Name:</b>                        | Peralta Community College District                          |
| <b>Address:</b>                                     | 333 East 8th Street<br>OAKLAND<br>CA 94606<br>United States | <b>Address:</b>                             | 333 East 8th Street<br>OAKLAND<br>CA 94606<br>United States |
| <b>Telephone:</b>                                   | 510 5877871   | <b>Telephone:</b>                           | 510-466-7298  |
| <b>Fax:</b>   |   | <b>Fax:</b>                                 |   |
| <b>E-mail:</b>                                      | amehouelley@peralta.edu                                     | <b>E-mail:</b>                              | @   |

"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-04-08056-000--66, 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    |
| Micro Focus International Ltd.<br>Net Express COBOL for<br>Windows                      | 14482215 | 2             | USER           |                      | 18-Sep-16  | 17-Sep-17 | 1,628.87 |
| PeopleSoft Enterprise Asset<br>Management - Reported Budget<br>Perpetual                | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 3,107.89 |
| PeopleSoft Enterprise Benefits<br>Administration - Employee Count<br>Perpetual          | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,046.38 |
| PeopleSoft Enterprise Business<br>Planning - Reported Budget<br>Perpetual               | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,071.93 |
| PeopleSoft Enterprise Campus<br>Directory Interfac - Student<br>Count Perpetual         | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,433.92 |
| PeopleSoft Enterprise Candidate<br>Gateway - Employee Count<br>Perpetual                | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,296.57 |
| PeopleSoft Enterprise<br>Community Access - Student<br>Count Perpetual                  | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96 |
| PeopleSoft Enterprise<br>Community Directory - Student<br>Count Perpetual               | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96 |
| PeopleSoft Enterprise CRM<br>Portal Pack - Reported Budget<br>Perpetual                 | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20 |
| PeopleSoft Enterprise eBenefits -<br>Employee Count Perpetual                           | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56   |
| PeopleSoft Enterprise<br>eCompensation - Employee<br>Count Perpetual                    | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56   |
| PeopleSoft Enterprise<br>eCompensation Manager<br>Desktop - Employee Count<br>Perpetual | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56   |
| PeopleSoft Enterprise<br>eDevelopment - Employee Count<br>Perpetual                     | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56   |
| PeopleSoft Enterprise ePay -<br>Employee Count Perpetual                                | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56   |

**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 ePerformance - Employee Count Perpetual                        | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 3,453.21  |
| PeopleSoft Enterprise EPM Portal Pack - Reported Budget Perpetual                    | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20  |
| PeopleSoft Enterprise eProcurement - Reported Budget Perpetual                       | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 10,359.64 |
| PeopleSoft Enterprise eProfile - Employee Count Perpetual                            | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56    |
| PeopleSoft Enterprise eProfile Manager Desktop - Employee Count Perpetual            | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56    |
| PeopleSoft Enterprise ESA Portal Pack - Reported Budget Perpetual                    | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20  |
| PeopleSoft Enterprise eSupplier Connection - Reported Budget Perpetual               | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,035.97  |
| PeopleSoft Enterprise Expenses - Reported Budget Perpetual                           | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,046.38  |
| PeopleSoft Enterprise Financials Portal Pack - Reported Budget Perpetual             | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20  |
| PeopleSoft Enterprise Fsa Administration - Employee Count Perpetual                  | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,726.60  |
| PeopleSoft Enterprise General Ledger - Reported Budget Perpetual                     | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,179.82  |
| PeopleSoft Enterprise Gradebook - Student Count Perpetual                            | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,433.92  |
| PeopleSoft Enterprise HCM Portal Pack - Employee Count Perpetual                     | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 866.56    |
| PeopleSoft Enterprise HelpDesk for Employee Self Service - Reported Budget Perpetual | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,163.14  |
| PeopleSoft Enterprise HelpDesk - Reported Budget Perpetual                           | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 8,633.03  |
| PeopleSoft Enterprise Human Resources - Employee Count Perpetual                     | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,906.43  |
| PeopleSoft Enterprise Integrated FieldService - Reported Budget Perpetual            | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,997.64  |

