SUBJECT: ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AS A SERVICE SOLUTION

BID #: ESC-0549-16 **OPEN DATE: 12/14/2016**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract

AGENCY: Information Technologies Division

BASIS OF AWARD: Highest Scoring Bidder Based On Evaluation Criteria

NUMBER OF BIDS INVITED: (23) NUMBER RECEIVED: (8) OTHER: (1)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
On October 26, 2017 approval was granted to enter into negotiations with the highest ranked firm, Applications Software Technology, LLC (AST)/Oracle.

As a result of the negotiations, recommend approval of award to Applications Software Technology, LLC (AST) in the amount of $23,063,150.00, for a period of service five (5) years from contract execution with renewal options up to three (3) additional years. Also, recommend approval of one (1) year subscription services, with the option to renew for up to seven (7) additional years in the amount of $1,234,201.20. The total contract maximum indebtedness not-to-exceed $24,297,351.20.

To be encumbered as follows for current fiscal year:
AFIT53A-069509-ITEF01-02 - $3,151,800.00
AFIT53A-069427-ITEF01-02 - $1,234,201.20

ATTACHMENTS: Recommendation Memo, Exhibits 1 – 3B, Previous Awards

BUYER: _____ CHELSEY FLEMING

RESPECTFULLY SUBMITTED _____
GREGORY PEASE, CHIEF
PROCUREMENT DIVISION

CONCURRENCE BY: **Marlene Russell, Director of Organizational Effectiveness**

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING _____ MEMBERS DISAPPROVING _____ DATE: _____

_____ _____ OTHER: _____

_____ _____

_____ _____

_____ _____

_____ _____

ACTION OF AWARDING AUTHORITY DATE _____

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

City of Jacksonville, Florida

Lenny Curry, Mayor

City Hall at St. James
117 W. Duval St.
Jacksonville, FL 32202
(904) 630-CITY
www.coj.net

ONE CITY. ONE JACKSONVILLE.

March 12, 2018

TO: Gregory W. Pease
Chief of Procurement

FROM: Marlene Russell
Director Organizational Effectiveness

SUBJECT: ESC-0549-16 – Enterprise Resource Planning (ERP), Software as a Service (SaaS) Solution

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The City entered into fee and contract negotiations with the number one ranked firm, Applications Software Technology, LLC (AST)/Oracle for the use of the proposed Oracle SaaS ERP solution and for the services required to implement the proposed Oracle SaaS ERP solution. Those contract negotiations resulted in the following contracts / agreements with Oracle and AST:

- Master Services Contract with AST (Exhibit 1): The Master Services Contract specifies the professional services required to implement the Oracle SaaS ERP solution (e.g. the service applications listed in the Ordering Document). The term of this agreement is for five (5) years with an option to renew for up to three (3) additional years. The maximum indebtedness for this contract is $23,063,150. The FY18 contract amount is $3,151,800.00. This contract has two (2) attachments:
    - Statement of Work (Exhibit 1A): Defines all the services AST will provide to deliver a fully functional Financial, Purchasing, Budget Development, Human Resources, and Payroll system to the City.
    - Payment Schedule (Exhibit 1B: Lists all payment amounts for deliverables by estimated completion date for all project phases.
- Cloud Services Agreement with Oracle (Exhibit 2): This document, and the negotiated Amendment (Exhibit 2A), governs the City's use of the Oracle SaaS ERP products described in the Ordering Document. The term of this agreement is for eight (8) years with the option to renew for up to three (3) additional years. This agreement also references the following Oracle policy documents:
    - Oracle Cloud Hosting and Delivery Policies (Exhibit 2B): Describes Oracle's policies for data security, service level metrics, and define City access to Oracle service level performance metrics and Oracle support.

- Data Processing Agreement (Exhibit 2C): Defines personal data and describes Oracle's responsibilities for processing and handling of City personal data.
- Oracle Services Privacy Policy (Exhibit 2D): Defines Oracle's privacy policies for both Services Data (data that resides on Oracle, Customer, or Third-party systems to which Oracle is provided access) and customer (City) information
- Service Specifications (Exhibit 2E): Specifications for each Oracle product (e.g. service application) that identifies what can be accessed by each user (along with the storage requirements).

- Ordering Document with AST (Exhibit 3): This document lists the ERP service applications (e.g. software modules) that the City is purchasing through this subscription agreement (with AST being a certified re-seller of Oracle cloud services). The term of this agreement is for one (1) year with the option to renew for up to seven (7) additional years. Attachment C (Exhibit 3A) of the Ordering Document contains the negotiated pricing for the service applications for the initial one year term. The maximum indebtedness for this contract is $1,234,201.20 (for FY18). The maximum indebtedness for this contract will increase each year the City exercises the option to continue using the Oracle SaaS ERP solution by the amount specified for the Option Years within the agreement.

Accordingly, this is to recommend approval of award to Applications Software Technology, LLC (AST) as a result of negotiations for Enterprise Resource Planning (ERP) for a period of 5 years from execution of the contract in the not to exceed amount of $23,063,150.00, with renewal options of up to three (3) additional years. The encumbrance for current fiscal year is from the date of execution of contract through September 30, 2018 for an amount of $3,151,800.00. Also, recommend approval for one (1) year subscription services, with the option to renew for up to seven (7) additional years, for the software to Applications Software Technology, LLC (AST) for a total not to exceed $1,234,201.20, for a total maximum indebtedness of $24,297,351.20.

To be encumbered as follows for current fiscal year:

AST – Implementation Services –	AFIT53A – 069509, ITEF01-02	$ 3,151,800.00
AST – Software subscription -	AFIT53A – 069427, ITEF01-02	$ 1,234,201.20
Total Not to exceed (NTE) for FY18		$ 4,386,001.20

Attachments:

Exhibit 1	Master Services Contract
Exhibit 1A	Statement of Work
Exhibit 1B	Payment Schedule
Exhibit 2	Cloud Services Agreement
Exhibit 2A	Cloud Services Agreement Amendment
Exhibit 2B	Oracle Cloud Hosting and Delivery Policies
Exhibit 2C	Data Processing Agreement
Exhibit 2D	Oracle Services Privacy Policy
Exhibit 2E	Service Specifications
Exhibit 3	Ordering Document
Exhibit 3A	Attachment C of the Ordering Document – Software Pay Schedule
Exhibit 3B	Oracle Business Associate Agreement (BAA)

Exhibit 1

MASTER SERVICES CONTRACT
BETWEEN
CITY OF JACKSONVILLE
AND
APPLICATIONS SOFTWARE TECHNOLOGY LLC
FOR
ENTERPRISE RESOURCE PLANNING SAAS SYSTEM SOLUTION

THIS CONTRACT is made and entered into this ___ day of _____, 2018 (the "**Effective Date**"), by and between the **CITY OF JACKSONVILLE** (the "**CITY**") or ("Buyer"), a municipal corporation existing under the Constitution and the laws of the State of Florida, and **APPLICATIONS SOFTWARE TECHNOLOGY LLC** (the "**CONTRACTOR**"), a Delaware corporation authorized to transact business in the State of Florida with its principal offices at 1755 Park Street, Suite 100, Naperville, Illinois 60563.

WHEREAS, the CITY issued a Request for Proposal No. ESC-0549-16 for an Enterprise Resource Planning Software (ERP) as a Services (Saas) Solution (the "**RFP**"); and

WHEREAS, the Scope of Services under the RFP included the SaaS Services and the Implementation Services (as such terms are defined in Section 1.2 of the RFP);

WHEREAS, the RFP required that a single entity serve as the Lead Contractor (as defined in the RFP) with the responsibilities identified in the RFP;

WHEREAS, based on the response to the RFP submitted by Applications Software Technology Corporation, predecessor in interest to CONTRACTOR, and Oracle America, Inc. ("Oracle") dated December 14, 2016 (the "**Response**"), the CITY has negotiated and awarded this Contract to CONTRACTOR;

WHEREAS, this Contract shall serve as the Master Agreement and the Professional Services Agreement as described in Section 1.5 of the RFP; and

WHEREAS, simultaneously with the execution of this Agreement, CONTRACTOR and CITY are entering into an Oracle Ordering Document (the "Ordering Document") whereby CONTRACTOR will resell the SaaS Services to CITY as an authorized Oracle reseller.

NOW THEREFORE, in consideration of the premises and the mutual covenants contained below, the parties agree as follows:

1. **Performance of Services**. CONTRACTOR shall provide the Implementation Services, and shall serve as the Lead Contractor (the "**Lead Contractor Services**") (the Lead Contractor Services and the Implementation Services are collectively referred to in this Contract as the "**Services**"). Subject to the terms and conditions of this Contract, CONTRACTOR shall perform the Services as specified in the RFP and the Response and as described in the Scope of Work attached to this Contract as Exhibit A (the "**SOW**").

2. **Compensation**. CITY will pay CONTRACTOR for the Implementation Services as provided in Section 3.19 of the RFP based on satisfactory completion and Acceptance of Deliverables (as such terms are defined in the SOW and RFP) and in accordance with the SOW and the schedule of payments attached to this Contract as Exhibit B. Payments to CONTRACTOR shall be subject to

Retainage as provided in Exhibit B and Section 3.19 of the RFP, as amended by Section 14 of this Contract. The Ordering Document shall govern payments by CITY for the SaaS Services and shall not be subject to Retainage under this Contract.

3. **Maximum Indebtedness**. As required by Section 106.431, *Ordinance Code,* the CITY's maximum indebtedness for all products and services under this Contract shall be a fixed monetary amount not-to-exceed _____ ($_____). CITY's obligations under this Contract are contingent upon the availability of lawfully appropriated funds for the Services and this Contract.

4. **Term**. The term of this Contract shall commence on the Effective Date and shall continue for a period of five years or until the warranty period for the Implementation Services has expired, if later, unless sooner terminated by either party in accordance with the terms of the RFP. CITY shall have the option, in its sole discretion, to renew this Contract for one additional term of up to three years on terms agreeable to both the CITY and CONTRACTOR. CONTRACTOR shall provide the Lead Contractor Services commencing on the Effective Date and continuing through the Implementation Period (as defined in the SOW and Section 1.3 of the RFP) unless extended by mutual written consent of CITY and CONTRACTOR or terminated sooner by either party in accordance with the terms of the RFP or this Contract.

5. **Incorporation of Documents**. This Contract consists of the following documents which are hereby incorporated as if fully set forth herein and which, in the case of conflict, shall have priority in the order listed:

- This document and its exhibits and attachments and as modified by any subsequent signed amendments
- The Ordering Document
- The DPA (as defined below)
- The CSA (as defined below)
- Any Addenda Nos. 1-8 to the RFP issued by the CITY
- The RFP as originally issued
- The Response

6. **SaaS Solution Provider Contracts**. Simultaneously with the execution of this Contract, CITY and CONTRACTOR will execute the Ordering Document and CITY and Oracle will execute that certain Public Sector Agreement for Oracle Cloud Services and that certain Amendment to Public Sector Agreement for Oracle Cloud Services, each of even date herewith (collectively, the "**CSA**") and that certain Data Processing Agreement for Oracle Cloud Services (the "**DPA**" and, collectively with the CSA, the "**Oracle Contracts**"). For the avoidance of doubt, the functionality, support, maintenance, hosting, warranties and service level agreements relating to the SaaS System Solution shall be subject to the terms in the DPA, the Ordering Document and the CSA in the priority listed in Section 5 of this Contract.

7. **CONTRACTOR as Lead Contractor**. During the Implementation Period, the CONTRACTOR shall be fully responsible for the full and timely performance of the Implementation Services, the SaaS Services, and all other services described in the SOW that are required to provide the CITY with a complete, working SaaS System in its entirety. Among other things, during the Implementation Period, the CONTRACTOR shall be responsible for the coordination and management of the resolution of any and all disputes that arise in connection with the SaaS Services and the Oracle Contracts.

CONTRACTOR's responsibilities as Lead Contractor shall include, but not be limited to, (i) managing the full and timely performance of all of Oracle's obligations under the Oracle Contracts and (ii) reimbursing the CITY for all amounts due to the CITY under the terms of the CSA and the Ordering Document, if, prior to final Acceptance of the SaaS System Solution in its entirety, an Event of Default on the part of Oracle occurs. The CITY's rights and remedies described in this Section 7 shall not in any way limit any other rights or remedies the CITY may have under this Contract or any other contract entered into with the CONTRACTOR or Oracle or under applicable law.

Notwithstanding anything to the contrary in this Contract, the CITY shall have the right in its sole discretion at any time during the term of this Contract to purchase the SaaS Services directly from Oracle, subject to the terms of the Ordering Document. In the event that CITY exercises such right, CONTRACTOR shall continue to be responsible for providing the Services during the Implementation Period as described in this Section 7, provided, however, that CONTRACTOR shall not be obligated to manage the performance of SaaS Services, or reimburse CITY for SaaS Services. The CITY acknowledges that CONTRACTOR will no longer have standing with Oracle to enforce CITY's rights; however, CONTRACTOR shall continue to, during the Implementation Period, reasonably investigate and assist the CITY in resolving issues and disputes that arise in connection with the SaaS Services at no additional charge to the CITY.

8. CONTRACTOR Key Positions.

Each of the following CONTRACTOR positions is designated as a "CONTRACTOR Key Position":

- Project Manager
- Change Management Lead
- Finance Lead
- Budget Lead
- Procurement Lead
- Human Resources Lead
- Payroll Lead
- Time and Attendance Lead
- Technical Lead

CONTRACTOR shall not replace any individual filling a Key Position without the prior written consent of the CITY. If (i) the CITY consents to the replacement of a Key Position, or (ii) an individual in a Key Position leaves the project due to circumstances beyond the control of CONTRACTOR (e.g. resignation, death, or illness), CONTRACTOR must temporarily replace that Key Position within 5 business days of the departure of the individual from the Key Position, and permanently replace that Key Position within 20 business days of such departure. Both the temporary and permanent replacement must have knowledge, skills, and abilities that are either equal to or greater than the individual being replaced.

The CITY's rights under this Section 8 shall be in addition to the rights of the CITY contained in the RFP, including, but not limited to Sections 3.18(o) (Right to Remove Individuals), 3.22(f) and Section 3.32 (Qualification of Contractor Employees, Subcontractors, and Agents). If the CITY exercises its rights under Section 3.18(o) to remove an individual who is not in a Key Position, CONTRACTOR must make every reasonable effort to replace the individual by the date requested by the CITY but in no event later than 30 consecutive calendar days after the individual's departure.

Exhibit 1

9. **Acceptance of Project Phases**. The following provision shall supplement Section 3.17 of the RFP:

Go-Live (as defined in the RFP) shall occur in the four project phases described in Section 1.2 of the Statement of Work (each a "Project Phase"). After Go-Live, CITY shall begin using the SaaS System modules which are a part of that Project Phase in its daily business use and shall report any issues using the priority table in this Section 9. If, in the CITY's reasonable determination, no unresolved Priority 1, 2 or 3 errors as described in the table below exist on the date that is forty-five (45) consecutive calendar days after Go-Live for a Project Phase (the "Product Stabilization Period Date"), the CITY shall provide written notice to CONTRACTOR if its Acceptance of that Project Phase. If Priority 1, 2 or 3 errors are still present on the Product Stabilization Period Date, CONTRACTOR shall continue to work with the CITY to resolve all such errors regardless of the length of time it takes CONTRACTOR to resolve such errors. CITY will provide its Acceptance of that Project Phase upon CITY's commercially reasonable and timely determination that all Priority 1, 2 or 3 errors have been resolved.

Severity	Description of Service Request Severity (Priority) Code	Response
Priority 1	Defined as an incident that renders a production system inoperable. Users are unable to connect to or use the system to support COJ business functions (for example, payroll cannot be processed).	• Assign resources to work on the problem within 0.5 business hours during regular business hours, and 4 hours during non-business hours. • Log Service Request (SR) with Oracle, if necessary • Assign resources to be available and work on the incident until resolved.
Priority 2	Defined as consistent intermittent outages and/or failure of the Production System, interfering with normal operation. May also be defined as a system/application that is operating but with severe restriction (for example, performance is unacceptably slow), or affects a time sensitive function or affects a task which is critical to the business operations of the City.	• Assign resources to work on the problem within 1 business hour during regular business hours and next business day when reported during non-business hours. • Time sensitive issues like Payroll will be addressed until resolved or a work-around acceptable to COJ is found, in which case the priority will be lowered. • Log Service Request (SR) with Oracle, if necessary • Communicate efforts and results once every business day until resolved or the priority changes.
Priority 3	Defined as a production system/application problem affecting multiple users or affecting one or more users who perform tasks critical to the business operations of the City. The majority of the functions are still usable. Some circumvention may be	• Assign resources to work on the problem within 1 business day. • Communicate confirmation of scope and impact of incident within 2 business days of reporting • Communicate efforts and results once every 2-3 business days until resolved or the

Exhibit 1

Severity	Description of Service Request Severity (Priority) Code	Response
	required to reestablish normal service (for example some users are no longer in the approval hierarchy).	priority changes
Priority 4	Defined as a production system/application problem isolated to a few people, performing non-critical tasks and an alternative workaround exists. The majority of the functions for most users are still usable. (For example, a particular user cannot print reports.)	• Review and based on open issues log, assign resources to work on the problem within 5 business days. • Communicate confirmation of scope and impact of incident within 5 business days of reporting • Communicate efforts and results once every 5 business days
Priority 5	Defined as informational only or scheduled system downtime for maintenance. No users are adversely impacted.	• Review and based on open issues log assign resources to research the problem within 10 business days. • Communicate efforts and results once every 5 business days

10. **Exceptions to Terms and Conditions**. The CITY acknowledges that, in the Response, CONTRACTOR noted a number of exceptions to the terms and conditions in the RFP. The CITY expressly rejects the acceptance of any such exceptions except as may be specifically agreed upon in this Contract and CONTRACTOR expressly waives its rights to assert such exceptions and agrees that, in the event of any conflict, the terms and conditions of this Contract and the RFP shall take priority over the terms and conditions of the Response.

