

**CITY OF EL PASO, TEXAS**  
**AGENDA ITEM DEPARTMENT HEAD'S SUMMARY FORM**

**DEPARTMENT:** INFORMATION TECHNOLOGY

**AGENDA DATE:** SEPTEMBER 29, 2009

**CONTACT PERSON/PHONE:** JOHN NEAL, ACTING DIRECTOR (915) 541-4288

**DISTRICT(S) AFFECTED:** TERRENCE FREIBURG, PURCHASING MANAGER, 541-4313  
ALL

**SUBJECT:**

Request that the Director of Purchasing be authorized to issue Purchase Orders to Oracle Corporation in the amount of \$154,364.09 for Fiscal Year 2010. Oracle Corporation a State Department of Information Resources (DIR) contractor under DIR State Contract DIR-VPC-03-018 for a various Oracle software components including PeopleSoft ERP Services and support as well as Universal Content Management. Participation by the City of El Paso in the DIR Program was approved by Mayor and Council on March 6, 2007.

Further, that the City Manager be authorized and directed to execute any other required documentation. (All Districts) [Financial Services, Carmen Arrieta-Candelaria (915) 541-4293 and Information Technology, John Neal, (915) 541-4288]

**BACKGROUND / DISCUSSION:**

This request is for the annual maintenance contract for numerous Oracle software components used by the City of El Paso. These software components include: PeopleSoft Asset Management, Project Costing, Enterprise Portal, Billing, Cash Management, Activity Based Management, Planning and Budgeting, Accounts Payable, Accounts Receivables, Purchasing, Inventory, General Ledger, Processor Perpetual Oracle Database Enterprise Edition, Tuning Pack Name User and Processor, PeopleSoft Enterprise ePay, and Oracle Universal Content Management.

**PRIOR COUNCIL ACTION:**

**Has the Council previously considered this item or a closely related one?**

Yes, in prior years for the maintenance contracts for core infrastructure software that spans the enterprise.

**AMOUNT AND SOURCE OF FUNDING:**

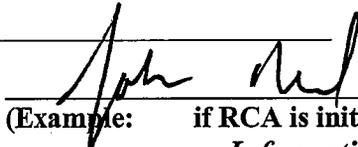
\$154,364.09. Funding is available in FY2010 Information Technology General Fund: 502202-01101-39010351 (Data Processing Services Contracts).

**BOARD / COMMISSION ACTION:** Enter appropriate comments or N/A

NA/

\*\*\*\*\*REQUIRED AUTHORIZATION\*\*\*\*\*

**LEGAL:** (if required) \_\_\_\_\_ **FINANCE:** (if required) \_\_\_\_\_

**DEPARTMENT HEAD:**  \_\_\_\_\_  
(Example: if RCA is initiated by Purchasing, client department should sign also)  
*Information copy to appropriate Deputy City Manager*

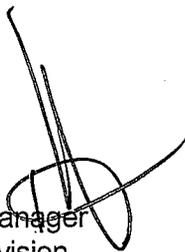
**APPROVED FOR AGENDA:**

**CITY MANAGER:** \_\_\_\_\_

**DATE:** \_\_\_\_\_

**FINANCIAL SERVICES, PURCHASING DIVISION**

DATE: 18 September, 2009  
TO: Municipal Clerk  
Thru: Terrence Freiburg, Purchasing Manager  
Financial Services-Purchasing Division  
FROM: Michael W. Plum,  
Administrative Analyst



Please place the following item on the Consent Agenda for the  
Council Meeting of: **September 29, 2009.**

Item should read as follows: That the Purchasing Manager be authorized to issue a Purchase Order to Oracle USA Inc. in the amount of \$154,364.09. for Fiscal Year 2010. Oracle USA Inc. is a State Department of Information Resources (DIR) contractor under DIR State Contract DIR-VPC-03-018, for various Oracle software components including PeopleSoft ERP Services and support as well as Universal Content Management. Participation by the City of El Paso in the DIR Program was approved by Mayor and Council on February 27, 2007.

- Requisition 2010000371 - \$105,195.46 – Oracle Database Support Renewal
- Requisition 2010000370 - \$ 5,807.67 – PeopleSoft Enterprise ePay and IBM WAS
- Requisition 2010000367 - \$ 24,896.67 – Various PeopleSoft Modules
- Requisition 2010000388 - \$ 2,100.67 – Peoplesoft Cash Management and ABM
- Requisition 2010000486 - \$ 16,363.62 – Universal Content Management

**Award amount is: \$154,364.09**

Funds available in: 39010351-502202-01101 (Data Processing Services Contracts)  
Fund Source – FY 2010 Information Technology General Fund

Department: Information Technology

SPECIAL INSTRUCTIONS: \_\_\_\_\_

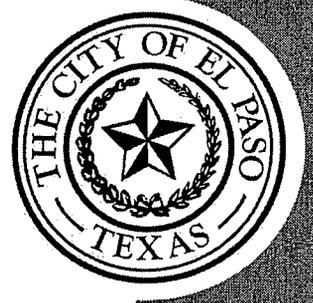
City Clerk's Use

ITEM NO. \_\_\_\_\_

**Agenda Date: September 29, 2009**

*Dedicated to Outstanding Customer Service for a Better Community*

**SERVICE SOLUTIONS SUCCESS**



To: Terrence Freiburg, Purchasing Manager  
Michael W. Plum, MPA, Financial Services-Procurement

From: John Neal, Acting Director of I.T.