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

| Product Description  | CSI #    | Qty           | License Metric | License Level / Type | Start Date | End Date  | Price     |
|--|----------|---------------|----------------|----------------------|------------|-----------|-----------|
| PeopleSoft Enterprise Interaction Hub - Reported Budget Perpetual                                  | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 3,629.12  |
| PeopleSoft Enterprise Inventory - Reported Budget Perpetual  | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,701.06  |
| PeopleSoft Enterprise Learner Services - Student Count Perpetual                                   | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96  |
| PeopleSoft Enterprise Marketing - Reported Budget Perpetual  | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,179.82  |
| PeopleSoft Enterprise Online Marketing - Reported Budget Perpetual                                 | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,179.82  |
| PeopleSoft Enterprise Outreach - Student Count Perpetual   | 14482215 | 27000         |                |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96  |
| PeopleSoft Enterprise Payables - Reported Budget Perpetual   | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 3,629.12  |
| PeopleSoft Enterprise Payroll For North America - Employee Count Perpetual                         | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,906.43  |
| PeopleSoft Enterprise PeopleTools - Enterprise Development Starter Kit - Reported Budget Perpetual | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20  |
| PeopleSoft Enterprise Performance Management Warehouse - Reported Budget Perpetual                 | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 11,656.22 |
| PeopleSoft Enterprise Personal Portfolio - Student Count Perpetual                                 | 14482215 | 27000         | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96  |
| PeopleSoft Enterprise Planning And Budgeting - Reported Budget Perpetual                           | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,071.93  |
| PeopleSoft Enterprise Project Costing - Reported Budget Perpetual                                  | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,179.82  |
| PeopleSoft Enterprise Purchasing - Reported Budget Perpetual                                       | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 5,701.06  |
| PeopleSoft Enterprise Receivables - Reported Budget Perpetual                                      | 14482215 | 1250000<br>00 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 4,665.10  |
| PeopleSoft Enterprise Resume Processing - Employee Count Perpetual                                 | 14482215 | 1250          | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,296.57  |

|   |  |  |  |  |  |  |  |
|---|--|--|--|--|--|--|--|
| <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     |
|---|----------|-----------|----------------|----------------------|------------|-----------|-----------|
| PeopleSoft Enterprise Strategic Sourcing - Reported Budget Perpetual        | 14482215 | 125000000 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 7,772.99  |
| PeopleSoft Enterprise Student Administration - Student Count Perpetual      | 14482215 | 27000     | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 81,482.81 |
| PeopleSoft Enterprise Supply Chain Portal Pack - Reported Budget Perpetual  | 14482215 | 125000000 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 1,557.20  |
| PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual | 14482215 | 1250      | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 3,889.74  |
| PeopleSoft Enterprise Telemarketing - Reported Budget Perpetual             | 14482215 | 125000000 | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,593.17  |
| PeopleSoft Enterprise Time And Labor - Employee Count Perpetual             | 14482215 | 1250      | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 6,046.38  |
| PeopleSoft Higher Education Faculty Management - Student Count Perpetual    | 14482215 | 27000     | VALUE          |                      | 18-Sep-16  | 17-Sep-17 | 2,716.96  |
| PeopleSoft Enterprise Absence Management - Employee Count Perpetual         | 14482216 | 1250      |                |                      | 18-Sep-16  | 17-Sep-17 | 0.00      |

**Program Technical Support Fees: USD 272,679.94**

**Total Price: USD 272,679.94**

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, Peralta Community College District represents that Customer has authorized Peralta Community College District to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. Peralta Community College District agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Peralta Community College District 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 Peralta Community College District 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 OLSA\_11927940 1-MAR-2011 ("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.

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## **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 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.

"If Peralta Community College District is a tax exempt organization, a copy of Peralta Community College District's tax exemption certificate must be submitted with Peralta Community College District'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: P-04-08056-000--66
- Total Price: USD 272,679.94 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Peralta Community College District 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: P-04-08056-000--66
- Total Price: USD 272,679.94 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Peralta Community College District 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)

In issuing this credit card confirmation, Peralta Community College District 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: Teresa Kearney  
Oracle Support Services  
Fax: +19163155935  
E-mail: teresa.kearney@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