11. **Provision of Services**. Section 3.1 of the RFP is hereby deleted in its entirety and replaced with the following:

"Contractor shall provide Buyer with the Implementation Services and the services to be provided by the Lead Contractor which shall include all of the services and deliverables described in this RFP, the Response and the resulting Contract."

12. **Service Warranties**. The first paragraph of Section 3.4 of the RFP shall be deleted in its entirety and replaced with the following paragraph:

Contractor warrants that the Services shall be performed and delivered in a professional, first-class manner in accordance with the Contract and the standards prevailing in the industry. Contractor shall also undertake the following actions without additional consideration for the period of one calendar year beginning on the date of Buyer's Acceptance of the SaaS System Solution in its entirety: (i) promptly making necessary revisions or corrections to resolve any errors and omissions on the part of Contractor when requested in writing by the Buyer to the Contractor in connection with the warranties provided; and (ii) conferring with Buyer for the purpose of interpreting any of the Services or information furnished on Buyer's request that Contractor take such actions in connection with the warranties provided under this Section 3.4.

If any part of the SaaS System Solution becomes deficient or non-functional during the warranty period due to: i) actions or changes to the delivered SaaS System Solution by Buyer that, after investigation and agreement on a commercially reasonable basis by both Buyer and Contractor, is deemed to have caused the deficiency or non-performance; or (ii) errors in the SaaS Solution applications caused by the SaaS Solution Provider; then the Contractor is not obligated to remedy the deficiency or non-performance under the Service Warranties provisions at the Contractor's expense. For the time expended by Contractor to investigate those issues where both parties on a commercially reasonable basis agree that the issue is not covered by the Service Warranties provision, Buyer will compensate Contractor per the hourly billing rates in Attachment B.

13. **Limitation of Liability**. Section 3.5 of the RFP shall be deleted in its entirety and replaced with the following provision:

Notwithstanding any other provision herein to the contrary and to the extent permitted by Florida law, neither Buyer nor Contractor shall be liable for any speculative or unforeseeable damages or for any incidental, indirect, special, consequential or punitive damages or lost savings under any theory of relief, including, without limitation, breach of warranty, breach of contract, tort including negligence, strict liability or otherwise, arising out of or related to Buyer's or Contractor's acts or omissions.

Notwithstanding any other provision herein to the contrary and to the extent permitted by Florida law, for all direct damages arising out of or related to the Contract, Contractor's cumulative liability for such damages under the Contract will be limited to an amount equal to one and one-half times the maximum indebtedness under the Contract. This limitation of liability is separate and apart from the insurance requirements under the Contract. The foregoing cap on limitations of liability do not apply to (i) personal injury, death, tangible or real property damage, (ii) third party claims arising under any of the indemnity or warranty provisions of the Contract, including but not limited to indemnification obligations related to third party intellectual property rights, (iii) claims covered by any insurance policies required under the Contract, or (iv) costs or attorneys' fees that the Buyer is entitled to recover as a prevailing party in any action. These limitations of liability are in no way to be construed as a waiver or limitation by Buyer of its sovereign immunity accorded by the Florida Constitution as codified in § 768.28, Florida Statutes.

14. **Invoicing and Payment**. The next to last sentence of Section 3.19 (a) of the RFP shall be deleted in its entirety and replaced with the following sentence:

Payments will be made to Contractor approximately thirty (30) days after receipt and acceptance of a proper invoice.

In addition, Section 3.19(b) of the RFP shall be deleted in its entirety and governed by the following provision:

During the Implementation Period, the Buyer shall withhold from each invoice submitted under this Contract an amount equal to ten percent (10%) of the amount payable under that invoice (collectively, the "Retainage") as an assurance for full performance of the Implementation Services. Within sixty(60) days after the City's Acceptance of all deliverables for a phase, the Buyer shall pay the Retainage for such phase to Contractor less any amounts that may be reasonably due and owing to the Buyer as a result of, the failure of the Contractor to provide the Implementation Services as set forth in the SOW, and any and all other amounts that in Buyer's judgement on a commercially reasonable basis may properly be owed to the Buyer in connection

with the failure of the Contractor to perform the Implementation Services contemplated by this Contract.

The term "phase" shall mean one of the five phases identified in Section 1.2 of the SOW attached to this Contract as Exhibit A.

15. **Retention of Records/Audits**. The first sentence of Section 3.22 (g) of the RFP shall be deleted in its entirety and replaced with the following sentence:

Following any audit or review, if performance of Contractor is, in the Buyer's reasonable opinion following established commercial standards for its industry, deficient, Buyer will deliver to Contractor a written report of the deficiencies and request for development by Contractor of a corrective action plan.

16. **Intellectual Property**. CONTRACTOR's obligations under Section 3.11 of the RFP shall be subject to the intellectual property provisions of the Ordering Document and the CSA with respect to the SaaS Services and the SaaS System Solution.

17. **Deliverable Acceptance.** The next to last sentence in subsection (c) of Section 3.17 (c) of the RFP shall be deleted in its entirety and replaced with the following provision:

If City elects to accept nonconforming Deliverables, City may, in addition to other remedies, be entitled to deduct a mutually agreeable and reasonable amount from payments otherwise due to Contractor as compensation for the nonconformity.

18. **Deliverable Acceptance.** The third paragraph of Section 3.17 (d) of the RFP shall be deleted in its entirety and replaced with the following paragraph:

The parties shall repeat the process set forth in the immediately preceding two paragraphs until the Deliverable has been Accepted; provided, however, if Contractor: (i) fails to re-deliver any Deliverable within the time period specified, or (ii) fails more than twice to remedy a non-conformity, City will have the right, at City's option, to: (w) provide Contractor with an additional cure period; (x) accept the Deliverable as nonconforming, in which case payments otherwise due to the Contractor will be reduced equitably, by mutual agreement of City and Contractor, to reflect the value of the Deliverable as received relative to the value of the Deliverable had it conformed to the specifications and requirements set forth in the Contract; (y) reject the Deliverable, in which case payments otherwise due to the Contractor will be reduced equitably, by mutual agreement of City and Contractor, to reflect the value of the Deliverable as received relative to the value of the Deliverable had it conformed to the specifications and requirements set forth in the Contract; or, if the Deliverable is material to City's operations, (z) treat such failure as a material breach that is incapable of cure and terminate the appropriate Contract.

19. **Special Terms and Conditions.** Subsections (h), (i), (j), (m),(p) and (q) of Section 3.18 of the RFP shall not apply to the Implementation Services; provided, however, that these subsections shall apply to the Lead Contractor Services to the extent of the Lead Contractor obligations set forth in Section 7 of this Contract.

20. **Retention of Records/ Audits**. Subsection (e) of Section 3.22 of the RFP shall not apply to the Implementation Services; provided, however, that such subsection shall apply to the Lead Contractor Services to the extent of the Lead Contractor obligations set forth in Section 7 of this Contract.

21. **Buyer's Right to Suspend Work**. Section 3.25 of the RFP shall be deleted and replaced with the following:

> Buyer may in its sole discretion suspend any or all activities under the Contract by providing a written notice to a Contractor at least five (5) business days in advance that outlines the particulars of suspension.

22. **Buyer's Right to Terminate for Convenience.** The first sentence of Section 3.26 of the RFP shall be deleted in its entirety and replaced with the following sentence:

> Buyer reserves the right to terminate any Contract at any time and for any reason by giving thirty (30) days' advance written notice to Contractor.

23. **Buyer's Remedies Upon Contractor Default.** The first paragraph of Section 3.27 of the RFP shall be deleted in its entirety and replaced with the following paragraph:

> Any one or more of the following events, if not cured within twenty (20) business days after Contractor's receipt of written notice thereof, shall constitute an "Event of Default" on the part of Contractor: (1) Contractor fails to perform the Services within the time specified in the Contract or any extension, (2) Contractor fails to maintain adequate progress, thus endangering performance of the Contract, (3) Contractor fails to honor any other material term of the Contract, or (4) Contractor fails to abide by any statutory, regulatory, or licensing requirement. Buyer may extend the 20- business day cure period in its discretion.

24. **Capitalized Terms**. All capitalized terms used in this Contract without definition shall have the meanings given to them in the RFP.

25. **Notices.** All notices under this Contract shall be in writing and shall be delivered by certified mail, return receipt requested, or by other delivery with receipt to the following:

As to the CITY:
CITY of Jacksonville
117 West Duval Street
Jacksonville, Florida 32202
Attn: Marlene Russell, Director of Organizational Effectiveness

As to the CONTRACTOR:
Applications Software Technology LLC
1755 Park Street, Suite 100
Naperville, Illinois 60563
Attn: Shaji Zechariah

Exhibit 1A

Exhibit A: Statement of Work

Oracle Cloud ERP Implementation

File Name:	**Exhibit A: Statement of Work**
Version:	Version 6.0
Release Date:	**TBD**

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1. Executive Summary

This Statement of Work sets forth the Services and Deliverables that Applications Software Technology LLC ("AST") shall provide the City of Jacksonville (CoJ), and includes a description of the scope, roles, responsibilities, tasks and timeframe for the implementation of Oracle ERP Cloud applications at CoJ. The Statement of Work will be the governing project document outlining project scope and milestones as mutually agreed to by both parties.

This Executive Summary section is intended as an overview of the project, scope and timeline for the CoJ ERP project.

1.1 Project Scope

The City of Jacksonville project scope includes the replacement of the City's current Financial, Procurement, Budgeting, Human Resources, and Payroll administrative systems as defined by the City's requirements set forth in RFP ESC-16-0549. AST will provide all services required to implement the software applications and packages identified in table 2.2.1, subject to the functionality in the software packages identified in table 2.2.1. The implementation services provided by AST will include the design, configuration, testing, and deployment of the Oracle Fusion Cloud applications. Additionally, AST will provide organizational change management, project team training, end-user training (train the trainer approach), and data warehouse services as outlined in this Statement of Work.

1.2 Project Timeline

The following is the high-level project timeline. A detailed project schedule will be established at the start of the project.

- Phase 1 (Financials and Purchasing) includes: Accounts Payable, Accounts Receivable, Asset Management, Cash Management, Cost Allocation, General Ledger and Budgetary Control, Grant Management and Accounting, Project Management and Accounting, Vendor Management, Commodity Maintenance, Contract Management, General Procurement, Purchase Orders, Requisitions, Solicitations, and Inventory Management (shell) and will begin in April 2018 with a go-live of October 2019.
- Phase 1a (Financial Close and Consolidations, will begin in October 2018, with a go-live in October 2019 to coincide with Phase 1.
- Phase 2 (Core HR) includes Benefits Administration, Compensation Management, Leave Management, Payroll, Personnel Administration, Position Control, and Time and Attendance and will begin in December 2018 with a go-live of April 1, 2020.
- Phase 3 (Budget Development) will begin in March 2019 with a go-live of March 02, 2020.
- Phase 4 (Advanced HCM) includes Labor Relations, Learning Management, Performance

Management, Risk Management, Succession Planning and Talent Management and will begin in May 2020 with a go-live of November, 2020.

- Data Warehousing activities will be spread amongst all phases approximately as indicated in the graphic below.

The phases are depicted in the graphic below:

Listing of Modules by Phase:

Phase	Oracle Modules
1 – Financials	General Ledger, Fixed Assets, Accounts Payable, Automate Invoices, WebCenter Forms, Expenses, Cash Management, Accounts Receivable, Advanced Collections, Core Human Resources, Procurement, Self Service Procurement, Supplier Portal, Sourcing, Procurement Contracts, Supplier Qualifications Management, Inventory Management, Project Management, Project Resource Management, Task Management Project Financials, Project Contract, Grants Management,
1a – Financials	Financials Close and Consolidation, Enterprise Performance Reporting
2 – Human Resources	Human Resources, Self Service Employee, Self Service Manager, Absence Management, Payroll, Time and Labor, Benefits and Workforce Compensation, ADP Services (Tax, Payments, Garnishments)
3 – Budgeting	Planning and Budgeting, Enterprise Performance Reporting, Profitability and Cost Management
4 – Advanced HCM	Goal Management, Performance Management, Career Development, Talent Review and Succession Planning, Oracle Learn, HR Help Desk
All Phases – Data Warehousing	Analytics, Data Integration Platform, Database Cloud Service- Enterprise Edition
All Phases – SOA CS	SOA Cloud Services, Java Cloud Service, Database Cloud Service - Enterprise Edition
All Phases – Identity Management	Oracle Identity Cloud Service

1.3 Glossary of Terms

The table below defines the most commonly used abbreviations in this statement of work.

Acronym	Acronym Description
ACH	Automated Clearing House
AP	Accounts Payable
AR	Accounts Receivable
AST	Applications Software Technology LLC

BI	Business Intelligence
CAFR	Comprehensive Annual Financial Report
CM	Change Management
CM	Cash Management
CASB	Cloud Access Security Broker
COA	Chart of Accounts
CoJ	City of Jacksonville
CRP	Conference Room Pilot
CX	Customer Experience
DBA	Database Administrator
DDL	Data Definition Language
DW	Data Warehouse
EDM	Enterprise Domain Methodology
EPBCS	Enterprise Planning and Budgeting Cloud Service
EPM	Enterprise Performance Management
EPRCS	Enterprise Performance Reporting Cloud Service
ERP	Enterprise Resource Planning
ETL	Extract, Transform, Load
FA	Fixed Assets
FCCS	Financial Consolidation & Close Cloud Services
FDMEE	Financial Data Management Enterprise Edition
GASB	Government Accounting Standards Board
GL	General Ledger
HCM	Human Capital Management
HR	Human Resources
HRMS	Human Resources Management System
IDCS	Identity Management Cloud Services
ISRMP	Information Security Risk Management Plan
IT	Information Technology
ITB	Invitation to Bid
OCM	Organizational Change Management
ODI	Oracle Data Integrator
PCMCS	Profitability and Cost Management Cloud Service
PCR	Project Change Request
PMIS	Project Management Information System
PMO	Project Management Office
POV's	Point of Views
RFP	Request for Proposal
RFQ	Request for Quote
SaaS	Software as a Service
SDLC	Software Development Lifecycle

SIT	System Integration Testing
SME	Subject Matter Expert
SOA	Service Oriented Architecture
SQM	Supplier Quality Management
UAT	User Acceptance Training
VPN	Virtual Private Network

25. **Contract Managers.** Each party will designate a Contract Manager during the term of this Contract whose responsibility shall be to oversee the party's performance of its duties and obligations pursuant to the terms of this Contract. As of the Effective Date, CITY'S Contract Manager is Michael Turner, mturner@coj.net, 904-255-8413, and the CONTRACTOR'S Contract Manager is ___[Insert Name and contact information]___. Each party shall provide prompt written notice to the other party of any changes to the party's Contract Manager or his or her contact information; provided, such changes shall not be deemed Contract amendments and may be provided via email.

26. **Amendments.** All changes to, additions to, modifications of, or amendment to this Contract, or any of the terms, provisions and conditions hereof, shall be binding only when in writing and signed by the authorized officer, agent or representative of each of the parties hereto.

27. **Counterparts.** This Contract, and all amendments thereto, may be executed in several counterparts, each of which shall be deemed an original, and all of such counterparts together shall constitute one and the same instrument. The parties further agree that electronic transmission of all signatures, with originals to follow, shall constitute and be evidence of an executed Contract.

[Signature page follows immediately.]

Exhibit 1

IN WITNESS WHEREOF, the parties have executed this Contract as of the Effective Date.

WITNESS:

_____

APPLICATIONS SOFTWARE TECHNOLOGY LLC

By: _____
Print Name: _____
Title: _____

ATTEST:

By: _____
James R. McCain, Jr.
Corporation Secretary

CITY OF JACKSONVILLE

By: _____
Lenny Curry
Mayor

In accordance with the *Ordinance Code*, of the CITY of Jacksonville, I do hereby certify that there is an unexpended, unencumbered, and un-impounded balance in the appropriation sufficient to cover the foregoing agreement; and that provision has been made for the payment of monies provided therein to be paid.

_____
Director of Finance
CITY Contract Number:_____

Form Approved:

_____
Office of General Counsel

GC-#1191989-v1-AST_Master_Services_Contract_for_ERP_v13.docx

2. Scope of Services

This section describes the scope of services associated with the implementation of the Oracle Cloud ERP applications. When completing the work tasks and deliverables identified in this Statement of Work, AST, will complete all required tasks and produce all applicable deliverables according to, and comply with, the descriptions, mandated work products, and specific conditions stated within the RFP for each task or deliverable.

2.1 Implementation Services

AST shall perform implementation Services necessary to enable the Oracle Cloud ERP applications to operate in a production environment, including:

- **Project Management:** Establish in coordination with the COJ the necessary charter, governance, tools, resources, and risk mitigation strategy to create and maintain a Project Management structure including coordination and collaboration with the COJ project management team.
- **Organizational Change Management:** Involves the development of an Organizational Change Management Strategy, as well as assistance in executing that strategy in support of business transformation
- **Definition:** Work with key project members to validate and understand project scope, planning, project organization, requirements, and artifacts.
- **Design:** ***System Configuration, Development and Data Conversion*:** Configure, develop and implement business process flows, scoped conversion objects, and scoped application interfaces. Conduct System configuration sprints to validate the business flow requirements.
- **Testing and Final Preparation:** Lead the planning and creation of test plans, and implementation of final testing including system integration and acceptance testing, training, cut-over activities, and readiness plans for go-live steps.
- **Production Go-Live and Support:** To the extent scoped, move the stage or "phase" of users, application managers, systems operation managers and Oracle Cloud ERP functions, interfaces and converted data from the pre-production environment to the live production environment, and provide support for the stabilization period.