  
Authorized Signature

Date: September 10, 2009

Re: Texas Department of Information Resources, Contract DIR-VPC-03-018

The Information Technology Department recommends renewing the Oracle contracts for various Oracle software components to include PeopleSoft ERP Services and support as well as universal Content Management. The purpose of these contracts is for continued license and support of the above mentioned components

- 1. Is there an urgent need for the product/service? In other words, is time of the essence?*  
Yes, support for some components has expired or will expire soon and we rely on these services for continued maintenance and support of the Oracle software components.
- 2. Does the purchase through the Program promote the standardization of equipment?*  
The City has several Oracle components with maintenance agreements through Oracle. However, these are database and software contracts only, not for equipment.
- 3. Does the purchase through the Program support local business? If not, is there a comparable product/service available locally?*  
No, there is no local service comparable with Oracle maintenance and support.
- 4. Do the available vendors have prior work experience and/or familiarity with the City?*  
Yes, we have had maintenance and support with Oracle since the initial implementation of PeopleSoft on an Oracle database in 2001.
- 5. Is the pricing reasonable as compared to other similar products/work performed for the City of El Paso in the past or as quoted from other companies?*  
Yes, this is a DIR negotiated pricing and is comparable to maintenance agreements from previous years.

The participation by the City of El Paso in the Texas Department of Information Resources was approved by Mayor and City Council on February 27, 2007. The standard factors used to determine the use of a Cooperative Purchasing program were approved by City Council on June 24, 2008.

Mayor  
John F. Cook

City Council

*District 1*  
Ann Morgan Lilly

*District 2*  
Susannah M. Byrd

*District 3*  
Emma Acosta

*District 4*  
Melina Castro

*District 5*  
Rachel Quintana

*District 6*  
Eddie Holguin Jr.

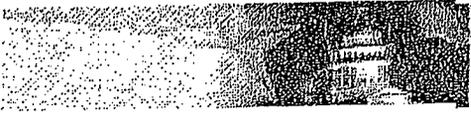
*District 7*  
Steve Ortega

*District 8*  
Beto O'Rourke

City Manager  
Joyce A. Wilson



State of Texas  
Department of Information Resources  
Leadership for Texas Government Technology



[DIR Home](#) | [Store](#) | [Document Library](#) | [Education & Training](#) | [DIR Overview](#) | [Site Map](#)

**DIR Store -  
Products and  
Services**

- [Buyer Alerts](#)
- [Overview](#)
- [Go DIRect Program](#)
- [Customer Eligibility](#)
- [Customer FAQs](#)
- [Vendor FAQs](#)

**Related Information**

- [Contracting and Procurement Services Division](#)
- [Current Contracting Initiatives](#)

**Search DIR**

Enter text here

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# Go DIRect

## *for Oracle Software and Services*

Oracle USA, Inc and its named resellers offer Oracle software, technical support, professional services, and learning credits to Texas governmental entities at discounted prices through DIR's Go DIRect Program.

- [Product and Pricing Information](#)
- [How to Order](#)
- [Contract Information](#)
- [Contacts](#)

### Product and Pricing Information

- Visit the [Oracle website](#) for more information. Contact an Oracle or reseller representative for information or to place an order.
- The representative will issue an order form which reflects the discounts and DIR administrative fee defined in the contract. Discounts vary based on the dollar amount of the transaction. Per transaction, there is no difference in price, whether you choose Oracle or a reseller.

### How to Order

- Generate a purchase order, made payable to the party from whom you order.  
Note: You must reference Contract Number DIR-VPC-03-018 on your purchase order.
- Fax your purchase order to the party from whom you order.

### Contract Information

To access PDF files use the free Adobe Acrobat Reader.