2.2 Oracle Software Modules

2.2.1 Scoped Software Components

AST shall implement the following Oracle ERP Cloud applications:

Table 2.2.1: *Scoped Software Footprint*

Oracle Application Module	Phase	Functional Area Mapping
Financials		
Oracle Fusion Financials Cloud General Ledger, Fixed Assets, Accounts Payable, Cash Management, Accounts Receivable)	1	General Ledger, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management
Oracle Fusion Expense Cloud	1	Travel Management
Oracle Fusion Transactional Business Intelligence Cloud Service (OTBI)	1	General Ledger I Budgetary Control, Accounts Payable, Accounts Receivable, Fixed Assets, Cash Management
Oracle Fusion Automate Invoice	1	Accounts Payables (Invoice Processing)
Oracle Fusion WebCenter Forms	1	Accounts Payables (Invoice Processing)
Financials Close and Consolidation	1a	General Ledger / CAFR Reporting
Data Warehouse		
Oracle Data Integrator	1,2,3 & 4	Oracle Data Integrator
Oracle Analytics Cloud Service	1,2,3 & 4	Oracle Analytics Cloud Service
Procurement		
Oracle Fusion Purchasing Cloud	1	Informal Purchasing (Requisitions, Purchase Orders, etc.), Vendor Management
Oracle Fusion Self Service Procurement Cloud	1	Informal Purchasing (Requisitions)
Oracle Fusion Inventory Management Cloud	1	Inventory Management – Shell 1 Warehouse
Oracle Fusion Supplier Portal Cloud	1	Vendor Management
Oracle Fusion Procurement Contracts Cloud	1	Contract Administration
Oracle Fusion Sourcing Cloud	1	Formal Purchasing (RFPs)
Fusion Supplier Qualification Management Cloud	1	Vendor Management
Projects and Grants		
Oracle Fusion Project Management Cloud	1	Project Management
Oracle Fusion Project Resource Management Cloud	1	Project Management
Oracle Fusion Task Management Cloud	1	Project Management
Oracle Fusion Project Financials Cloud	1	Grants Management, Grant Accounting
Oracle Fusion Project Contract Cloud	1	Project Accounting
Oracle Fusion Grants Management Cloud	1	Grants Management
Human Capital Management		
Oracle Human Capital Management Cloud - (Human Resources,	1	Person, Assignments and Salaries
Oracle Human Capital Management Cloud (Human Resources, Employee Self Service, Manager Self Service and Absence Management)	2	Personnel Administration, Position Control, Benefits Administration
Oracle Payroll Cloud Services for United States	2	Payroll
Oracle Fusion Time and Labor	2	Leave Management, Time and Attendance
Oracle Fusion Workforce Compensation Cloud	2	Compensation Management
HR Help Desk	4	Personnel Administration, Labor Relations
Talent Management		
Oracle Fusion Goal Management Cloud Service	4	Performance Management

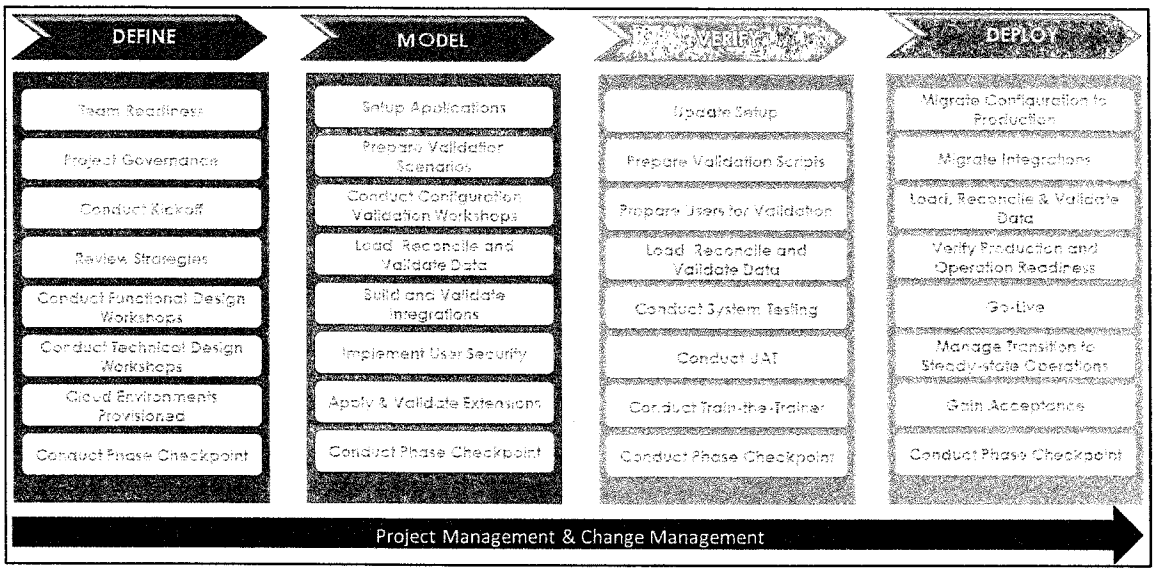
Oracle Application Module	Phase	Functional Area Mapping
Oracle Fusion Performance Management Cloud	4	Performance Management
Oracle Fusion Career Development	4	Career Development
Oracle Fusion Talent Review and Succession Cloud	4	Succession Planning, Talent Management
Oracle Learn Cloud Service	4	Learning Management
Enterprise Performance Management		
Oracle Enterprise Planning and Budgeting Cloud	3	Budget Development
Oracle Enterprise Performance Reporting Cloud	1a, 3	Reporting – Budget Books, CAFR Reporting Packages
Oracle Profitability and Cost Management Cloud	3	Budget Development
Integration SOA CS		
SOA Cloud Services, Java Cloud Service, Database Cloud Service - Enterprise Edition	1,2,3 & 4	Integration, Interfaces
Security - IDCS		
Oracle Identity Cloud Service	1,2,3 & 4	Single Sign-On, AD Integrations
Third Party Software		
ADP Tax Services	2	Payroll Tax Reporting
Optional Services		
Oracle Talent Acquisition Cloud Service	4	Recruitment I Applicant Tracking
Oracle CASB for SaaS	All	Security Management

Refer to Appendix 3 for a detailed definition of the delivered business processes, functionality, standard reporting, roles, and other technical components detail for each module included in this statement of work.

2.3 Project Methodology

AST will leverage Enterprise Domain Method (EDM) Methodology tailored to suit the cloud based implementations for COJ project. EDM contains Oracle specific templates, methods and scripts that are specific for ERP implementation.

EDM methodology will be tailored for COJ's specific needs. The following is a graphical view of the overall EDM methodology.



The following describes the various stages as part of the EDM methodology:

2.3.1 Stage 1 Define Stage

The goal of the Define Stage will be to complete project planning and project initiation activities as required for laying the groundwork for the project execution stages. A key objective will be achieving a common understanding between AST and the City with respect to how the project will be managed and on the baseline project schedule. The City and AST Project Managers will work together to define and establish the project governance, change management strategy, and project charter as well as build an achievable work plan (schedule). Additionally, this stage provides time for the project management staff to prepare for the on-boarding of the project team (e.g. securing work space, network access, lodging, establishing a PMIS, establish Oracle system access).

Project Governance

Key deliverables that will result from this stage include the project charter, project schedule, and change management strategy. AST Project Manager will present a draft project charter and schedule to the City for review and discussion, upon reaching agreement the documents will be presented to the project executive leadership for review. The project charter will document the understanding of how the project will approach organizational / governance structure (roles and responsibilities), scope management, scheduling, resources, team and executive level communications, issue management and risk management. It will also include Information Security Risk Management Plan (ISRMP) incorporating City's data security policies. The project schedule will be prepared in Microsoft project and will present the schedule of activities and estimated durations for each project Phase. Both the charter and schedule will be considered "living" documents, which can be updated with joint agreement as required during the life of the project. To complete the change management strategy the AST Change Management Lead will review the methodology for addressing change with the City and executive leadership with the goal of planning for how the project will holistically address change management activities.

Business Process Analysis

AST functional consultants will lead the Process analysis tasks with participation of key City resources during the Discovery Workshop sessions in the Define stage of each phase. Concurrently technical consultants review the technical requirements and identify application development standards which will guide the design and development efforts for integrating, interfacing, and configuring the applications. The technical analysis will include an assessment of the integration and data conversion requirements. All of these will contribute towards defining the work efforts in each Sprint in the Model Phase of the project. The Process flows and the development work will together determine the prioritization of the work during the Sprints in the Model Stage, which will be documented in the Sprint Prioritization Matrix.

The tables below present the activities and deliverables for this stage.

Define Stage Activities:

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
Project Management	1	Prepare Workspace	Ensure a workspace is available for the project team with sufficient work space, conference room space, network connectivity, etc.	Project Manager	Project Manager	Assist	Lead	N/A	

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
	1	City On & Off-Boarding Procedures Provided	City to provide AST with the requirements (security forms, network access forms, etc..) and procedures for on boarding and off boarding project personnel	Project Manager	Project Manager	Assist	Lead	N/A	

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
	All	City Project Staffing and SME identification	Identify and staff functional and technical project team members and departmental SMEs (subject matter experts) and assign them to the project as per agreed upon staff participation levels.	None	Project Management	Assist	Lead	N/A	
	All	Project Kickoff	Provide a presentation to all project phase team members, SME's, and executives that highlight the goals, objectives, methodology, and approach for the project.	Project Management, Executive Sponsor	Project Management, Steering Committee, City SME's	Lead	Assist	N/A	

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
	1	Establish Project Management Information Systems	Establish a project management information system (PMIS) for storing documents, team contact information, managing issues (action items and risks)	Project Manager	Project Manager	Co-Lead	Co-Lead	N/A	
	1	Establish PMO (Project Management Office)	AST and City Project Manager will identify the personnel and roles that will staff the PMO and will identify the functions, tools, and techniques that will be utilized to manage the project	Project Management	Project Management	Co-Lead	Co-Lead	N/A	
	1	Project Charter Meetings and Discussions	Meet with the project management and executive level personnel to develop project governance approach: including structure (roles and responsibilities), scope management, communication strategy, and issue management	Project Management, Executive Sponsors	Project Management, Steering Committee, Executive Sponsors	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix • Develop Project Charter • Review Project Charter • Develop Project Time Reporting Plan • Develop Weekly Status Report • Develop Issues Management Plan • Develop Risk Management Plan • Develop Project Controls, Standards, and Procedures

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
	All	Project Schedule Meetings and Discussions	Gain project management and executive level approval via meetings for an MS Project schedule that presents project activities, and duration estimates for the specific phase	Project Management, Executive Sponsors	Project Management, Steering Committee, Executive Sponsors	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Develop Project Work Plan • Manage Project Work Plan and Associated Reporting
	All	Oversee project activities and perform project management functions	Manage Project Scope, Communications, Schedule, Issues, Resources, Quality	Project Management, Executive Sponsor	Project Management, Steering Committee, Executive Sponsors	Co-Lead	Co-Lead	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Conduct Project Team Meetings • Manage Issues • Manage Risks • Manage Project Team Training Plan • Manage Project Controls, Standards, and Procedures • Manage Compliance with Information Security Risk Management Plan • Contractor Team Resource Management • City Team Resource Management • Manage Project Time Reporting • Report to Project Governance

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
								Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-7: Internal Controls Responsibility: • Develop Internal Control Review Strategy
Change Management	All	Document Change Management Strategy	Work with the City management lead to prepare an overview of organizational change management strategy including approach, communication strategy, sponsorship roadmap, roles and responsibilities	Change Management Lead, Project Manager	Change Management Lead, Project Manager, Executive Sponsors	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Develop Project Communications Plan • Develop Initial Organizational Change Management Plan • Develop Project Team Training Plan
								Section 4.8 – Cross-Phase	Table 4.8-1 - Change Management Responsibility Matrix: • Develop Change Management Strategy and Supporting Plan • Develop Communications Strategy and Plan • Develop and Deliver Marketing Plan and Materials • Develop Sponsor Roadmap • Develop Coaching Plan • Develop Communications

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
	All	City Change Management Coordination	• Work with AST Change Lead to establish the organizational change management strategy • Coordinate with City management to review strategy and their acceptance of the approach • Coordinate with City departments to review unique aspects of their change management challenges • Help define	Change Management Lead, Project Manager	Change Management Lead, Project Manager	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Manage Organizational Change Management Plan
								Section 4.8 – Cross-Phase	Table 4.8-1 - Change Management Responsibility Matrix: • Deliver Communications • Conduct Periodic Change Management Program Achievement Reviews

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
			criteria for Change Agents from the departments • Assist with identifying available communication tools • Assist with defining roles and responsibilities						Table 4.8-2 - Change Management Responsibility Matrix: • Project Team Training Needs Assessment
Business Process Analysis	All	Application Orientation workshops	Application Module based System Overview will be provided to the City staff using the Oracle demonstration environment. The emphasis will be on demonstrating the core business processes to City personnel.	AST Solutions (Functional and Technical) Team	City Project Team	Lead	Assist	Section 4.8 – Cross-Phase	Table 4.8-2: Knowledge Transfer and Project Team Training Responsibility: • Deliver Project Team training events • Develop Project Team training materials
								Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-1: Software Configuration Responsibility Matrix: • Conduct Project Team Training on Configuration Tools and Process

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
Technical	All	Interface Strategy	Define Interface approach, scope and plan for the interfaces. Validate listing of incoming and outgoing interfaces and integration touch points to Oracle:	Tech Lead	Tech Lead and Staff	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Develop Project Controls, Standards, and Procedures • Develop Information Security Risk Management Plan
								Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility Matrix: • Develop Integration Strategy and Interface Plan Document
Technical	All	Conversion Plan	Define Data Conversion Plan, scope and strategy and define conversion entities: • Review Data Extract Approach • Review Conversion Reconciliation Strategy • Draft Data Conversion Plan and review with City staff	Tech Lead	Tech Lead and Staff	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Develop Project Controls, Standards, and Procedures • Develop Information Security Risk Management Plan

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
Business Process Analysis	All	Identify Business Process Flows for the Design Sprints	• Review the Oracle standard process flows for applications targeted for the and map them to the City business requirements • Establish preliminary business process flows for Design Sprint sessions	AST Solutions (Functional and Technical) Team	City SME's	Lead	Assist	Section 4.9 Design Phase	Table 4.9: Business Process Design Responsibility Matrix: • Provide subject matter experts on business process requirements • Develop Business Process, Business Rules, and Roles Design documents • Coordinate City participation in workshops • Conduct business process design workshops
								Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-7 • Develop Business Process Design Review Report • Develop Workflow Designs Review Report • Capture Internal Controls Process Design Sessions

Define Stage Deliverables:

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.01	Project Mobilization	Prepare the Consulting Team for the Project	Assemble Project Team and provide Orientation to the Consulting Team	Live Event	Event Complete	N/A	
P1.02, P1a.01, P2.01, P3.01,	Project Kick-off	Initiate the Project	Conduct Project Kick-off meeting and provide an overview of • Project Scope	Live Event	Event Complete	N/A	

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P4.01			• Project Schedule				
P1.03	Project Charter	Provide guidelines to the project team on project governance and execution.	Document Project Governance Structure. The deliverable material includes: • Project Management Approach • Organization and Roles • Methodology Overview • Issue Management and Escalation Strategy • Monitoring Approach • Change Control Strategy • Risk Mitigation Strategy	Microsoft Word	Completed Document submitted to the City	Section 4.7 - Planning	• Project Charter – Section 4.7 (b) • Time Reporting Plan – Section 4.7 (b) • Status Reporting Plan– Section 4.7 (b) • Staffing Plan– Section 4.7 (b) • Issue Management Plan– Section 4.7 (b) • Risk Management Plan – Section 4.7 (b) • Project Controls, Standards and Procedures – Section 4.7 (b) • Status Report– Section 4.7 (b)
P1.04, P1a.02, P2.02, P3.02, P4.02	Project plan/schedule	Create/Update a project schedule for the project	The deliverable will include: • Project Schedule • Work Breakdown Structure	Microsoft Project	Completed Document submitted to the City	Section 4.7 - Planning	• Project Work Plan – Section 4.7 (b)
P1.05	Change Management Strategy	To outline the approach the Change Management Lead(s) will use in the project.	The deliverable to include: • Define the Change Management Strategy for the project • Define the methods used for managing change including the Change Management methodology • Define "Change Coordinators" Roles	Microsoft Word	Completed Document submitted to the City	Section 4.7 - Planning	• Project Communication Plan – Section 4.7 (b) • Initial Organizational Change Management Plan – Section 4.7 (b)

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			• Communication Plan, Sponsorship Roadmap • Define the Roles and Responsibilities				
P1.07	Data Migration and Interface Strategy Established	Data Conversion & Interface Strategy	Define data conversion approach and strategy. The deliverable material includes: • Data Conversion Approach • Data Conversion Scope • Conversion Reconciliation Strategy • Interface Approach • Interface Scope • Interface Validation Strategy	Microsoft Word	Completed Document submitted to the City	Section 4.9 - Design Phase	• Integration Requirements for configured and custom interfaces – Section 4.9 (b)
						Section 4.10, Configuration and Iterative Prototype Phase	• Integration Strategy and Interface Plan – Section 4.10 (d)
						Section 4.10, Configuration and Iterative Prototype Phase	• Completed Data Conversion Plan – Section 4.10 (f)
P1.08	High Level Reporting Strategy	High Level Reporting Strategy	Define reports development approach and the tools to be used to develop reports	Microsoft Word	Completed Document submitted to the City	Section 4.10 - Configuration and Iterative Prototype Phase	• Reports Inventory – Section 4.9 (b) • Reports, Queries, and Forms Strategy Plan – Section 4.10 (h)
P1.06, P1a.03, P2.03, P3.03, P4.03	Preliminary Business Processes Flows Established	Perform Preliminary review of the City business processes flows to enable mapping to the Oracle ERP process flows	Review high level City operational processes and map it to Oracle to facilitate design sprints	Microsoft Word	Completed Document submitted to the City	Section 4.9 - Design Phase	• Business process, Business Rules and Roles Design – Section 4.9 (b)
						Section 4.10, Configuration and Iterative	• Business Process Review Report – Section 4.10 (q)

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
						Prototype Phase	• Workflow Design Review Report – Section 4.10 (q)
D1.01, D2.01, D3.01, D4.01	Application Orientation Workshops	Orient City staff with Oracle Application modules in their respective business areas	Application Module based System Overview will be provided to the City staff using the Oracle demonstration environment. The emphasis will be on demonstrating the core business processes to City personnel.	Live Event	Event complete	Section 4.8. Knowledge Transfer and project team training	• Project Team Training Plan and Needs Assessment – Section 4.8 (d) • Training Material – Section 4.8 (d) • Satisfactorily Delivered Project Team and City Personnel Training – Section 4.8 (d)
D1.02, D2.02, D3.02, D4.02	Knowledge Transfer Plan	Define the knowledge transfer activities and needs for the City project team	Project Team Training Needs Analysis Project Team Training Plan Project Team Knowledge Transfer Plan, Training material delivered in various forms including; Developed content, reference to on-line material, enrollment in Oracle training content.	Microsoft Word	Completed Document submitted to the City	Section 4.8. Cross-Phase Activities	• Project Team Knowledge Transfer Plan – Section 4.8 (d)
						Section 4.7 – Planning	• Project Team Training Plan Section 4.7 (b)

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
D1.03, D2.03, D3.03, D4.03	Configuration Management Plan	Define the process for planning, executing and controlling the configuration of the Oracle Fusion Cloud Applications	Defining the configuration management process	Microsoft Word and Excel Documents	• Completed Document submitted to the City	Section 4.10- - Configuration and Iterative Prototype Phase	• Configuration Management Plan – Section 4.10 (b) • Project Team Training on Configuration Tools and Processes – Section 4.10 (b) • Internal Controls Review Strategy – Section 4.10 (p)

2.3.2 Stage 2 – Model Stage

The goal of the Model stage is to design an Oracle ERP solution to meet the City's business process flows as identified in the previous stage. AST staff will lead the design tasks with participation of the City's project management, subject matter experts (SME's) and departmental representatives. The project team will follow an applications-based process design approach. Additionally, the data conversion and integration requirements with existing legacy/third party systems will also be reviewed and documented.