Contract [DIR-VPC-03-018](#) expires 04/20/2010 (4.69 MB)  
[Amendment 2](#) (14 KB)

[Amendment 3 \(17 KB\)](#)  
[Amendment 4 \(17 KB\)](#)  
[Amendment 5 \(14 KB\)](#)  
[Amendment 6 \(14 KB\)](#)  
[Amendment 7 \(14 KB\)](#)  
[Amendment 8 \(88 KB\)](#)  
[Amendment 9 \(16 KB\)](#)  
[Amendment 10 \(25 KB\)](#)  
[Appendix B, Oracle Price List Attachment \(632 KB\)](#)  
[Appendix E, License and Support Ordering Document \(127 KB\)](#)  
[Appendix F, Oracle Service Rates \(51 KB\)](#)  
[Appendix G, Technical Services Ordering Document \(51 KB\)](#)  
[Appendix G, Exhibit 1, T&M Ordering Document \(33 KB\)](#)  
[Appendix G, Exhibit 2, FPE Ordering Document \(44 KB\)](#)  
[HUB Subcontracting Plan \(79 KB\)](#)

## Contacts

### Primary Vendor Contact

Vendor	HUB	Contact	Address
Oracle USA, Inc Vendor ID: 184- 133-2677-000	No	Application License Sales: Juan-Carlos Martinez Phone: 512-632- 6680 Support Renewals: Derek Bishop Phone: 512-671- 5163 Education Sales:  Karen Ferguson Phone: 916-315- 4527 Consulting Sales: Vic Bentley Phone: 972-740- 2917 Technology License Sales: Craig DeAngelis Phone: 214-621- 9180	1910 Oracle Way Reston, VA 20190

Reseller Vendor Contacts

Vendor	HUB	Contact	Address
DLT Solutions Vendor ID: 154-159-9882-000	No	Ben Henning Phone: 703-708-9137 Fax: 703-709-8450	13861 Sunrise Valley Drive Suite 400 Herndon, VA 20171
Mythics Vendor ID: 154-198-7871-300	No	Doug Altamura Phone: 757-412-4020 Fax: 757-412-1060	1439 N. Great Neck Road Suite 201 Virginia Beach, VA 23454
RFD & Associates, Inc. Vendor ID: 174-273-6774-700	Woman Owned	Barbara <u>Nadalini</u> Phone: 512-786-6497 Fax: 512-347-9412 Melissa Marshall Phone: 512-628-2633 Fax: 512-347-9412	401 Camp Craft Rd. Austin, Texas 78746
Solbourne Computers Vendor ID: 194-302-0446-100	No	John Smylie Phone: 214-213-4822 Fax: 214-378-8753	4001 Discovery Drive Suite 210 Boulder, CO 80303

DIR Contract Contact  
Brian Bell  
Phone: 512-475-4903



Department of Information Resources  
300 West 15th St., Suite 1300  
Austin, TX 78701 (Map & Directions)  
1-512-475-4700

[Privacy & Security Policy](#)  
[Accessibility](#) | [Open Records Policy](#)  
[Link Policy](#) | [Compact with Texans](#)  
[DIR Contacts](#) | [dirinfo@dir.state.tx.us](mailto:dirinfo@dir.state.tx.us)

Last updated August 5, 2009

# ORACLE®

9-Jun-09

Gerald Gordier  
City Of El Paso  
2 Civic Center Plaza  
4th Floor  
EL PASO  
TX 79901  
United States

Dear Gerald Gordier,

The technical support services and benefits provided under service contract number 1741474 will expire, or have expired, on 14-Sep-09. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number 1741474, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 16-Aug-09.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Derek Bishop  
Oracle Support Services  
E-mail: [derek.bishop@oracle.com](mailto:derek.bishop@oracle.com)  
Tel.: 1512-671-5163  
Fax: 1719-757-4291

Service Contract Number: 1741474



## Ordering Document

<b>Service Contract #:</b> 1741474 <b>Offer Expires:</b> 14-Sep-09  <b>Payment Terms:</b> 30 NET from date of invoice  <b>Billing Terms:</b> Quarterly in Arrears	<b>Renewal Contact:</b> Derek Bishop  <b>Telephone:</b> 1512-671-5163 <b>Fax:</b> 1719-757-4291 <b>E-mail:</b> derek.bishop@oracle.com
<b>CUSTOMER:</b> City Of El Paso	
<b>QUOTE TO</b> <b>Account Contact:</b> Gerald Gordier <b>Account Name:</b> City Of El Paso <b>Address:</b> 2 Civic Center Plaza 4th Floor EL PASO TX 79901 United States  <b>Telephone:</b> 915 541-4746 <b>Fax:</b> <b>E-mail:</b> gordierg@elpasotexas.gov	<b>BILL TO</b> <b>Account Contact:</b> Accounts Payable <b>Account Name:</b> City Of El Paso <b>Address:</b> Information Services 2 Civic Center Plaza Basement EL PASO TX 79901 United States  <b>Telephone:</b> <b>Fax:</b> <b>E-mail:</b>

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Derek Bishop at derek.bishop@oracle.com or 1719-757-4291. Please also include service contract number 1741474 on such reply.

Service Contract Number: 1741474

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## Service Details

Service Level: Software Update License & Support		End Date: 14-Sep-10				
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Oracle Database Enterprise Edition - Named User Plus Perpetual	13489643	50		FULL USE	15-Sep-09	5,150.33
Tuning Pack - Named User Plus Perpetual	13489643	50		FULL USE	15-Sep-09	386.27
Tuning Pack - Processor Perpetual	13489643	18		FULL USE	15-Sep-09	6,952.94
Oracle Database Enterprise Edition - Processor Perpetual	13489643	18		FULL USE	15-Sep-09	92,705.92

**Subtotal: USD 105,195.46**

**Total Amount: USD 105,195.46**

plus applicable tax

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Derek Bishop at 1512-671-5163 or at derek.bishop@oracle.com and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

Service Contract Number: 1741474

## GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, City Of El Paso acknowledges that Customer has authorized City Of El Paso to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City Of El Paso agrees the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to City Of El Paso during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the STATE-28905-21-Apr-03. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

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 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, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Service Contract Number: 1741474

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## Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the license and services agreement that you executed when you acquired technical support from Oracle or an Oracle authorized reseller, (ii) an acceptable form of payment, and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable.

An invoice will only be issued upon receipt of an acceptable form of payment. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City Of El Paso is a tax exempt organization and is not a U.S. federal government entity, a copy of City Of El Paso's tax exemption certificate must be submitted with City Of El Paso's purchase order, check, credit card or other acceptable form of payment.

### **PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION**

#### **Purchase Order**

If the technical support services on this ordering document will be purchased by purchase order, the purchase order must include the following information:

- Service Contract #: 1741474
- Term of Service: 15-Sep-09 to 14-Sep-10
- Final Total: USD 105,195.46 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-Apr-03 also known as DIR-VPC-03-018

In issuing a purchase order, City Of El Paso agrees and acknowledges that the terms of this ordering document are incorporated into City Of El Paso's purchase order and that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 supersede 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.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

#### **Check**

If the technical support services on this ordering document will be purchased by check, the check must include the following information:

- Service Contract #: 1741474
- Term of Service: 15-Sep-09 to 14-Sep-10
- Final Total: USD 105,195.46 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-Apr-03

In issuing a check, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Service Contract Number: 1741474

**Credit Card Confirmation**

If the technical support services on this ordering document will be purchased by credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

Service Contract #: 1741474  
Term of Service: 15-Sep-09 to 14-Sep-10  
Final Total: USD 105,195.46 (excluding applicable tax)  
Agreement: STATE-28905-21-Apr-03

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Billing Address (associated with Credit Card)

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 shall apply to the technical support services ordered. 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 hereto should be sent to:

Attn: Derek Bishop  
Oracle Support Services  
Fax: 1719-757-4291  
E-mail: derek.bishop@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

Service Contract Number: 1741474

# ORACLE®

30-Jun-09

Gerald Gordier  
City Of El Paso  
2 Civic Center Plaza  
City Hall, 7th Floor  
EL PASO  
TX 79901  
United States

Dear Gerald Gordier,

The technical support services and benefits provided under service contract number P-02-04862-000--8 will expire, or have expired, on 25-Sep-09. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number P-02-04862-000--8, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 27-Aug-09.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Derek Bishop  
Oracle Support Services  
E-mail: [derek.bishop@oracle.com](mailto:derek.bishop@oracle.com)  
Tel: 1512-671-5163  
Fax: 1719-757-4291

Service Contract Number: P-02-04862-000--8



## Ordering Document

<b>Service Contract #:</b> P-02-04862-000--8	<b>Renewal Contact:</b> Derek Bishop
<b>Offer Expires:</b> 25-Sep-09	
<b>Payment Terms:</b> 30 NET from date of invoice	<b>Telephone:</b> 1512-671-5163
<b>Billing Terms:</b> Annually in Advance	<b>Fax:</b> 1719-757-4291
	<b>E-mail:</b> derek.bishop@oracle.com
<b>CUSTOMER:</b> City Of El Paso	
<b>QUOTE TO</b>	<b>BILL TO</b>
<b>Account Contact:</b> Gerald Gordier	<b>Account Contact:</b> Accounts Payable
<b>Account Name:</b> City Of El Paso	<b>Account Name:</b> City Of El Paso
<b>Address:</b> 2 Civic Center Plaza City Hall, 7th Floor EL PASO TX 79901 United States	<b>Address:</b> Information Services Two Civic Center Plaza Basement EL PASO TX 79901 United States
<b>Telephone:</b> 915 541-4746	<b>Telephone:</b>
<b>Fax:</b> 915 541-4017	<b>Fax:</b>
<b>E-mail:</b> GordierG@elpasotexas.gov	<b>E-mail:</b>

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Derek Bishop at derek.bishop@oracle.com or 1719-757-4291. Please also include service contract number P-02-04862-000--8 on such reply.