In case of Oracle Hyperion Budgeting applications, as everything has to be built/configured right from the scratch, the first round of Sprint (CRP) is expected to be more of an educational/interactive session with bare bone application setup with City's configuration; complimented with screen shots & if required pilots, to discuss the road map of the implementation. The second Sprint (CRP) is expected to demonstrate more City specific business setups and configurations for review and discussion with the budget's key business unit.

During the Model Stage, facilitated Sprint Workshops in the form of two iterative Sprints based upon the concept of Fit-To-Standard will be conducted. The sprints focus on first delivering necessary functionality to meet the needs of the business within a required time box. Each Sprint is a distinct set of activities conducted according to the Sprint's plan. Each subsequent Sprint increases the richness, comprehensiveness, and consistency of the solution. The scope of each sprint will be determined by the Sprint Prioritization Matrix drawn up during the Define Stage. Specific components for integrations, conversions and configuration at each sprint will determine the work involved.

Based on the configuration plan and steps initiated in the Define Phase based on information provided by the City Functional Leads, AST Consultants will configure the applications for the Sprints. The configuration efforts are progressive and AST Consultants and their City counterparts can jointly define the extent of the configuration and process flow demonstration needs. For example, a small subset of the Payment Terms in Payables or Chart of Account values can be provided for Sprint 1 and can be progressively expanded upon as the project progresses. An **Application Configuration Document** will be created for each functional module which will document all of the configurations made. This is a living document and will be updated as and when new data is received or the data is modified based on the results of the sprints and testing activities. A Requirement Traceability matrix will be maintained to track the City's business requirements (per the requirements in the RFP) and process flow requirements through the various stages.

The technical team will focus on developing functional specifications for the scoped technical objects including data conversion, interfaces and custom reports.

While designing solutions, the organizational changes, process improvement, and re-engineering initiatives will be considered. The Change Management team will identify areas where process change will impact the City and will proactively communicate these expected changes. Additionally, if resistance to change is identified that is impacting the project schedule or that will impact future system capabilities, the change management team will elevate these concerns. AST Change Management Lead will work with the City's counterpart to establish a Change Management Plan which will meet the City specific requirements.

The activities and deliverables for this stage are:

Model Stage Activities

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Project Management	All	Oversee project activities and perform project management functions, including preliminary planning for Adv procurement roll-out in Phase 1.	Manage Project Scope, Communications, Schedule, Issues, Resources, Quality	Project Management Executive Sponsor	Project Management, Steering Committee, Executive Sponsors	Co-Lead	Co-Lead	Section 4.7 – Planning Section 4.8 - Cross-Phase Activities	Table 4.7: Planning Phase Responsibility Matrix: • Conduct Project Team Meetings • Manage Issues • Manage Risks • Manage Project Team Training Plan • Manage Project Controls, Standards, and Procedures • Manage Compliance with Information Security Risk Management Plan • Contractor Team Resource Management • City Team Resource Management • Manage Project Time Reporting • Report to Project Governance • Manage Project Communications Plan Table 4.8-2: Knowledge Transfer and Project Team Training Responsibility: • Manage evaluations of Project Team training events

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Maintain Project Schedule	The schedule will be updated to reflect progress and completion of activities, resource allocations, and estimated task durations	Project Manager	Project Manager	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning and Responsibility Matrix: • Manage Project Work Plan and Associated Reporting
	All	Maintain Project Charter	As required to document changes in PMO functions and changes to the project management approach, the charter will be updated with joint approval from the AST and City Project Managers	Project Manager	Project Manager	Co-Lead	Co-Lead	N/A	
	All	Schedule Sprint Sessions	Coordinate the scheduling of Sprint sessions to ensure proper SME representation	Project Manager	Project Manager	Assist	Lead	N/A	
Functional	All	Sprint1/2 (Conference Room Pilot)	Perform City-specific base/shell high level configuration of the Oracle application modules for the phase to:	AST Functional Leads	City Functional Leads, City Project Team	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-1: Software Configuration Responsibility Matrix: • Coordinate City Participation in Prototyping Sessions • Conduct Prototyping Sessions • Configure Applications

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			• Demonstrate Oracle's standard flows with reference to the preliminary flows established. • Demonstrate standalone modules with limited cross module integration points with limited data. Sprint-1 would be a demo of high level functionality to assist with solution design and not a working solution. All issues identified will be reviewed for consideration in the next round of Sprint.						• Review and Validate Configuration • Verify Expected City Functionality
	1	Chart of Accounts Design	Meetings will be held to review the options available to the City for designing the Chart of: • Review business requirements to meet both the	AST Functional Leads	City Functional Leads, City Controller/CFO	Lead	Assist	Section 4.9 – Design Phase	Table 4.9: Business Process Design Responsibility Matrix: • Develop Business Process, Business Rules, and Roles Design documents • Coordinate City participation in workshops • Conduct business process design

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			operational controls, statutory reporting needs as well as the management reporting needs • Review existing COA at the City and their operational significance • Review Chart of accounts used by other similar municipal jurisdictions • Review COA fit for CAFR and GASB reporting requirements • Review industry best practices on COA with City staff						workshops
	3	Budget Model Design	Review meetings will be held with the key budget business leads and system mater expert to define: • Budget dimensions	Budget Functional Lead	Budget Functional Leads/ Department Budget Analysts	Lead	Assist	Section 4.9 – Design Phase	Table 4.9: Business Process Design Responsibility Matrix: • Develop Business Process, Business Rules, and Roles Design documents • Coordinate City participation in workshops

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			structure, the basic building block for defining the planning application. • The application Plan types, to define the budget processes. • Data model definition that will drive all the configuration of all the input data forms and business rules • Reporting requirements						• Conduct business process design workshops
	All	Conduct Fit/Gap Analysis	The Gaps to the Oracle system functionality for the requirements will be identified and options will be identified (e.g. manual work around, updated high level process flow). The City will select the option desired.	Functional Leads	City Functional Leads	Lead	Assist	Section 4.9 Design Phase	Table 4.9: Business Process Design Responsibility Matrix: • Develop Reports Inventory • Develop Software Gaps Inventory • Develop Business Process Gaps Inventory
	All	Provision ERP Application	Coordinate with Oracle to provision	Tech Lead	Tech Lead	Lead	Assist	Section 4.10 – Configuration	Table 4.10-1: Software Configuration

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Technical		Environments	ERP environments required for sprints					and Iterative Prototype Phase	Responsibility Matrix: • Develop Configuration Management Plan
	All	Interface and Conversion Design	Data Conversion design would be one consolidated document per phase which will include design components, including: • Conversion Description • Functional Setup Prerequisites including ➢ Cross Module Dependency (If Any) ➢ Business Rules (If Any) ➢ Volume Considerations • Technical Approach	Tech Lead	Tech Lead and Staff	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.9: Business Process Design Responsibility Matrix: • Develop Integration Requirements and Design Document Table 4.10.2: Interface and Integrations Responsibility Matrix: • Conduct analysis and assessment of real-time and batch interface requirements • Real-time and batch Interface design and development

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Reports Design	Define Reporting Design Components for the applications included in the phase including • Listing of Reports • Functional Need • Reporting Tool to be deployed	Functional and Technical Team	City Functional Leads, City Project Team	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-5: Reports, Queries, and Forms Responsibility Matrix: • Create Reports, Queries, and Forms Strategy and Plan • Reports, Queries and Forms Inventory, Disposition, and Prioritization • Reports, Queries and Forms Design • Reports, Queries and Forms Design Review
	All	Conversion Design	One consolidated data conversion document per phase will be created. It will Define design components, including: • Description of components • Source Systems • Functional Setup Prerequisites including ➢ Cross Module Dependency (If Any)	Tech Lead	Tech Lead and Staff	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility Matrix: • Design and document Data Mappings • Provide Subject Matter Experts for legacy system data

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			➢ Business Rules (If Any) ➢ High Level Process Flow • Technical Approach (Does not include pseudo code) • Application Column Mapping for Oracle applications						

Model Stage Deliverables:

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.09	Change Management and Training Plan Completed	To outline the approach the Change Management and Training Lead(s) will use in the project.	The deliverable topics include: • Document Change Management Plan & Steps • Document the Training Strategy and Approach • Identify Communication Methods, and Plan • Define Feedback Strategy	Microsoft Word	Completed Document submitted to the City	Section 4.8 - Cross-Phase Activities	• OCM Plan – Section 4.8 (b) • Communications Plan – Section 4.8 (b) • Marketing Plan and Materials – Section 4.8 (b) • Sponsor Roadmap – Section 4.8 (b) • Coaching Plan – Section 4.8 (b) • Change Readiness Assessment Reports – Section 4.8 (b)

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.10, P1a.04, P2.04, P3.04, P4.04,	Sprint 1 (Conference Room Pilot) Complete	Demonstrate standard functionality to gain consensus on solution design, software fit and potential functionality gaps.	Perform City-specific base/shell configuration of the Oracle application modules to: • Demonstrate Oracle's standard process flows as per the sprint plan. Demonstration standalone modules with limited cross module integration to facilitate solution design	Live Event	Event complete and all design issues documented and reviewed with the City.		
P1.12, P2.06, P3.06, P4.06	Data Conversion Design Completed	Define Functional Requirements for data conversions	Data Conversion design would be one consolidated document per strategy which will include design components, including: • Conversion Description • Technical Approach • Conversion Column Mapping for all data conversion entities	Microsoft Word	Completed Document submitted to the City		
P1.11, P2.05, P3.05. P4.05	Interface Functional Design Completed	Define Functional Requirements for Interfaces	Define design components, including: • Interface Description • Technical Approach (Does not include pseudo code) • Application Column Mapping for Oracle applications	Microsoft Word	Completed Document submitted to the City		
P1.13,	Gap/Fit Analysis	Document ERP	Map the City's Business	Microsoft	Completed	Section 4.9 –	• Software Gap

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1a.05, P2.07, P3.07, P4.07	Complete	Process Fit and Gaps	Requirements to the Oracle ERP system and identify Gaps in Software functionality • Gap Analysis • High Level solution options/ work around for Gap solution	Word	Document submitted to the City	Design Phase	Analysis Report– Section 4.9 (b) • Business Process Gap Analysis Report – Section 4.9 (b)
P1.14, P1a.06, P2.08, P3.08, P4.08	Sprint 2 (Conference Room Pilot) Co8mplete	Further Validation of the Solution Design though demonstration of standard Oracle ERP functionality.	Re- configuration of the Oracle application modules for the phase based on the feedback from sprint 1, to review solution approach • Validate the solution decisions that have been made • Continue to work through design and solution for any open flow Items • Gain sign-off on key design decisions Sprint-2 would be a demo of high level functionality to refine the solution design and not a working model. All issues identified will be reviewed for considération in the design and incorporation into next round of testing	Live Event	Event complete and all design issues documented and reviewed with the City.		
D1.05,	Security Strategy	Define the approach	Security Strategy	Microsoft	Completed	Section 4.10	• Completed Security

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
D2.05, D3.05, D4.05	and Plan	and methodology for application, access and data security	Document	Word	Document submitted to the City	Configuration and Iterative Prototype Phase	Plan– Section 4.10 (o)

2.3.3 Stage 3 – Verify Stage

The goal of the Verify stage is to validate that the Oracle ERP Cloud solution for the specific phase will meet the City's business flow requirements. The testing focus will be towards validating business flows and requirements that maps to the City's business needs and not on standard capabilities provided by the Oracle ERP.

AST will lead the effort in creating the testing strategy and test plan to validate the business process flows. AST will assist the City SME's/users in writing test scripts to verify all business tasks they perform on a day-to-day basis. The functional traceability matrix will be used to ensure that all process flows are fully tested.

The primary testing events include unstructured unit testing by the Project team, and structured System Integration Testing (SIT), and User Acceptance Testing (UAT). AST will prepare a testing strategy and plan document to detail the scope and objectives of the various testing events. The Project Management Office will track the progress of the testing events. The tech team will coordinate with Oracle in provisioning the applications in the testing environment and AST functional leads will configure the applications. System Testing will be led by AST and would validate the designed process flows. Available custom components (data conversion, integration, custom reports) will also be tested. User Acceptance Testing (UAT) event will be led by the City team. The UAT will be an abridged version of the system integration testing to finally validate that the system meets the City's business needs. A preliminary GO/NO GO decision will be made based on the results of UAT.

Training

AST shall develop City specific role based training material using the scoped training material creation tool and conduct training using a Train-The-Trainer strategy. The functional and training team members will record the scoped upon Oracle system business processes. These will be available for the City functional team members to add Policy and Procedure related end user documentation. Training needs will be assessed in terms of the breadth of the user community that requires training for a given topic, and decisions will be made as to the most appropriate training delivery mechanism. For example, fixed assets training will be limited to a small centralized grouping of end users, whereas requisition training will be required for the entire City.

The activities and deliverables for this stage are:

Verify Stage Activities:

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Project Management	All	Oversee project activities and perform project management functions	Manage Project Scope, Communications, Schedule, Issues, Resources, Quality	Project Management Executive Sponsor	Project Manageme nt Steering Committee, Executive Sponsors	Co-Lead	Co-Lead	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Conduct Project Team Meetings • Manage Issues • Manage Risks • Manage Project Team Training Plan • Manage Project Controls, Standards, and Procedures • Manage Compliance with Information Security Risk Management Plan • Contractor Team Resource Management • City Team Resource Management • Manage Project Time Reporting • Report to Project Governance
	All	Maintain Project Schedule	The schedule will be updated to reflect progress and completion of activities, resource allocations, and estimated task durations	Project Manager	Project Manager	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning and Responsibility Matrix: • Manage Project Work Plan and Associated Reporting
	All	Maintain Project Charter	As required to document changes in PMO functions and	Project Manager	Project Manager	Co-Lead	Co-Lead	N/A	

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			changes to the project management approach, the charter will be updated with joint approval from the AST and City Project Managers						

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Develop Application Security Document	Identify Application Roles and Responsibilities	Project Manager/ Functional Leads	Project Manager/ Track Leads	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility Matrix: • Provide current City security policies to include details regarding what data the City considers confidential and sensitive • Develop Security Plan, with configuration for resource groups, security roles, user profiles, data level security, infrastructure and sensitive data • Review Security Plan and Security Configuration • Create ERP Application Security Templates • Review Templates Submitted by Departments • Update Templates with Users and Security Roles • Create communication and escalation procedures for security related breeches
									Table 4.10-7: Internal Controls Responsibility Matrix: • Develop Role Definition and Role Assignment Report

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
								Section 4.11 – Testing Phase	Table 4.11: Internal Testing Responsibility Matrix: • Develop Security Test Plan
	All	Monitor Custom Development Completion	Project Management will track the progress toward completion of the scoped development objects and the progress through design, build, and unit test.	Project Manager	Project Manager	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: : Interface and Integrations Responsibility Matrix: • Management reporting and deployment tracking of production interfaces
									Table 4.10-3: Data Conversion Responsibility Matrix: • Manage conversion activities • Create a Data Conversion Plan for migrating data between legacy systems and the SaaS System
									4.10-5 Reports, Queries and Forms Responsibilities Matrix: • Manage Reports, Queries and Forms Activities

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Functional	All	Unit Testing of applications Modifications, Interfaces, Conversions and Data Warehouses	Staff members will assist in unit testing by providing informal test scenarios and by validating module based results	Functional Leads/ Tech Staff	Functional Leads/ Tech Staff	Lead	Participate	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility: • Real-time and batch Interface development and unit test: Extracts from legacy and external systems and load processes to legacy and external systems • Real-time and batch Interface development and unit test: required transformation and load processes to the SaaS System Solution software, and extracts from the SaaS System Solution software
									Table 4.10-3: Data Conversions Responsibility: • Provide guidance to the City on performing required data clean-up efforts identified through the mock data conversion process
									Table 4.10-6: Security Configuration Responsibility: • Create and Test Application Security Configuration • Monitor Security Compliance Throughout the System Development Lifecycle (SDLC) • Verify Security Compliance Throughout the System Development Lifecycle (SDLC)