Service Contract Number: P-02-04862-000--8

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## Service Details

<b>Service Level:</b>	<b>Software Update License &amp; Support</b>	<b>End Date: 25-Sep-10</b>
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
PeopleSoft Enterprise ePay - Employee Count Perpetual	14478672	6000	VALUE		26-Sep-09	5,807.67
Conversion Only - lbn Was - Employee Count Perpetual	14478672	6000	VALUE		26-Sep-09	0.00

**Subtotal: USD 5,807.67**

**Total Amount: USD 5,807.67**

plus applicable tax

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Derek Bishop at 1512-671-5163 or at derek.bishop@oracle.com and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

Service Contract Number: P-02-04862-000--8

## GENERAL TERMS

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The technical support services acquired under this ordering document are governed by the terms and conditions of the STATE-28905-21-Apr-03. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

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 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, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Service Contract Number: P-02-04862-000--8

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## Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the license and services agreement that you executed when you acquired technical support from Oracle or an Oracle authorized reseller, (ii) an acceptable form of payment, and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable. If the pre-tax value of this renewal is \$2000 or less, pre-payment in the form of a check or credit card must be received. Purchase orders are no longer accepted for these transactions.

An invoice will only be issued upon receipt of an acceptable form of payment. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City Of El Paso is a tax exempt organization, a copy of City Of El Paso's tax exemption certificate must be submitted with City Of El Paso's purchase order, check, credit card or other acceptable form of payment.

### **PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION**

#### **Purchase Order**

If the technical support services on this ordering document will be purchased by purchase order, the purchase order must include the following information:

- Service Contract #: P-02-04862-000--8
- Term of Service: 26-Sep-09 to 25-Sep-10
- Final Total: USD 5,807.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-Apr-03 also known as DIR-VPC-03-018

In issuing a purchase order, City Of El Paso agrees and acknowledges that the terms of this ordering document are incorporated into City Of El Paso's purchase order and that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 supersede 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.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

#### **Check**

If the technical support services on this ordering document will be purchased by check, the check must include the following information:

- Service Contract #: P-02-04862-000--8
- Term of Service: 26-Sep-09 to 25-Sep-10
- Final Total: USD 5,807.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-Apr-03

In issuing a check, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Service Contract Number: P-02-04862-000--8

**Credit Card Confirmation**

If the technical support services on this ordering document will be purchased by credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

Service Contract #: P-02-04862-000--8  
Term of Service: 26-Sep-09 to 25-Sep-10  
Final Total: USD 5,807.67 (excluding applicable tax)  
Agreement: STATE-28905-21-Apr-03

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Billing Address (associated with Credit Card)

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of STATE-28905-21-Apr-03 shall apply to the technical support services ordered. 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 hereto should be sent to:

Attn: Derek Bishop  
Oracle Support Services  
Fax: 1719-757-4291  
E-mail: derek.bishop@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

Service Contract Number: P-02-04862-000--8

Fy 10

# ORACLE®

15-Jun-09

Gary Gordier  
City Of El Paso  
PO BOX 1919  
EL PASO  
TX 79999-1919  
United States

Dear Gary Gordier,

The technical support services and benefits provided under service contract number 3542630 will expire, or have expired, on 15-Sep-09. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number 3542630, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 17-Aug-09.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Derek Bishop  
Oracle Support Services  
E-mail: [derek.bishop@oracle.com](mailto:derek.bishop@oracle.com)  
Tel.: 1512-671-5163  
Fax: 1719-757-4291

Service Contract Number: 3542630



## Ordering Document

<b>Service Contract #:</b> 3542630 <b>Offer Expires:</b> 15-Sep-09  <b>Payment Terms:</b> 30 NET from date of invoice  <b>Billing Terms:</b> Quarterly in Arrears	<b>Renewal Contact:</b> Derek Bishop  <b>Telephone:</b> 1512-671-5163 <b>Fax:</b> 1719-757-4291 <b>E-mail:</b> derek.bishop@oracle.com
<b>CUSTOMER:</b> City Of El Paso	
<b>QUOTE TO</b> <b>Account Contact:</b> Gary Gordier <b>Account Name:</b> City Of El Paso <b>Address:</b> PO BOX 1919  EL PASO TX 79999-1919 United States <b>Telephone:</b> 915-541 7288 <b>Fax:</b> <b>E-mail:</b> gordierg@elpasotexas.gov	<b>BILL TO</b> <b>Account Contact:</b> Blanca Dyer <b>Account Name:</b> City Of El Paso <b>Address:</b> Information Services 2 Civic Center Plaza Basement EL PASO TX 79901 United States <b>Telephone:</b> -915-541-4288 <b>Fax:</b> <b>E-mail:</b> DyerBA@elpasotexas.gov

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Derek Bishop at derek.bishop@oracle.com or 1719-757-4291. Please also include service contract number 3542630 on such reply.

Service Contract Number: 3542630

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## Service Details

<b>Service Level:</b> Software Update License & Support	<b>End Date:</b> 15-Sep-10
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
PeopleSoft Enterprise Project Costing - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	2,827.05
PeopleSoft Enterprise Purchasing - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	3,113.76
PeopleSoft Enterprise Enterprise Portal - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	1,980.27
PeopleSoft Enterprise Asset Management - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	1,700.23
PeopleSoft Enterprise General Ledger - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	2,827.05
PeopleSoft Enterprise Receivables - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	2,547.01
PeopleSoft Enterprise Payables - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	1,980.27
PeopleSoft Enterprise Budget Planning For E&G - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	2,827.05
PeopleSoft Enterprise Billing - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	1,980.24
PeopleSoft Enterprise Inventory - Reported Budget Perpetual	14484271	1		FULL USE	16-Sep-09	3,113.76

**Subtotal: USD 24,896.67**

**Total Amount: USD 24,896.67**

plus applicable tax

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Derek Bishop at 1512-671-5163 or at derek.bishop@oracle.com and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

Service Contract Number: 3542630

## GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, City Of El Paso acknowledges that Customer has authorized City Of El Paso to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City Of El Paso agrees the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to City Of El Paso during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-PSFT-SLSA-PS7958-US-13-MAR-2001. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

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 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, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Service Contract Number: 3542630

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## Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the license and services agreement that you executed when you acquired technical support from Oracle or an Oracle authorized reseller, (ii) an acceptable form of payment, and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable.

An invoice will only be issued upon receipt of an acceptable form of payment. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City Of El Paso is a tax exempt organization and is not a U.S. federal government entity, a copy of City Of El Paso's tax exemption certificate must be submitted with City Of El Paso's purchase order, check, credit card or other acceptable form of payment.

### PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION

#### **Purchase Order**

If the technical support services on this ordering document will be purchased by purchase order, the purchase order must include the following information:

- Service Contract #: 3542630
- Term of Service: 16-Sep-09 to 15-Sep-10
- Final Total: USD 24,896.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

In issuing a purchase order, City Of El Paso agrees and acknowledges that the terms of this ordering document are incorporated into City Of El Paso's purchase order and that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 supersede 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.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

#### **Check**

If the technical support services on this ordering document will be purchased by check, the check must include the following information:

- Service Contract #: 3542630
- Term of Service: 16-Sep-09 to 15-Sep-10
- Final Total: USD 24,896.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

In issuing a check, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Service Contract Number: 3542630

**Credit Card Confirmation**

If the technical support services on this ordering document will be purchased by credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

Service Contract #: 3542630  
Term of Service: 16-Sep-09 to 15-Sep-10  
Final Total: USD 24,896.67 (excluding applicable tax)  
Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Billing Address (associated with Credit Card)

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 shall apply to the technical support services ordered. 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 hereto should be sent to:

Attn: Derek Bishop  
Oracle Support Services  
Fax: 1719-757-4291  
E-mail: derek.bishop@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

Service Contract Number: 3542630

FY10

# ORACLE®

18-Jun-09

Gerald Gordier.  
City Of El Paso  
PO BOX 1919  
EL PASO  
TX 79999-1919  
United States

Dear Gerald Gordier. ,

The technical support services and benefits provided under service contract number 3539394 will expire, or have expired, on 15-Sep-09. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number 3539394, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 17-Aug-09.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Derek Bishop  
Oracle Support Services  
E-mail: derek.bishop@oracle.com  
Tel.: 1512-671-5163  
Fax: 1719-757-4291

Service Contract Number: 3539394



## Ordering Document

<b>Service Contract #:</b> 3539394 <b>Offer Expires:</b> 15-Sep-09  <b>Payment Terms:</b> 30 NET from date of invoice  <b>Billing Terms:</b> Quarterly in Arrears	<b>Renewal Contact:</b> Derek Bishop  <b>Telephone:</b> 1512-671-5163 <b>Fax:</b> 1719-757-4291 <b>E-mail:</b> derek.bishop@oracle.com
<b>CUSTOMER:</b> City Of El Paso	
<b>QUOTE TO</b> <b>Account Contact:</b> Gerald Gordier. <b>Account Name:</b> City Of El Paso <b>Address:</b> PO BOX 1919  EL PASO TX 79999-1919 United States <b>Telephone:</b> 915541-7288 <b>Fax:</b> <b>E-mail:</b> @	<b>BILL TO</b> <b>Account Contact</b> Blanca Dyer.. <b>Account Name:</b> City Of El Paso <b>Address:</b> Information Services 2 Civic Center Plaza Basement EL PASO TX 79901 United States <b>Telephone:</b> -915-541-4288 <b>Fax:</b> <b>E-mail:</b> @

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Derek Bishop at derek.bishop@oracle.com or 1719-757-4291. Please also include service contract number 3539394 on such reply.