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
								Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Conduct security tests • Identify and remediate issues • Monitor and report results • Manage and track status of activities
	All	Perform Unit Testing of Custom Objects	Unit test custom objects with sample data before migrating to System Integration Testing	Tech Staff	Tech Staff	Lead	Participate	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-5: Reports, Queries, and Forms Responsibility • Reports, Queries and Forms Development and Unit Testing
									Table 4.10-7: Internal Controls Responsibility: • Conduct Testing Reviews • Develop Controls Review Testing Report

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
								Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Develop Unit Test Plan • Unit Testing for custom development units (i.e. conversion, reports, workaround development, integrations) • Unit Testing for interfaces and conversion components developed by the City (e.g., extract processes from legacy and external systems and load processes to legacy and external systems)
	2	Configure the Hyperion data model, Set up FDMEE Interface	Configuring and setting up the Hyperion Planning application.	Functional Leads/ Tech Staff	Functional Leads/ Tech Staff	Lead	Participate	N/A	
	All	Identify Final Test Scenarios	Provide real life examples linked to end user requirements for use in the SIT and UAT testing cycles	Functional Leads	Functional Leads	Assist	Lead	N/A	
	All	Create Test Scripts	Create test scripts as per testing strategy/plan based on City provided scenarios. Test Scripts are to	Functional Leads	Functional Leads	Assist	Lead	Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility: • Provide sample test scripts (based on City designed business processes) and lists of scenario topics developed from other projects • Develop system test scripts

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			be based on process flows and shall be consolidated (under 100 per Oracle business application area) to be able to be executed as per the testing schedule						(based on City designed business processes) for forms, reports, interfaces, conversion components, enhancements and workflows • Develop system test scripts (based on City designed business processes) for interfaces and conversion components developed by the City • Develop integration test scripts (based on City designed business processes) • Provide examples of test scripts (based on City designed business processes) and lists of scenario topics developed from other projects • Develop UAT scripts
	All	Configure System Integration Testing Environment	The system integration environment will be configured with the module specific application configuration (design)	Functional Leads	Functional Leads	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility • Verify Application Security Configuration • Upload Security Templates

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Configure User Acceptance Testing (UAT) Environment	The user acceptance testing environment will be configured with the configuration settings. A gold copy of the instance may be used to re-use SIT configurations	Functional Leads	Functional Leads	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-5: Reports, Queries, and Forms Responsibility: • Reports, Queries and Forms User Acceptance Testing Coordination • City Reporting Personnel Coordination
								Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility: • Set-up the UAT environment, submit batch jobs, perform backups, restore databases, and execute data conversion loads as reasonably required to support acceptance testing • Maintain user profiles and security configuration for UAT testers
	All	Conduct System Integration Testing	AST led Pass / Fail testing event. Validate Business Process flows, Test available custom components and document results	Functional Leads	Functional Leads/ Representative Departmental Staff	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility • Conduct Integration/System testing
									Table 4.10-5: Reports, Queries, and Forms Responsibility • Reports, Queries and Forms System Testing

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
								Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Develop System Test Plan • Test forms, reports, interfaces, conversion components, work around development, and work flows • Test interfaces and conversion components developed by the City • Perform issue resolution for forms, reports, interfaces, conversion components enhancements, and work flows • Perform issue resolution for interfaces and conversion components developed by the City • Execute integration test • Perform issue resolution for forms, reports, interfaces conversion components, enhancements, and work flow • Perform issue resolution for interfaces and conversion components developed by the City • Monitor and report results • Manage and track status of activities • Develop Integration Test Plan

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Conduct Payroll Parallel Testing	AST led Pass / Fail testing event. Extract time entry results from the legacy payroll system as well as misc pay and deductions for 1 pay period and import to Oracle Payroll to validate the gross to net calculation of Oracle payroll. No other testing is included in this scope, only gross to net calculations of pay with reasonable explanations of variances between the 2 systems	Functional Leads/Technical Staff	Payroll Leads/Technical staff	Lead	Assist	Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Develop Parallel Test Plan and Procedures • Gather required inputs (documents and data sources) and required outputs from legacy system • Prepare application to facilitate automated comparisons • Conduct required training for data entry staff • Set up parallel testing environments • Conduct rounds of parallel testing • Perform issue resolution • Monitor and report results • Manage and track status of activities

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Conduct User Acceptance Testing	City led Pass / Fail testing event. Validate Business Process flows, Test Interfaces and other custom components, Document results	Functional Leads	Functional Leads/ Representative Departmental Staff	Assist	Lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility: • Conduct Interface User Acceptance Testing
									Table 4.10-5: Reports, Queries, and Forms Responsibility • Reports, Queries and Forms User Acceptance Testing Execution
								Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Develop User Acceptance Test Plan • Provide UAT Tester training • Execute UAT • Support UAT Testers • Provide issue resolution for forms, reports, interfaces, conversion components, enhancements, and work flows • Provide issue resolution for interfaces and conversion components developed by the City • Monitor and report results • Manage and track status of activities
	All	Finalize Configuration Documentation	The module configuration documents will be finalized with the agreed and	Functional Leads	Functional Leads	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-1: Software Configuration Responsibility: • Update software application documentation with configuration

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			accepted configuration per UAT testing						
Technical	All	Develop Interfaces, Conversions	Develop custom components as per the design	Tech Staff	Tech Staff	Co-Lead	Co-Lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility: • Extract data from legacy system • Create data conversion programs and associated crosswalks • Execute mock data conversion testing • Validate quality and accuracy of converted data from mock data conversion testing • Perform data cleansing • Perform manual conversion of data (including non- electronic data) and crosswalks
	All	Initiate development of Approved custom reports	Tech staff starts working on approved custom reports	Tech Staff	Tech Staff	Lead	Assist	N/A	N/A
	3	Configure Hyperion applications including • Input Data Forms; • Write Business & data mapping rules. • Integration	In the case of Oracle Hyperion Planning application, everything has to be built/configured from the base platform. AST's Functional and Tech staff will	Functional Leads/ Tech Staff	Functional Leads/ Tech Staff	Lead	Participate	N/A	

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
		with Financials	work together to build the Hyperion planning application. Oracle provided adapters will be utilized for integration with Oracle Financials applications. For integration to City's non-Oracle third party system, AST would need City's both business and technical expertise.						
	All	Technical Knowledge Transfer	Review custom objects tech design (interfaces and reports) with the City technical team members. (Assumes City developers are knowledgeable	Tech Staff	Tech Staff	Lead	Participate	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility: • Interface Knowledge Transfer Document Development • Training of City project team resources on integration platform (if applicable) • Training of City support personnel for major interfaced systems,

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			with respect to Oracle technical development tools and techniques prior to KT)						Table 4.10-5: Reports, Queries, and Forms Responsibility: • Provide Subject Matter Expertise on Delivered Forms, Reports, and Queries • Reports, Queries and Forms Development Training for Report Development Resources
									Table 4.10-6: Security Configuration Responsibility: • Create Security Administration Guide, • Conduct Security Training,
								Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live I On-Going Operations Training and Knowledge Transfer Plan Responsibility • Develop On-going Operations Knowledge Transfer Plan • Monitor Accomplishment of Knowledge Transfer Milestones
	All	Perform Unit Testing of Custom Objects	Unit test custom objects with sample data before migrating to System Integration Testing	Tech Staff	Tech Staff	Lead	Participate	N/A	
Change Mgt & Training	All	Execute Change Management Plan Activities &	Conduct organizational outreach, resistance	Change Management Lead	Change Lead, Change Coordinator	Lead	Assist	N/A	

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
		Communication	identification, process change identification, liaison with executive leadership regarding process changes and status, town hall communications, etc.		s, PMO				
Training Lead	All	Create Training Plan	Create a Training Plan based on City role based training requirements	Training Lead	Training Lead	Lead	Assist	Section 4.8 – Cross-Phase	Table 4.8-2: Knowledge Transfer and Project Team Training Responsibility: • Development of Knowledge Transfer and Project Team Training Plan
								Section 4.12 – End User Training Phase	Table 4.12: End-User Training Responsibility: • Develop End-User Training Strategy and Plan • Develop Training Sustainment Plan
								Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live I On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Develop On-going Operations Training Plan and Needs Assessment • Provide Enterprise policies applicable to training materials

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Conduct Train the Trainer Sessions	AST functional team members will conduct internal training sessions with the City training leads in order to prepare them for conducting end user training. The training would be up to one classes per application area based on training material.	Functional Leads	Functional Leads/ Trainers	Lead	Assist	N/A	
	All	Conduct End User Training	City Training Leads will conduct end user training sessions (AST to assist with leading the first session for each training course)	Functional Leads	Functional Leads/ Trainers	Participate	Lead	Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live I On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Populate training environment with City-specific data and initial transaction data to support training delivery and user scenarios, if needed based on training strategy

AST Verify Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
								Section 4.8 – Cross-Phase	Table 4.8-2: Knowledge Transfer and Project Team Training Responsibility: • Monitor Accomplishment of Knowledge Transfer Milestones
								Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-5: Reports, Queries, and Forms Responsibility: • Reports, Queries and Forms Access and Execution Training for end-users

Verify Stage Deliverables:

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.15	Application Security document created	Develop Application Access Security Document	Deliverable includes: • Identification of Application Roles and Responsibilities to be assigned	MS Word	Completed Document submitted to the City	Section 4.7 – Planning Phase	• Information Security and Risk Management Plan– Section 4.7 (b)
						Section 4.10 Configuration and Iterative Prototype Phase	• Role Definition and Role Assignment Review Report– Section 4.10 (q)
P1.16, P1a.07, P2.09, P3.09, P4.09	Test Strategy and Plan prepared	Create Testing Strategy and Plan for the phase	The Test Strategy and Plan includes: • Testing Approach & Strategy • Testing Instance • Testing Responsibilities It is an approach and plan document to be completed prior to start of system test	Microsoft Word	Completed Document submitted to the City	Section 4.11 – Testing Phase	• Completed Test Plans for Unit, System, Integration, Parallel User Acceptance and Security Testing– Section 4.11 (b)
P1.17, P1a.08, P2.10, P3.10, P4.10	Test Scripts Prepared	Create test scripts as per plan based on City provided scenarios	Develop City specific test scripts as per the testing plan for the applications being deployed in the phase	Live Event	Completed Document submitted to the City	Section 4.11 – Testing Phase	• Completed Test Scripts for Unit, System, Integration, Parallel and Security Testing– Section 4.11 (b)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.18, P1a.09, P2.11, P3.11	System Integration Testing Completed	Plan and execute System Integration Testing	Execute System Process flows. Test scripts will be executed manually and no automated tools are proposed. The deliverable material includes: • Perform System Integration Testing according to Plan using Test scripts • Validate Business Process flows • Test available Interfaces • Validate end to end converted data • Validate results The completion criteria are the execution of all planned testing and documentation of the results for retesting in the next round of testing	Live Event (Online Testing)	Event complete and all testing issues documented and approved as acceptable by the City All major issues are retested. If an issue requires a configuration change, it can only be done in the next instance and therefore a plan of action is created to unit test with the City before the formal UAT sessions.	Section 4.10 Configuration and Iterative Prototype Phase	• Completed Automated Interfaces, which include alerts for processing issues– Section 4.10 (d) • Completed Conversion Programs and Crosswalks– Section 4.10 (f) • Successful Completion of End to End Conversion of Test Runs – Section 4.10 (f) • Test Results Review for Internal Controls Report– Section 4.10 (q)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
						Section 4.11 – Testing Phase	• Successfully Completed Tests for Unit, System, Integration, Parallel, Performance, and Security Testing – Section 4.11 (b)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P1.19, P1a.10 P2.12, P3.12, P4.11	User Acceptance Testing Completed	Plan and execute User Acceptance Testing	Execute System Process flows as per plan. Scripts will be executed manually and no automated tools are proposed. The deliverable material includes: • Perform User Acceptance Testing according to Plan using Test scripts • Validate all the City Business Processes • Test Interfaces • Validate results The completion criteria are execution of all planned testing and closure/work around for all critical issues.	Live Event (Online Testing)	Event complete and issues documented. All critical issues resolved or a City acceptable plan of resolution available	Section 4.11 Testing Phase	• Successfully Completed Tested Tests for Unit, System, Integration, Parallel, and Security Testing – Section 4.11 (b) • Completed User Acceptance Testing Assistance– Section 4.11 (b) • Successful Completion of End-to-End Conversion Test Runs– Section 4.11 (f)
						Section 4.10 Configuration and Iterative Prototype Phase	• Completed Security Configuration and Implementation across all ERP Functionality in Scope – Section 4.10 (o)
P1.21, P2.14 P3.14	Training Plan Created	Create End User Training Plan	Conduct End User Training Needs Assessment and prepare a Training Plan	Microsoft Word	Completed Document submitted to the City	Section 4.12 End User Training Phase	• End-User Training Strategy– Section 4.12 (b) • End User Training

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
P4.13							Plan– Section 4.12 (b) • Training Sustainment Plan– Section 4.12 (b)
P1.20, P1a.11, P2.13, P3.13, P4.12	Training Materials Prepared	Prepare training materials	The deliverable material includes: • Create Role based training material for each of the application modules being implemented in the phase	Microsoft Word /Online Tutorial	Training Materials for the software components from the created and made available to the City for review	Section 4.12 End User Training Phase	• End User Training Materials– Section 4.12 (b)
						Section 4.10 Configuration and Iterative Prototype Phase	• Security Administration Guide – Section 4.10 (o) • Report Training Development, Execution, and Successful Preparation– Section 4.10 (h)
D1.06, D2.06, D3.06, D4.06	Security Training	Deliver training on security details	Develop training and deliver content for the training of Application, Data and Access security	Microsoft Word /Online Tutorial	Training Materials for the software components from the created and reviewed in training sessions with the City security team	Section 4.10 Configuration and Iterative Prototype Phase	• Security Training – Section 4.10 (o) • Immediate Communication and Escalation Procedures used to Notify Appropriate City Personnel of a Security-related Breach– Section

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
							4.10 (o)

2.3.4 Stage 4 - Deploy

The goal of the Deploy Stage is to plan and execute the production migration of the Oracle ERP application modules included in that phase. Once the project team validated production readiness, AST shall lead the tasks of creating and managing a production cut-over plan, installation of the applications in the production environment, configuration and final data conversion. The City staff will assist with these tasks and take the lead in performing final system validation before production go-live. The City shall also ensure that all the stakeholders are informed of the production cutover The City project management will make a final decision on the go- live based on user validation. Additionally, AST will work with the City to prepare the help desk with an escalation process. AST will assist the City functional and technical team members in triaging help desk requests as required post go live.

Once the applications are live in production, AST shall provide the required level of post-production support.

Training

AST will utilize the train the trainer packets to train the City team members that will be conducting the end user training sessions. The City, with assistance from AST will conduct end-user training per the end-user training plan created in Stage 3.

The activities and deliverables for this stage are:

Deploy Stage Activities:

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Project Management	All	Oversee project activities and perform project managemen t functions	Manage Project Scope, Communications, Schedule, Issues, Resources, Quality	Project Management , Executive Sponsor	Project Management , Steering Committee, Executive Sponsors	Co-Lead	Co-Lead	Section 4.7 – Planning Phase	Table 4.7: Planning Phase Responsibility: • Contractor Team Resource Management • City Team Resource Management • Manage Project Time Reporting • Report to Project Governance • Conduct Project Team Meetings • Manage Issues • Manage Risks • Manage Project Controls, Standards, and Procedures • Manage Compliance with Information Security Risk Management Plan
	All	Maintain Project Schedule	The schedule will be updated to reflect progress and completion of activities, resource allocations, and estimated task durations	Project Manager	Project Manager	Lead	Assist	N/A	
	All	Maintain Project Charter	As required to document changes in PMO functions and changes to the project management approach, the	Project Manager	Project Manager	Co-Lead	Co-Lead	N/A	

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			charter will be updated with joint approval from the AST and City Project Managers						
	All	Develop and Monitor Production Cutover Plan	A production cutover plan will be developed to identify the sequence of activities required to migrate from the Legacy application to the Oracle system. Periodic meetings will be held to track progress to the plan through Go Live.	Project Manager	Project Manager	Co-Lead	Co-Lead	Section 4.13 – Deploy Phase	Table 4.13-2: Deployment Support Responsibility: • Develop Cut-over Plans • Develop Cut-over Checklists • Execute Cut-over Plan for ERP software components • Execute Cut-over Plan for components owned by the City
	All	Establish Help Desk	Plan for the transition to the Oracle applications by establishing Help Desk approach and procedures	Project Management	Project Management	Assist	Lead	Section 4.13 – Deploy Phase	Table 4.13-2: Deployment Support Responsibility: • Create Service Desk and Support Strategy • Develop Service Desk Procedures • Provide service desk infrastructure and tools for service management activities • Manage Service Desk
	All	Make Go-No Go Decision	Review status of testing and preparedness of the applications, personnel to Go Live	Project Management	Project Management, Steering Committee, Executive	Co-Lead	Co-Lead	N/A	

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			with the applications. A decision with required from the City to r proceed with go-live		Sponsor				
Functional	All	Perform Production Cutover Activities	Perform production cutover activities including configuration, data load and other tasks. Assist in verification of production conversion	Functional Leads	Functional Leads/ Department Representative	Lead	Assist	N/A	
	All	Help Desk Monitoring	Support and triage help desk calls post Go Live	Functional Leads	Functional Leads/ Department Representative	Assist	Lead	N/A	
	All	Post Production Support	Support functional activities post Go Live as required by the City	Functional Leads	Functional Leads/ Help Desk	Co-Lead	Co-Lead	N/A	
Technical	All	Migrate Custom Objects to production	Migrate approved custom objects to production environment	DBA/Tech Staff	DBA/Tech Staff	Lead	Assist	N/A	