Service Contract Number: 3539394

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## Service Details

<b>Service Level:</b> Software Update License & Support	<b>End Date:</b> 15-Sep-10
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
PeopleSoft Enterprise Cash Management - Reported Budget Perpetual	14481054	60000000		FULL USE	16-Sep-09	1,200.39
PeopleSoft Enterprise Activity Based Management - Reported Budget Perpetual	14481054	60000000		FULL USE	16-Sep-09	900.28

**Subtotal: USD 2,100.67**

**Total Amount: USD 2,100.67**

plus applicable tax

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Derek Bishop at 1512-671-5163 or at [derek.bishop@oracle.com](mailto:derek.bishop@oracle.com) and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

Service Contract Number: 3539394

## GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, City Of El Paso acknowledges that Customer has authorized City Of El Paso to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City Of El Paso agrees the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to City Of El Paso during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the US-PSFT-SLSA-PS7958-US-13-MAR-2001. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

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 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, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Service Contract Number: 3539394

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## Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the license and services agreement that you executed when you acquired technical support from Oracle or an Oracle authorized reseller, (ii) an acceptable form of payment, and (iii) a tax exemption certificate (if applicable). Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable.

An invoice will only be issued upon receipt of an acceptable form of payment. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City Of El Paso is a tax exempt organization and is not a U.S. federal government entity, a copy of City Of El Paso's tax exemption certificate must be submitted with City Of El Paso's purchase order, check, credit card or other acceptable form of payment.

### **PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION**

#### **Purchase Order**

If the technical support services on this ordering document will be purchased by purchase order, the purchase order must include the following information:

- Service Contract #: 3539394
- Term of Service: 16-Sep-09 to 15-Sep-10
- Final Total: USD 2,100.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

In issuing a purchase order, City Of El Paso agrees and acknowledges that the terms of this ordering document are incorporated into City Of El Paso's purchase order and that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 supersede 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.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided below.

#### **Check**

If the technical support services on this ordering document will be purchased by check, the check must include the following information:

- Service Contract #: 3539394
- Term of Service: 16-Sep-09 to 15-Sep-10
- Final Total: USD 2,100.67 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

In issuing a check, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Service Contract Number: 3539394

**Credit Card Confirmation**

If the technical support services on this ordering document will be purchased by credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

Service Contract #: 3539394  
Term of Service: 16-Sep-09 to 15-Sep-10  
Final Total: USD 2,100.67 (excluding applicable tax)  
Agreement: US-PSFT-SLSA-PS7958-US-13-MAR-2001

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Billing Address (associated with Credit Card)

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City Of El Paso agrees and acknowledges that the terms of this ordering document and the terms of US-PSFT-SLSA-PS7958-US-13-MAR-2001 shall apply to the technical support services ordered. 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 hereto should be sent to:

Attn: Derek Bishop  
Oracle Support Services  
Fax: 1719-757-4291  
E-mail: derek.bishop@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

Service Contract Number: 3539394

# ORACLE®

10-Sep-09

Gary Gordier  
City Of El Paso  
2 Civic Ctr Plz  
3rd FL  
El Paso  
TX 79901  
United States

Dear Gary Gordier,

The technical support services and benefits provided under service contract number 2923151 will expire, or have expired, on 28-Aug-09. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number 2923151, please order the technical support services on this ordering document by issuing a form of payment acceptable to Oracle in accordance with the attached Order Processing Details section on or before 17-Sep-09.

If further information is required, please contact me at the e-mail address or telephone number provided below.

Regards,

Derek Bishop  
Oracle Support Services  
E-mail: [derek.bishop@oracle.com](mailto:derek.bishop@oracle.com)  
Tel.: 1512-671-5163  
Fax: 1719-757-4291

Service Contract Number: 2923151



## Ordering Document

<b>Service Contract #:</b> 2923151 <b>Offer Expires:</b> 17-Sep-09  <b>Payment Terms:</b> 30 NET from date of invoice  <b>Billing Terms:</b> Annually in Advance	<b>Renewal Contact:</b> Derek Bishop  <b>Telephone:</b> 1512-671-5163 <b>Fax:</b> 1719-757-4291 <b>E-mail:</b> derek.bishop@oracle.com
<b>CUSTOMER:</b> City Of El Paso	
<b>QUOTE TO</b> <b>Account Contact:</b> Gary Gordier <b>Account Name:</b> City Of El Paso <b>Address:</b> 2 Civic Ctr Plz 3rd FL El Paso TX 79901 United States <b>Telephone:</b> 915 541 4288 <b>Fax:</b> <b>E-mail:</b> gordierg@elpasotexas.gov	<b>BILL TO</b> <b>Account Contact:</b> Accounts Payable <b>Account Name:</b> City Of El Paso <b>Address:</b> Information Services 2 Civic Center Plaza Basement EL PASO TX 79901 United States <b>Telephone:</b> <b>Fax:</b> <b>E-mail:</b>

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to Derek Bishop at derek.bishop@oracle.com or 1719-757-4291. Please also include service contract number 2923151 on such reply.

Service Contract Number: 2923151

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## Service Details

Service Level: Software Update License & Support		End Date: 14-Sep-10				
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Content Conversion Server - Named User Plus Perpetual	16024033	50		FULL USE	29-Aug-09	2,727.27
Universal Content Management - Named User Plus Perpetual	16024033	50		FULL USE	29-Aug-09	13,636.35
<b>Subtotal:</b>						<b>USD 16,363.62</b>
<b>Total Amount:</b>						<b>USD 16,363.62</b>
plus applicable tax						

### Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact Derek Bishop at 1512-671-5163 or at derek.bishop@oracle.com and an updated ordering document will be provided to you in accordance with Oracle's technical support policies.

Service Contract Number: 2923151

## GENERAL TERMS

"You" and "your" refers to the Customer provided above.

In the event that the Customer and the Quote To Account Name provided above are not the same, City Of El Paso acknowledges that Customer has authorized City Of El Paso to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City Of El Paso agrees that the ordered services shall be used solely by the Customer and shall advise Customer of the terms of this ordering document as well as information and notices about technical support that Oracle provides to City Of El Paso during the term of service.

The technical support services acquired under this ordering document are governed by the terms and conditions of the STATE-28905-21-APR-03. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

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 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, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

In the event that Priority Service is acquired under this ordering document, you acknowledge you must maintain a current Software Update License & Support contract for all licenses in a license set for which Priority Service has been purchased. By accepting this ordering document, you also acknowledge that Software Update License & Support for program licenses listed under the Priority Service level may be renewed under separate contract(s). Upon renewal, Priority Service fees will be based on the Priority Service pricing policies in effect at the time of renewal and such fees will be adjusted to account for any acquisition of additional licenses in a license set. Contractual caps on annual technical support fees for Software Update License & Support do not apply to Priority Service, unless stated otherwise in your contract.

Service Contract Number: 2923151

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## Order Processing Details

Your order is subject to Oracle's acceptance. An order consists of the following: (i) this ordering document, which incorporates by reference the STATE-28905-21-APR-03, and (ii) a form of payment acceptable to Oracle. Oracle normally accepts orders after receipt of a purchase order, check or credit card issued in accordance with the Purchase Order, Check, Credit Card Confirmation section below. If Oracle accepts your order, the service start date is the effective date of such order and also serves as the commencement date of the technical support services.

Please note that if the pre-tax value of this ordering document is USD2,000 or less, the technical support services on this ordering document must be paid either by credit card or electronic upload of a PO to the Online site.

Once ordered, technical support for the support period defined above is non-cancelable and the related fees are non-refundable.

An invoice will only be issued upon receipt of a form of payment acceptable to Oracle. Regardless of the form of payment, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If City Of El Paso is a tax exempt organization, a copy of City Of El Paso's tax exemption certificate must be submitted with City Of El Paso's purchase order, check, credit card or other acceptable form of payment.

### **PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION**

#### **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:

- Service Contract #: 2923151
- Term of Service: 29-Aug-09 to 14-Sep-10
- Final Total: USD 16,363.62 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-APR-03 also known as DIR-VPC-03-018

In issuing a purchase order, City Of El Paso agrees that the terms of this ordering document and the terms of STATE-28905-21-APR-03 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.

Please e-mail or fax the purchase order to Oracle per the Remittance Details provided 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:

- Service Contract #: 2923151
- Term of Service: 29-Aug-09 to 14-Sep-10
- Final Total: USD 16,363.62 (excluding applicable tax)
- Local Tax, if applicable
- Agreement: STATE-28905-21-APR-03

In issuing a check, City Of El Paso agrees that only the terms of this ordering document and the terms of STATE-28905-21-APR-03 shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Service Contract Number: 2923151

**Credit Card Confirmation**

If the technical support services on this ordering document will be ordered and paid under a credit card, please complete the section below and return it to Oracle per the Remittance Details provided below. Please note that Oracle is unable to process credit card transactions of USD100,000 or greater.

Service Contract #: 2923151  
Term of Service: 29-Aug-09 to 14-Sep-10  
Final Total: USD 16,363.62 (excluding applicable tax)  
Agreement: STATE-28905-21-APR-03

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Billing Address (associated with Credit Card)

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

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City Of El Paso agrees that only the terms of this ordering document and the terms of STATE-28905-21-APR-03 shall apply to the technical support services ordered. 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 hereto should be sent to:

Attn: Derek Bishop  
Oracle Support Services  
Fax: 1719-757-4291  
E-mail: derek.bishop@oracle.com

Checks for the technical support services ordered hereto should be sent to:

**AK, AZ, CA, HI, ID, NV, OR, UT, WA:**

Oracle USA, Inc.  
PO Box 44471  
San Francisco, CA 94144-4471

**All other States:**

Oracle USA, Inc.  
PO Box 71028  
Chicago, IL 60694-1028

Service Contract Number: 2923151