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Support Cutover Activities	Support cutover activities. Assist in verification of production conversion	Tech Staff	Sys Admin/Tech Staff	Co-Lead	Co-Lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility: • Execute production conversion processes • Validate quality and accuracy of data from production conversion processes
									Table 4.10-6: Security Configuration Responsibility: • Provide post Roll-out User Security Maintenance
	All	Provide Post Production Support	Support functional activities post Go Live as required by the City	Tech Staff	Sys Admin/Tech Staff	Co-Lead	Co-Lead	Section 4.13 – Deploy Phase	Table 4.13-3: Release Management Services Responsibility: • Provide new release analysis, testing, training, and other services required for a successful upgrade
Change Mgt & Training	All	Provide Internal Go-Live Communications	As part of cutover planning define key cutover communications for departmental and end user personnel. Distribute communications per the cutover plan	Change Management Lead/Project Management	Change Management Lead/Project Management	Assist	Lead	N/A	
	All	Provide External Go-Live Communica	Plan for communications to City external stakeholders	Change Management Lead/Project Management	Change Management Lead/Project Management	Assist	Lead	N/A	

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
		tions	(Vendors, Customers etc) regarding the new functionality provided						
	All	Develop Training Material	Develop and deliver various training materials including end user training and knowledge transfer topics.	Functional Leads/Training Lead	Functional Leads/Training Lead	Lead	Assist /Review		
								Section 4.12 – End User Training Phase	Table 4.12: End-User Training Responsibility: • Develop Training Materials
								Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live / On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Develop On-Going Operations training materials • Deliver On-going Operations training events
	All	Conduct End User Training	City Training Leads will conduct end user training sessions (AST to assist with leading the first	Functional Leads	Functional Leads/ Trainers	Participate	Lead	Section 4.12 – End User Training Phase	Table 4.12: End-User Training Responsibility: • Deliver End-User Training Events • Manage evaluations of End-User Training Events

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
			session for each training course)					Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live | On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Populate training environment with City-specific data and initial transaction data to support training delivery and user scenarios, if needed based on training strategy – (Also Table 4.8-2) • Manage evaluations of On-going Operations training events

Deploy Stage Deliverables:

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
D1.07, D2.07, D3.07, D4.07	Deployment Plan and Support	Create Production Deployment and Support Plan	Develop Cutover Plan including • Deployment Cut-Over (Go-Live) Plan • Production Cutover (Go-Live) Checklists, • Service Desk and Support Strategy	Microsoft Word Document(s)	Completed Document submitted to the City	Section 4.13 – Deploy Phase	• Service Desk and Support Strategy– Section 4.13 (d) • Deployment Cut-Over (Go-Live) Plans– Section 4.13 (d) • Production Cutover (Go-Live) Checklists–

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
			• End-User Support Procedures				Section 4.13 (d) • End-User Support Procedures– Section 4.13 (d)
P1.22, P1a.12, P2.15, P3.15, P4.14	Train the Trainer Training Delivered	Completed Train the Trainer Training	AST to deliver training to the City Trainers to prepare them for the execution of the End User Training Plan by City Trainers	Live Event	Completion of the planned train the trainer training	Section 4.10 Configuration and Iterative Prototype Phase	• Trained End Users on Reports – Section 4.10 (h) • Integration Platform (if applicable) and Interface Training of City Personnel on Use and Support – Section 4.10 (d) • End User Training Phase – Section 4.12 (b) • Satisfactorily Delivered End User Training

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
						Section 4.12 End User Training	• Satisfactorily Delivered End User Training– Section 4.12 (b)

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
P1.23, P1a.13, P2.16, P3.16, P4.15	Go-Live with ERP Phase	Production Go-Live	The deliverable material includes: • Production Configuration Complete • Production Data Conversion Complete • Production Reporting Configuration Complete • User Verification of the System.Complete • Production System made available to users	Live Event	User complete system validation and authorized production go-live and the system is made available to the users in the production environment	Section 4.10 - Configuration and Iterative Prototype Phase	• Configured Application Software– Section 4.10 (b) • Updated Documentation to support configuration– Section 4.10 (b) • Successfully Converted Data into Production Environment– Section 4.10 (f) • Completed Security Configuration and Implementation across all ERP Functionality in Scope– Section 4.10 (o)
P1.24, P1a.14, P2.17, P3.17, P4.16	Phase Support Complete	Completion of post-production support	Production Support and stabilization services delivered for the required period of time. Includes finalization of all On-Going	Microsoft Word Document(s) and Live Event	Production Support for the specified period complete	Section 4.13 – Deploy Phase	• Ongoing Operations Knowledge Transfer Plan– Section 4.13 (b) • Ongoing Operations Training Plan and

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
			Support documents and activitie				Needs Assessment– Section 4.13 (b) • Training Materials – Section 4.13 (b) • Satisfactorily-Delivered Ongoing Operations Training– Section 4.13 (b)

Description/meaning of the key activity responsibility levels

Lead	The party that is responsible for performing the task and performing majority of the work.
Co-Lead	The parties shall share responsibilities for performing the tasks and work.
Assist	The parties assist in actively creating part of the Deliverable or performing the activity

The designated COJ users shall be made available during the project for the interview, system demonstrations, system testing, decision-making, and other tasks related to this project.

Deliverables not mapped

SaaS environment, does not allow Perf. test

- Documented Procedures for Monitoring & Capturing User-Response Time Metrics
- Completed Tuning Resulting from Performance Tests

2.4 Interface Development

AST shall lead the design and development of scoped interfaces, with the assistance of COJ, as identified in Appendix 1 (Interface Scope) of this statement of work.

AST shall be responsible for developing the ERP Cloud portion of the interface and COJ shall lead the work effort on the third party/legacy system components. Roles and Responsibilities related to interface development tasks are identified centrally in Section 3.2.1 *Roles and Responsibilities*.

COJ will be responsible for developing any programs required to extract the data from the current system or other third-party systems in the required format and any programs required to update COJ third party system with data from the Oracle ERP applications. COJ shall be responsible for any required coordination, customizations to and ongoing maintenance of Non-ERP Cloud Incumbent legacy systems and third parties.

AST will utilize all available Oracle ERP Cloud services tools to assist COJ including:

- ✓ ERP File-Based Loader. This will enable COJ to load data in bulk from any source to Oracle ERP Cloud Services.

- ✓ ERP Spreadsheet Data Loader. This tool generates spreadsheets dynamically for several Oracle ERP Cloud Services business objects.
- ✓ Specialized Data Loader. AST will aim to use this tool for Payroll Batch Loader, Benefits Data Loader, Compensation Data Loader, Talent Data Loader, Absence Data Loader, and Core HR Data Loader.
- ✓ EPM Automate Utility to import budget data into Hyperion Cloud Services

AST will work with COJ to further review integration requirements and then determine the best method of interfacing data to and from COJ third party applications to the Oracle ERP solution.

2.5 Data Conversion

AST shall be responsible for designing and developing the methods and programs for the data conversion scope as identified in Appendix 2 (Data Conversion Scope) of this statement of work. Roles and Responsibilities related to data conversion tasks are identified centrally in Section 3.2.1 *Roles and Responsibilities*.

COJ shall be responsible for data extraction from the legacy system(s) and any data cleansing to fit the data format to be provided by AST. AST shall lead the effort for loading the data into the Oracle ERP Cloud system.

AST will run data conversion up to three times in the development environment, either during system integration testing (partial load), user acceptance testing or independently, to validate the data conversion process prior to the production run.

The City will verify converted data and be primarily responsible for conversion error recognition and resolution. AST and the City will work together to identify sources of conversion errors and resolve conversion error issues.

2.6 Reporting

AST shall provide reporting services and tools to accomplish two (2) broad objectives upon the Go-Live of each project phase:

- Deploy all the necessary standard reports, queries, and forms in conjunction with the appropriate preparation of end-users to know how to access, execute, and apply the data to their respective functions; and
- Define and train select City personnel on the software tools and methodologies to address future reporting needs of the City.

AST will provide the following services, to develop the Reports, Queries, and Forms Strategy and Plan:

- Identify reports, queries, and forms required for normal business operations in the respective functional areas; and
- Create a disposition for identified reports when the Oracle SaaS software solution is deployed using the following options:
    - Using standard SaaS System Solution software reports, on-line inquiry pages, or other on-line data access methods;
    - Developing scoped and City approved custom queries using tools resident to the SaaS System Solution software; and
    - Developing scoped reports and dashboards against the Data Warehouse subject areas delivered during each project phase.

2.6.1 Standard Reports

As part of the scoped work, AST shall deploy all available standard Oracle ERP Cloud services reports which are required to meet the business requirements identified in COJ RFP functional matrix.

2.6.2 Custom Reports

Oracle Cloud ERP applications come with standard reports, Ad-hoc reporting capabilities, Enterprise Performance reporting for budgeting and a Business Intelligence solution based on the transaction system. It is the intent of COJ to use standard reports in the Oracle ERP solution and therefore no custom reports are scoped.

A pooled bucket of four thousand (4,000) hours are available at the City's discretion, to apply toward any custom reports development.

2.7 Customizations/Modifications

Oracle Cloud ERP applications come standard with built-in industry best practices. Since the solution is hosted externally by Oracle, customizations are not permitted and therefore not scoped. AST's objective is to help COJ streamline the business processes and implement the standard process flows built into the Oracle Cloud Applications. This may require changes in certain business processes and operating procedures.

AST bases the implementation scope on our response to the requirements listed in the Functional Requirements at a very high level. During the Define and Model Stages, as these requirements are translated to business process flows, COJ intent with the requirement may be determined to be different than that which was interpreted by AST/Oracle in the RFP response and further clarifications. AST's ability to develop solutions for the business requirements would be governed by available functionality and the operational capabilities within the Oracle Cloud services being implemented. Cases in which the proposed out of the box/standard functionality deviates from the way in which COJ chooses to address specific functionality/business processes (while still reaching the same outcome) may result in additional consulting effort. Any such instances will be discussed and the details mutually agreed upon by COJ and AST.

In some cases, it may not be technically possible to meet the requirements due to the lack of availability of data, limitation of the Oracle software or

for other system architecture reasons. This infeasibility may not become apparent until the Model stage. In such cases, AST will provide help and guidance to COJ concerning alternative methods to meet its business requirements which may include implementing process changes or manual steps.

2.8 Performance Management (EPM) Modules

The EPM modules assumes the following work:

Enterprise Planning and Budgeting

Design and build of supporting Enterprise Planning and Budgeting Cloud Service (EPBCS) applications and components to align with Planning and Budgeting needs:

- Configure out-of-the-box Oracle EPBCS application - following modules will be configured:
  - Financial Statements framework for Revenue and Expense planning, aligned with Oracle General Ledger COA
  - Workforce planning framework to support position based compensation planning.
  - Projects framework to support multi-year Capital Budgeting needs.
- Configure out-of-the-box reporting framework for supporting content
- Configure one custom plan type (a plan type is special purpose module designed planning needs that aren't covered by out-of-the-box modules) in addition to above mention.
- In addition to out-of-the-box dimensions, configure custom dimensions for out-of-the-box modules (system limited to up to three (3) each). The system provides out-of-the-box dimensions like Accounts, Entity (Cost Center), Version, Scenarios, Year, Period, etc. Typical custom dimensions are Fund, Activities, etc. Custom plan can have more custom dimensions.
- If needed, an alternate hierarchy (or rollup) for each dimension for reporting data in multiple formats.
- In addition to out-of-the-box data forms (data forms are used for entering and reviewing data), configure data forms for supporting unique requirements of the COJ. These may include differing "point of views" (POVs), columns (i.e. used for comparison) or accounts
- Configure "scenarios" (e.g. actual, budget, estimate, forecast, etc.) with facilities to capture multiple "versions" (i.e. stages or snapshots) and what if scenarios.
- Configure "Task lists" (e.g. Budget Administrator, Budget Preparer and Budget Reviewer) to facilitate role based budged development.
- Configure "Business Rules" (allocations, calculations, validations and aggregation) to meet the COJ's unique needs.
- Configure out-of-the-box approval workflow for supporting budget review process.
- Required application security configurations of users, groups and roles for supporting "Read" "Write" and "No Access" access to planning and budgeting artifacts including dimensions, data forms, task lists and business rules.
- Enable out-of-the-box audit controls for tracking budget changes.
- Extract two (2) years of Actual balances from Oracle General Ledger to facilitate budgeting.

- Administrative and user training, leveraging train-the-trainer approach.
- Enable out-of-the-box integration with ERP cloud using Data Management module of EPBCS.
- Enable out-of-the-box integration within modules of planning and budgeting. For example, integration between Workforce Planning and Financial module for merging position cost with other line item expenses.
- Administrative and user training, leveraging train-the-trainer approach.

Enterprise Performance Reporting

Design and configure Enterprise Performance Reporting Cloud (EPRCS) to facilitate authoring, reviewing and publishing framework:

- Configure followings report packages leveraging existing narrative contents and scoped Smart View based reports:
    - Budget Summary
    - Annual Budget (Proposed & Adopted)
    - Capital Improvement Plan (Proposed & Adopted)
- Configure required sections (different portion of documents that can be assigned to a group of users) and doclets (individual documents and reports embedded in report packages)
- Configure variables for supporting rollover of report packages from one year to next.
- Enable out-of-the-box audit controls for tracking document changes.
- Configure application security for supporting authoring and review processes.
- Configure out-of-the-box workflow for document review.
- Configure Smart View (MS Office Add in for Word, Excel and PowerPoint) for EPRCS
- Administrative and user training, leveraging train-the-trainer approach.

Profitability and Cost Management

Design and configure Profitability and Cost Management Cloud Service (PCMCS) for supporting financial allocations:

- Configure custom business drivers for supporting financial allocations
- Configure required allocation rules.
- Configure trace allocation for transparency and auditability of allocation process.
- Enable out-of-the-box reports and dashboards
- Configure application security for PCMCS artifacts like allocation rule definition, editing of existing rules, etc.
- Configure Smart View (MS Office Add in for Word, Excel and PowerPoint) for PCMCS
- Administrative and user training, leveraging train-the-trainer approach.

Financial Consolidation and Close (for CAFR Development)

- Configure Financial Consolidation & Close Cloud Services (FCCS) for supporting the COJ's financial close, CAFR development and Publishing process - the scope includes:
    - Configure Financial Consolidation, aligned with Oracle General Ledger Chart of account for capturing data for supporting annual CAFR development.
    - Configure Financial Close Manager for supporting monthly and annual close.
    - Configure Supplemental data manager for capturing statistical information.
    - Create dimensions aligned to the COJ's Oracle General Ledger Chart of Accounts for supporting reports and schedules required for CAFR statement
    - Configure Supplemental Data Manager for capturing additional financial/non-financial data.
- Configure Enterprise Performance Reporting Cloud (EPRCS) to combine narratives and financial reports and publishing CAFR document.
    - Establish report package for CAFR document including structure and narrative contents.
    - Configure Table of Content
    - Configure required variables for rollover of CAFR report package
    - Configure workflow for review and sign off process
- Configure out-of-the-box audit controls for tracking changes.
- Create initial set of thirty (30) financial and statistical reports of medium complexity to be included in CAFR report packages.
- Integrate with the COJ's Cloud GL application, loading up to two (2) years of data.
- Enable Smart View (MS Office Add in for Word, Excel and Power Point) for FCCS.
- Targeted training ("Train-the-Trainer") for core team and power users.
- Administrative and user training, leveraging train-the-trainer approach.

2.9 Data Warehouse

The targeted Data Warehouse will load legacy data into the historical archives.

2.9.1 Historical Data Sources

Historic data from the Famis Data Mart, EB Legacy Data Mart and Payroll Data Mart (ERP Data stored in systems being migrated to for ERP) will be migrated into the new Data Warehouse. Data sources to be included in the resulting Data Warehouse include those noted in the table below. Sample types of data have been listed, though each data warehouse area will have a defined scope.

Data Warehouse Area	Data Source	Sample Types of Data
Financials and Inventory	FAMIS	General Ledger Bank Accounts Vendor Payment History Accounts Payable Grants Projects Fixed Assets Contract Retainage Customer Master Data
	JaxPro	Vendor Master Records Commodity Codes
	Access DB	Fixed Assets
	Manual	Inventory
	Bank of America	PCard
Human Resources	Oracle EBS	Employee Data Payroll Data Benefits Data Deductions Data Time & Labor Data Labor Relations Compensation Management
	Budget Positions	Position Data
	TMS	Learning Management / Training
	EPMS	Performance Management
	NEOGOV	Recruitment / Applicant Tracking
	Excel and PDF	Applicant Tracking Data
	EB Legacy Data Mart	Benefits Data
	Payroll Data Mart	Payroll Data

Procurement	JaxPro	Requisitions Purchase Orders Contracts Bids
	Manual	Contracts Purchasing Documents (RFP, RFQ, ITB, etc.)
	Bid Tracking PS Bids	Bids
Budget	FAMIS	Budget Balances
	BPREP	Budget Development

2.9.2 Data Warehouse Sub-Phases

Following ERP implementation phases, the data warehousing efforts will begin during the latter stages of each of the below noted ERP project phases, allowing design and modeling to accommodate both historic and new data. Each Data Warehouse "Sub-Phase", aligned with each ERP project phase, will include subject areas to house the data – we have specified the number of subject areas included.

Phase #	ERP Project Phase	Data Warehouse Sub-Phase	Number of Subject Areas
Phase 1	Financials, Projects, Procurement Inventory, Sourcing, Procurement Contracts	Financials and Inventory	3
Phase 2	HR, Benefits, Payroll, Time and Attendance	Human Resources	3
Phase 3	Budget	Budget	1
Phase 4	Performance, Goal, Talent, Learn Labor Relations, Grievance, Discipline Recruitment	Advanced HR	2

2.9.3 Data Warehouse Deliverables

The following tables contain the deliverables associated with the data warehouse services.

Deliverables

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
DW1.1	Project Kick-off	Initiate the Project	Conduct Project Kick-off meeting and provide an overview of • Project Scope • Project Schedule	Live Event	Event Complete	N/A	
DW1.2	Data Warehouse Strategy and Approach Established	Data Warehouse Strategy and Approach	Define data warehouse approach and strategy. The deliverable material includes: • Data Warehouse Approach • Data Warehouse Scope Data Validation Strategy	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	• Completed Data Warehouse Strategy and Approach – Section 4.10 (j)
DW2.1, DW3.1, DW4.1	DW Phase Kick-off	Initiate DW Phase	Conduct Project Kick-off meeting and provide an overview of • Project Scope • Project Schedule	Live Event	Event Complete	N/A	

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
DW1.3	Phase 1 High-Level Data Warehouse Design Completed	Define High-Level Requirements for Financials Subject Areas in Data Warehouse	Define data warehouse design components for the Financials Subject Area, including: • Subject Area Data Models • ETL Description • ETL Approach • Source/Target Mappings • Key Reporting Requirements	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	• High Level Design Documents for the Data Warehouse – Section 4.10 (j)
DW2.2	Phase 2 High-Level Data Warehouse	Define High-Level Requirements for Human Resources	Define data warehouse design components for the Human Resources Subject Area,	Microsoft Word	Completed Document submitted to the	Section 4.10, Configuration and Iterative Prototype	• High Level Design Documents for the Data

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
	Design Completed	Subject Areas in Data Warehouse	including: • Subject Area Data Models • ETL Description • ETL Approach • Source/Target Mappings Key Reporting Requirements		City	Phase	Warehouse – Section 4.10 (j)
DW3.2	Phase 3 High-Level Data Warehouse Design Completed	Define High-Level Requirements for Budget Subject Area in Data Warehouse	Define data warehouse design components for the Budget Subject Area, including: • Subject Area Data Model • ETL Description • ETL Approach • Source/Target Mappings Key Reporting Requirements	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	• High Level Design Documents for the Data Warehouse – Section 4.10 (j)
DW4.2	Phase 4 High-Level Data Warehouse Design Completed	Define High-Level Requirements for Advanced HR Subject Areas in Data Warehouse	Define data warehouse design components for the Advanced HR Subject Areas, including: • Subject Area Data Model • ETL Description • ETL Approach • Source/Target Mappings Key Reporting Requirements	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	• High Level Design Documents for the Data Warehouse – Section 4.10 (j)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
DW1.4	Financials a Subject Area Built	Build Database Components for Financials Subject Areas	Deliverable includes: • Dimensional tables and indexing • Historical tables and	Live Event	Database Components Built and Unit tested with sample data	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested Database Components for the Data Warehouse – Section 4.10 (j)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			indexing		by AST project team		
DW1.5	Financials and Inventory ETL Programs Developed	Develop and unit-test ETLs for Financials Subject Areas	Deliverable includes: • Develop custom ETLs and unit t	Live Event	ETL Programs Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested ETLs from the Data Warehouse – Section 4.10 (j)
DW2.3	Human Resources Subject Area Built	Build Database Components for Human Resources Subject Areas	Deliverable includes: • Dimensional tables and indexing Historical tables and indexing	Live Event	Database Components Built and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	Completed and tested Database Components for the Data Warehouse – Section 4.10 (j)
DW2.4	Human Resources ETL Programs Developed	Develop and unit-test ETLs for Human Resources Subject Areas	Deliverable includes: Develop custom ETLs and unit test	Live Event	ETL Programs Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested ETLs from the Data Warehouse – Section 4.10 (j)
DW3.3	Budget Subject Area Built	Build Database Components for Budget Subject Area	Deliverable includes: • Dimensional tables and indexing Historical tables and indexing	Live Event	Database Components Built and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested Database Components for the Data Warehouse – Section 4.10 (j)
DW3.4	Budget ETL Programs Developed	Develop and unit-test ETLs for Budget Subject Area	Deliverable includes: Develop custom ETLs and unit test	Live Event	ETL Programs Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested ETLs from the Data Warehouse – Section 4.10 (j)
DW4.3	Advanced HR Subject Area	Build Database Components for	Deliverable includes: • Dimensional tables and	Live Event	Database Components Built	Section 4.10 Configuration and	• Completed and tested Database Components

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
	Built	Advanced HR Subject Areas	indexing Historical tables and indexing		and Unit tested with sample data by AST project team	Iterative Prototype Phase	for the Data Warehouse – Section 4.10 (j)
DW4.4	Advanced HR ETL Programs Developed	Develop and unit-test ETLs for Advanced HR Subject Areas	Deliverable includes: Develop custom ETLs and unit test	Live Event	ETL Programs Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested ETLs from the Data Warehouse – Section 4.10 (j)
DW1.6	Financials a Reporting	Develop and unit-test scoped Dashboards and Reports	Deliverable includes: • Scoped Dashboards and reports for dimensional subject areas	Live Event	Scoped Dashboards and Reports Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested scoped Dashboards and Reports from the Data Warehouse – Section 4.10 (j)
DW2.5	Human Resources Reporting	Develop and unit-test scoped Dashboards and Reports	Deliverable includes: • Scoped Dashboards and reports for dimensional subject areas	Live Event	Scoped Dashboards and Reports Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested Dashboards and Reports from the Data Warehouse – Section 4.10 (j)
DW3.5	Budget Reporting	Develop and unit-test scoped Dashboards and Reports	Deliverable includes: • Scoped Dashboards and reports for dimensional subject area	Live Event	Scoped Dashboards and Reports Developed and Unit tested with sample data by AST project team	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested Dashboards and Reports from the Data Warehouse – Section 4.10 (j)
DW4.5	Advanced HR Reporting	Develop and unit-test scoped Dashboards and Reports	Deliverable includes: • Scoped Dashboards and reports for dimensional subject	Live Event	Scoped Dashboards and Reports Developed and Unit tested with sample	Section 4.10 Configuration and Iterative Prototype Phase	• Completed and tested Dashboards and Reports from the Data Warehouse – Section

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			areas		data by AST project team		4.10 (j)
DW1.7, DW2.6, DW3.6, DW4.6	System Integration Testing Completed	Plan and execute System Integration Testing	Execute System Process flows. Test scripts will be executed manually and no automated tools are proposed. The deliverable material includes: • Perform System Integration Testing according to Plan using Test scripts • Validate Business Process flows • Test available Interfaces • Validate end to end converted data • Validate results The completion criteria are the execution of all planned testing and documentation of the results for retesting in the next round of testing	Live Event (Online Testing)	Event complete and all testing issues documented and approved as acceptable by the City All major issues are retested. If an issue requires a configuration change, it can only be done in the next instance and therefore a plan of action is created to unit test with the City before the formal UAT sessions.	Section 4.10 Configuration and Iterative Prototype Phase	• Completed Automated Interfaces, which include alerts for processing issues– Section 4.10 (d) • Completed Conversion Programs and Crosswalks– Section 4.10 (f) • Completed and tested ETLs from the Data Warehouse – Section 4.10 (j) • Successful Completion of End to End Conversion of Test Runs – Section 4.10 (f) • Test Results Review for Internal Controls Report– Section 4.10 (q)
DW1.8, DW2.7, DW3.7, DW4.7	Train the Trainer Training Delivered	Completed Train the Trainer Training	AST to deliver training to the City Trainers to prepare them for the execution of the End User Training Plan by City Trainers	Live Event	Completion of the planned train the trainer training	Section 4.10 Configuration and Iterative Prototype Phase	• Trained End Users on Reports – Section 4.10 (h) • Trained Report and Query Developers – Section 4.10 (j)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
							• Trained End-Users (on reporting from the Data Warehouse) – Section 4.10 (j) • Integration Platform (if applicable) and Interface Training of City Personnel on Use and Support – Section 4.10 (d)
DW1.9, DW2.8, DW3.8, DW4.8	Go-Live with DW Phase	Production Go-Live	The deliverable material includes: • Production Configuration Complete • Production Data Conversion Complete • Production Scoped Reporting Configuration Complete • User Verification of the System Complete Production System made available to users	Live Event	User complete system validation and authorized production go-live and the system is made available to the users in the production environment	Section 4.10 - Configuration and Iterative Prototype Phase	• Configured Application Software– Section 4.10 (b) • Updated Documentation to support configuration– Section 4.10 (b) • Successfully Converted Data into Production Environment– Section 4.10 (f) • Completed Security Configuration and Implementation across all ERP Functionality in Scope– Section 4.10 (o)

2.9.4 Subject Area Scope

For each subject area or dimensional 'star' schema created within the Data Warehouse Sub-Phases above, the following scope is included:

- High Level Data Requirements
- History data structures and data copies
  - DDL for history tables matching City-provided exports from legacy systems
  - Data loaded/copied into history tables using basic loading techniques
    - Note: Data volumes may impact Cloud storage requirements
- Data Modeling and Mapping for:
  - Target tables for dimensional 'star' schema/subject area:
    - Use of standard Time (Date) Dimension
    - Up to ten (10) custom dimensions *(averaging medium complexity)*
    - Up to three (3) fact tables *(averaging medium complexity)*
    - Up to two (2) summary tables *(based on fact tables)*
  - Staging tables
    - Up to 13 staging tables
- Data warehouse buildout
  - DDL for table and index builds
- Design and Development of ETL (Extract-Transform-Load) mappings within Oracle Data Integrator (ODI):
  - History-to-staging mappings
    - One (1) ETL mapping per history table
    - Note: May use custom PL/SQL (Oracle's procedural language within database)
  - SaaS Source-to-staging mappings
    - One (1) ETL mapping per SaaS Source table
  - Staging-to-target mappings
    - One (1) ETL mapping per target table
  - Schedule ongoing ETLs to run nightly (day minus one)
- Load data into Data Warehouse
  - Initial load (data migration) of three (3) years of data
    - Older data to reside on history tables for query based access
    - City will be responsible for verifying data quality and mapping outlier data values to reporting dimensions
    - Note: Data volumes may impact Cloud storage requirements
- Configure Oracle BI/Analytics Cloud for data warehouse model
  - Create base model within Oracle BI/Analytics for each subject area
  - Create a dashboard and incorporate reports that are in scope within Oracle BI/Analytics for each subject area

2.10 SOA Services

AST will utilize the Oracle SOA applications in the development of interfaces and integrations.

2.10.1 Interface Development

As noted in section 2.4, AST and CoJ shall jointly design and develop scoped interfaces, as identified in Appendix 1 (Interface List) of this statement of work. AST shall utilize Oracle SOA Cloud Services (SOA CS) tool for developing the interfaces and workflow transmission/orchestration required for the various system integrations. AST shall build all the interface orchestrations and perform necessary configuration, testing and deployment to enable the Oracle Cloud ERP platform systems to operate in a production environment. SOA CS based Interface development scope involves the following -

- Coordinate with Oracle team for provisioning the SOA CS environments
- Set-Up and configure SOA-CS instances for Development, Test and Production environments
- Contribute to Interface Specification Documents and Metadata Documents for integration orchestration
- Create the interfaces and business processes
- Conduct Unit, and System Integration testing
- Support UAT performed by City team
- Create administration & maintenance Guide
- Conduct Training for City support team
- Deploy the interface executions to Production Environment

AST shall use the "AST Cloud Connect" framework as the integration platform and build the reusability for the SOA interfaces.

2.10.2 Interface Development Phases

Interface development work will follow the ERP implementation phases and for of every phase all the required interfaces will be built. Table below list the ERP phases and corresponding estimated number of identified interfaces.

Phase #	ERP Project Phase	Estimated Number of Interfaces
Phase 1	Financials, Projects, Procurement Inventory, Sourcing, Procurement Contracts	62
Phase 2	HR, Benefits, Payroll, Time and Attendance	65
Phase 3	Budget	2
Phase 4	Performance, Goal, Talent, Learn Labor Relations, Grievance, Discipline Recruitment	5

2.10.3 AST Cloud Connect

AST shall make use of AST Cloud Connect (ACC), an integration accelerator for the development of scoped interfaces as identified in Appendix 1 (Interface Scope) of this statement of work. AST Cloud

Connect is pre-built SOA solution deployed on Oracle SOA Cloud Platform and will provide a standardized approach for the City's interface development for the Cloud ERP project. ACC will provide City with following features:

- Integration connectors for Cloud ERP modules and business objects
- Canonical Data Models
- Business validation of data
- Mapping templates for AP, AR, GL, Projects etc.
- Template SOA processes and utilities
- Transaction retry rules
- Exception Handling for technical and business exceptions
- Text Email Notifications
- Logging and Audit Trails
- Summary Reports

2.10.4 Post Implementation Usage

AST Cloud Connect (ACC) is a value-added services as a software utility provided to City for the ERP Cloud implementation project. The City will maintain the ownership of ACC source code deployed by AST for this project after AST's implementation services are complete.

2.10.5 Interface Development Activities and Deliverables

The following tables contain the key tasks and activities and deliverables associated with the interface development activities.

2.10.6 Stage 1 Define Stage

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City		City Mapping Stage	City Mapping Activity
SOA CS Interface Development	All	• Build Interface Development Plan • Finalize the list of interfaces and set the priorities • Coordinate with other stakeholders for the participation, timeline and deliverables • Create Interface Specification Documents	Define Interface development approach, validate the scope and plan for the interfaces. Validate listing of incoming and outgoing interfaces and integration touch points to Oracle ERP Cloud.	Technical Lead – SOA	Tech Lead and Project Manager	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility Matrix: • Develop Integration Strategy and Interface Plan Document	

Deliverables

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
SOA1.01, SOA2.01	Interface Development Plan	Project plan for interface development based on the project priorities and system integration requirements.	The deliverable material includes: • Updated Interface List • Interface Priorities • Interface Developmen t Plan	Microsoft Project	Completed Document submitted to the City	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility Matrix: • Develop Integratio n Strategy and Interface Plan Document
SOA1.02, SOA2.02	Interface Specification Document	Specification document for each interface including the Metadata data mapping, business rules and transformation rules.	The deliverable material includes: • Interface Specification Document • Metadata Documents	Microsoft Word and Microsoft Excel	Completed Document submitted to the City	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-2: Interface and Integrations Responsibility Matrix: • Develop Integratio n Strategy and Interface Plan Document

2.10.7 Stage 2 – Model Stage

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	
SOA CS Interface Development	All	• Platform Solution Design. • Interfaces Design • Build Interfaces	• Create solution design for SOA CS platform • Create Interface design	Technical Lead – SOA and Technical Analyst - SOA	Tech Lead and Staff	Lead	Assist	Section 4.10, Configuration and Iterative Prototype Phase	Table 4.10.2: Interface and Integrations Responsibility Matrix: • Real-time and batch Interface design and

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	
			document shall provide the design for the specific interfaces and business process identified for data source of various systems. It will document data flow mapping • Develop all identified interfaces						development

Deliverables

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
SOA1.03, SOA2.03	Interfaces and Platform Solution Design Completed	Design the integration platform and the identified interfaces for the ERP systems integrations	• Create solution design for SOA CS platform • Create Interface design document shall provide the design for the specific interfaces and business process	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	Table 4.10.2: Interface and Integrations Responsibility Matrix: • Real-time and batch Interface design and development

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			identified for data source of various systems. It will document data flow mapping				
SOA1.04, SOA2.04	Develop Interfaces	Build identified interfaces and processes for the ERP systems integrations	• Develop all identified interfaces	Event	Unit Test results submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	Table 4.10.2: Interface and Integrations Responsibility Matrix: • Real-time and batch Interface design and development

2.10.8 Stage 3 – Verify Stage

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
SOA CS Interface Development	All	Interfaces Test Strategy	Strategy to test the interfaces and business process	Technical Lead – SOA and Technical Analyst - SOA	Tech Lead and Staff	Lead	Co-lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility: • Extract data from legacy system • Create data conversion programs and associated crosswalks • Execute mock data conversion testing • Validate

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
									quality and accuracy of converted data from mock data conversion testing • Perform data cleansing • Perform manual conversion of data (including non- electronic data) and crosswalks

Deliverables

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
SOA1.05, SOA2.05	Test Strategy and Plan Updated	Update Testing Strategy and Plan for the phase with SOA related content	The Test Strategy and Plan includes: • Testing Approach & Strategy • Testing Instance • Testing Responsibilities It is an approach and plan document to be completed prior to start of system test	Microsoft Word	Completed Document submitted to the City	Section 4.11 – Testing Phase	• Completed Test Plans for Unit, System, Integration, Parallel User Acceptance and Security Testing– Section 4.11 (b)
SOA1.06,	Test	Create test	Develop test scripts as per	Live	Completed Document	Section 4.11 –	• Completed Test Scripts for Unit, System, Integration,

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
SOA2.06	Scripts Prepared	scripts as per plan based on City provided scenarios	the testing plan for the applications being deployed in the phase	Event	submitted to the City	Testing Phase	Parallel and Security Testing– Section 4.11 (b)
SOA1.07, SOA2.07, SOA3.07, SOA4.07	System Integration Testing Completed	Plan and execute System Integration Testing	Execute System Process flows. Test scripts will be executed manually and no automated tools are proposed. The deliverable material includes: • Perform System Integration Testing according to Plan using Test scripts • Validate Business Process flows • Test available Interfaces • Validate end to end converted data • Validate results The completion criteria are the	Live Event (Online Testing)	Event complete and all testing issues documented and approved as acceptable by the City All major issues are retested. If an issue requires a configuration change, it can only be done in the next instance and therefore a plan of action is created to unit test with the City before the formal UAT sessions.	Section 4.10 Configuration and Iterative Prototype Phase	• Completed Automated Interfaces, which include alerts for processing issues– Section 4.10 (d) • Completed Conversion Programs and Crosswalks– Section 4.10 (f) • Completed and tested ETLs from the Data Warehouse – Section 4.10 (j) • Successful Completion of End to End Conversion of Test Runs – Section 4.10 (f) • Test Results Review for Internal Controls Report– Section 4.10 (q)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			execution of all planned testing and documentation of the results for retesting in the next round of testing				
SOA1.08, SOA2.08	Train the Trainer Training Delivered	Completed Train the Trainer Training	AST to deliver training to the City Trainers to prepare them for the execution of the End User Training Plan by City Trainers	Live Event	Completion of the planned train the trainer training	Section 4.10 Configuration and Iterative Prototype Phase	• Trained End Users on Reports – Section 4.10 (h) • Trained Report and Query Developers – Section 4.10 (j) • Trained End-Users (on reporting from the Data Warehouse) – Section 4.10 (j) • Integration Platform (if applicable) and Interface Training of City Personnel on Use and Support – Section 4.10 (d)

2.10.1 Stage 4 - Deploy

Activities / Tasks

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
SOA CS Interface Development	All	Deploy Interfaces to production	Migrate approved Interfaces to production environment	Technical Lead – SOA and Technical Analyst - SOA	DBA/Tech Staff	Lead	Assist	N/A	

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
	All	Support Cutover Activities	Support cutover activities. Assist in verification of production conversion	Technical Lead – SOA and Technical Analyst - SOA	DBA/Tech Staff	Co-Lead	Co-Lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility: • Execute production conversion processes • Validate quality and accuracy of data from production conversion processes
	All	Provide Post Production Support	Support functional activities post Go Live tasks	Technical Lead – SOA and Technical Analyst - SOA	DBA/Tech Staff	Co-Lead	Co-Lead	Section 4.13 – Deploy Phase	Table 4.13-3: Release Management Services Responsibility: • Provide new release analysis, testing, training, and other services required for a successful upgrade
								Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live | On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Populate training environment with City-specific data and initial transaction data to support training delivery and

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
									user scenarios, if needed based on training strategy – (Also Table 4.8-2)

Deliverables

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
SOA1.09, SOA2.09	Deployment Plan and Support	Create Production Deployment and Support Plan	Develop Cutover Plan	Microsoft Word Document(s)	Completed Document submitted to the City	Section 4.13 – Deploy Phase	• Deployment Cut-Over (Go-Live) Plans– Section 4.13 (d) • Production Cutover (Go-Live) Checklists– Section 4.13 (d)

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
SOA1.10, SOA2.10, SOA3.10, SOA4.10	Go-Live of interfaces with ERP Phase	Production Go-Live	The deliverable material includes: • Production Configuration Complete • Production Data Conversion Complete • User Verification of the System Complete • Production System made available to users	Live Event	User complete system validation and authorized production go-live and the system is made available to the users in the production environment	Section 4.10 - Configuration and Iterative Prototype Phase	• Configured Application Software– Section 4.10 (b) • Updated Documentation to support configuration – Section 4.10 (b)
SOA1.11, SOA2.11, SOA3.11, SOA4.11	Project Post Production Support Complete	Completion of post-production support	Production Support and stabilization services delivered for the required period of time.	Microsoft Word Document(s) and Live Event	Production Support for the specified period complete	Section 4.13 – Deploy Phase	• Ongoing Operations Knowledge Transfer Plan– Section 4.13 (b) • Ongoing Operations Training Plan and Needs Assessment– Section 4.13 (b) • Training Materials – Section 4.13 (b) • Satisfactorily-Delivered

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
							Ongoing Operations Training– Section 4.13 (b)

2.11 Oracle Cloud Security Implementations

Applications Software Technology LLC ("AST") shall provide services to City of Jacksonville ("City") for the implementation of Oracle Cloud Security - Identity Cloud Service (IDCS); and its integration with Oracle Enterprise Resource Planning (ERP) systems and City's Active Directory (AD). AST shall be responsible for the following scope for the IDCS implementation Services, subjected to available functionality within the Oracle IDCS product –

- Coordinate with Oracle to provision the IDCS environments
- Configure User Security Settings in IDCS Environments
- Configure Oracle Identity Cloud Service Users
- Configure Oracle Identity Cloud Service Groups
- Configure Oracle Identity Cloud Service Applications
- Configure Self-Registration Profiles in Oracle Identity Cloud Service
- Modify the Oracle Identity Cloud Service Interface for City
- Modify Oracle Identity Cloud Service Notifications for City
- Configure Oracle Identity Cloud Service Certificates
- Configure Oracle Identity Cloud Service Password Policies
- Bulk Data Load into Oracle Identity Cloud Service
- Configure Multi-Factor Authentication
- Configure standard Oracle Identity Cloud Service Reports
- Configure IDCS bridge with Microsoft Active Directory
- Integrate with Oracle Fusion Applications to enable Single Sign-on
- Enable Oracle Identity Cloud Service Users
- Transfer Oracle Identity Cloud Service Configurations to the Production Environment

The City will be responsible for developing any programs required to extract the data from the Active Directory.

2.11.1 Security Implementation by Phases

Security implementations will be a foundational work and will be done in Phase-1 of the ERP project. It will be further refined and new modules will be integrated in the following phases of the project.

Phase #	ERP Project Phase	Security Services Type
Phase 1	Financials, Projects, Procurement Inventory, Sourcing, Procurement Contracts	IDCS Implementation, Configuration and Integration with ERP
Phase 2	HR, Benefits, Payroll, Time and Attendance	Additional Configuration and Support
Phase 3	Budget	Additional Configuration and Support
Phase 4	Performance, Goal, Talent, Learn Labor Relations, Grievance, Discipline Recruitment	Additional Configuration and Support

2.11.2 Cloud Security Implementations Activities and Deliverables

The following tables contain the key tasks and activities and deliverables associated with the Cloud security development activities.

2.11.3 Stage 1 Define Stage

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity

AST Define Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Role AST	Role City	City Mapping Stage	City Mapping Activity
Cloud Security Implementations	Phase -1	• Build Cloud Security Implementation Plan • Finalize the list of interfaces and set the priorities • Coordinate with other stakeholders for the participation, timeline and deliverables • Create AD Roles and Groups mapping	Define Cloud Security Implementation approach, validate the scope and plan for the interfaces. Review the AD domains, users, groups	Technical Analyst - Security	Active Directory and network Administrator and Project Manager	Lead	Assist	Section 4.7 – Planning	Table 4.7: Planning Phase Responsibility Matrix: • Develop Information Security Risk Management Plan

Deliverables

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
IDM-P1.01	Cloud Security Implementation Plan (Updated Project Plan)	Project plan for Cloud Security Implementation based on the project priorities and system integration requirements.	The deliverable material includes: • Mapping – Users and Groups • Cloud Security Implementation Plan	Microsoft Project	Completed Document submitted to the City	Section 4.10 Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility Matrix: • Provide current City security policies to

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
							include details regarding what data the City considers confidential and sensitive • Develop Security Plan, with configuration for resource groups, security roles, user profiles, data level security, infrastructure and sensitive data • Review Security Plan and Security Configuration
IDM-P1.02	Cloud Security Platform Requirements Specification	Document the security requirements for IDCS implementations.	Specification document for Cloud Security platforms – IDCS implementations.	Microsoft Word and Microsoft Excel	Completed Document submitted to the City	Section 4.10 - Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility Matrix: • Provide current City security policies to include details regarding

Define Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
							what data the City considers confidential and sensitive • Develop Security Plan, with configuration for resource groups, security roles, user profiles, data level security, infrastructure and sensitive data • Review Security Plan and Security Configuration

2.11.4 Stage 2 – Model Stage

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
Cloud Security Implementations	Phase -1	• Cloud Security Platform Solution Design • Configure IDCS Dev/Test Environment • Integrate with AD • Configure Single Sign-on • Configure Policies	• Create solution design for cloud Security platform • Work with Oracle to provision IDCS Environment • Configure the environments (network, DNS and other changes as needed)	Technical Analyst - Security	Active Directory and network Administrator	Lead	Assist	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility Matrix: • Provide current City security policies to include details regarding what data the City considers confidential and sensitive • Develop Security Plan, with configuration for resource groups, security roles, user profiles, data level security, infrastructure and sensitive data • Review Security Plan and Security Configuration • Create ERP Application Security

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
									Templates • Review Templates Submitted by Departments • Update Templates with Users and Security Roles • Create communication and escalation procedures for security related breeches

Deliverables

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
IDM-P1.03	Cloud Security Platform Solution Design Document	Design the Cloud Security Platform for the ERP systems	• Create solution design for cloud Security platform • Create design for user provisioning, SSO,2-factor authenticati	Microsoft Word	Completed Document submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility: • Create and Test Application Security Configuration • Monitor Security Compliance

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			on, AD integration, user behavior policy mapping				Throughout the System Development Lifecycle (SDLC) • Verify Security Compliance Throughout the System Development Lifecycle (SDLC)
IDM-P1.04	IDCS Dev/Test Environment	Build IDCS environment to integrate Oracle Cloud ERP	• Integrate IDCS with Oracle Cloud ERP, create environment for user provisioning, SSO,2-factor authentication, AD integration	Event	Unit Test results submitted to the City	Section 4.10, Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility: • Create and Test Application Security Configuration • Monitor Security Compliance Throughout the System Development Lifecycle (SDLC) • Verify Security Compliance Throughout the System Development Lifecycle

Model Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
							(SDLC)

2.11.5 Stage 3 – Verify Stage

AST Model Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
Cloud Security Implementations	All	Security Test Strategy	Strategy to test the Cloud ERP Security	Technical Analyst - Security	Tech Lead, Active Directory and network Administrator	Lead	Co-lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility: • Create Security Administration Guide, Conduct Security Training

Deliverables

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
IDM-P1.05	Test Strategy and Plan prepared	Create Testing Strategy and Plan for the phase	The Test Strategy and Plan includes: • Testing Approach & Strategy • Testing Instance • Testing Responsibilities It is an approach and plan document to be completed	Microsoft Word	Completed Document submitted to the City	Section 4.11 – Testing Phase	• Completed Test Plans for Unit, System, Integration, Parallel User Acceptance and Security Testing– Section 4.11 (b)

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			prior to start of system test				
IDM-P1.06	Test Scripts Prepared	Create detailed test scripts as per plan based on City provided scenarios	Develop City specific test scripts as per the testing plan for the applications being deployed in the phase	Live Event	Completed Document submitted to the City	Section 4.11 – Testing Phase	• Completed Test Scripts for Unit, System, Integration, Parallel and Security Testing– Section 4.11 (b) • Set-up the UAT environment, submit batch jobs, perform backups, restore databases, and execute data conversion loads as reasonably required to support acceptance testing • Maintain user profiles and security configuration for UAT testers
IDM-P1.07, IDM-P2.07, IDM-P3.07, IDM-P4.07	System Integration Testing Completed	Plan and execute System Integration Testing	Execute System Process flows. Test scripts will be executed manually and no automated tools are proposed. The deliverable material includes: • Perform System Integration Testing according to Plan using Test scripts • Validate Business Process flows	Live Event (Online Testing)	Event complete and all testing issues documented and approved as acceptable by the City All major issues are retested. If an issue requires a configuration change, it can only be done in the next instance and therefore a	Section 4.11 – Testing Phase	Table 4.11: Testing Responsibility • Develop User Acceptance Test Plan • Provide UAT Tester training • Execute UAT • Support UAT Testers • Provide issue resolution for forms, reports, interfaces, conversion components, enhancements, and work flows • Provide issue resolution for interfaces and

Verify Stage Deliverable Number	Deliverable	Objective	Description of Deliverable	Format	Completion Criteria	City Stage	City Deliverable
			• Test available Interfaces • Validate end to end converted data • Validate results The completion criteria are the execution of all planned testing and documentation of the results for retesting in the next round of testing		plan of action is created to unit test with the City before the formal UAT sessions.		conversion components developed by the City • Monitor and report results • Manage and track status of activities
IDM-P1.08	End User Training Delivered	Completed End User Training	Execution of the End User Training Plan by City Trainers	Live Event	Completion of the planned training plan	Section 4.10 Configuration and Iterative Prototype Phase	Table 4.10-6: Security Configuration Responsibility: • Create Security Administration Guide, Conduct Security Training

2.11.6 Stage 4 - Deploy

Activities / Tasks

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
Cloud Security Implementations	All	Deploy Security configurations to production	Migrate approved policies, users, roles, groups to production environment	Technical Analyst - Security	Tech Lead, Active Directory and network Administrator	Lead	Assist	N/A	
	All	Support Cutover Activities	Support cutover activities. Assist in verification of production conversion	Technical Analyst - Security	Tech Lead, Active Directory and network Administrator	Co-Lead	Co-Lead	Section 4.10 – Configuration and Iterative Prototype Phase	Table 4.10-3: Data Conversion Responsibility: • Execute production conversion processes • Validate quality and accuracy of data from production conversion processes
	All	Provide Post Production Support	Support functional activities post Go Live as required by the City	Technical Analyst - Security	Tech Lead, Active Directory and network Administrator	Co-Lead	Co-Lead	Section 4.13 – Deploy Phase	Table 4.13-3: Release Management Services Responsibility: • Provide new release analysis, testing, training,

AST Deploy Stage Function	Phase	Key Task / Activity	Description	AST Resources	City Resources	Primary Role		City Mapping Stage	City Mapping Activity
						AST	City		
									and other services required for a successful upgrade
								Section 4.13 – Deploy Phase	Table 4.13-1: Post Go-Live | On-Going Operations Training and Knowledge Transfer Plan Responsibility: • Populate training environment with City-specific data and initial transaction data to support training delivery and user scenarios, if needed based on training strategy – (Also Table 4.8-2)

Deliverables

Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
IDM-P1.9	Deployment Plan and Support	Create Production Deployment and Support Plan	Develop Cutover Plan	Microsoft Word Document(s)	Completed Document submitted to the City	Section 4.13 – Deploy Phase	• Deployment Cut-Over (Go-Live) Plans– Section 4.13 (d) • Production Cutover (Go-Live) Checklists– Section 4.13 (d)
IDM-P1.10, IDM-P2.10, IDM-P3.10, IDM-P4.10	Go-Live of Cloud Security Platform with ERP Phase	Production Go-Live	The deliverable material includes: • Production Configuration Complete • Production Data Conversion Complete • User Verification of the System Complete • Production System made available to users	Live Event	User complete system validation and authorized production go-live and the system is made available to the users in the production environment	Section 4.10 - Configuration and Iterative Prototype Phase	• Configured Application Software– Section 4.10 (b) • Updated Documentation to support configuration – Section 4.10 (b)
IDM-P1.11, IDM-P2.11, IDM-P3.11, IDM-P4.11	Project Post Production Support Complete (Acceptance of Phase)	Completion of post-production support	Production Support and stabilization services delivered for the required period of	Microsoft Word Document(s) and Live Event	Production Support for the specified period complete	Section 4.13 – Deploy Phase	• Ongoing Operations Knowledge Transfer Plan– Section 4.13 (b) • Ongoing

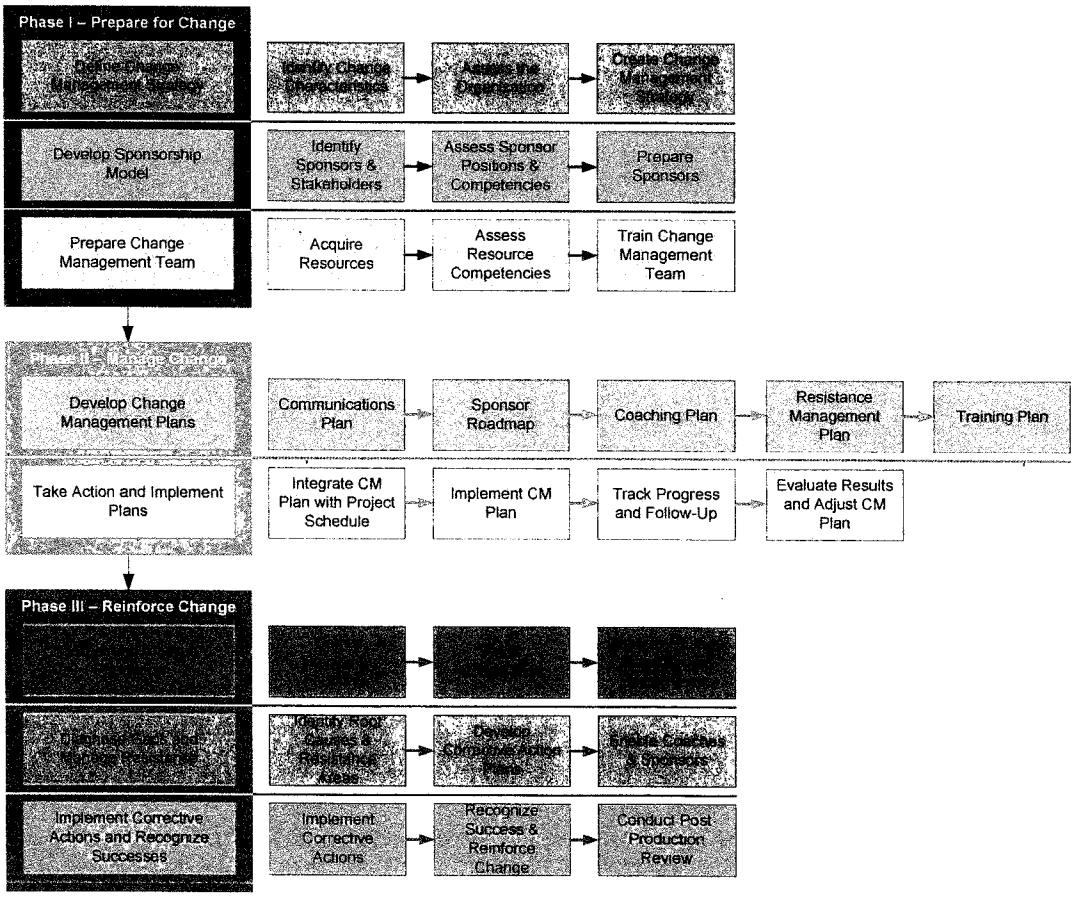
Deploy Stage Deliverable Number	Deliverable	Objective	Description of Scope	Format	Completion Criteria	City Stage	City Deliverable
			time. Includes finalization of all On-Going Support documents and activities				Operations Training Plan and Needs Assessment– Section 4.13 (b) • Training Materials – Section 4.13 (b) • Satisfactorily-Delivered Ongoing Operations Training– Section 4.13 (b)

2.12 Organizational Change Management

The primary purpose of the proposed Change Management strategy is to facilitate a smooth transition to the City' newly implemented Oracle Cloud ERP system by informing users and stakeholders of the changes that will occur as a result of the new system, and by communicating the project status on a regular basis.

Given the indeterminate nature of change, there is no single best approach. However, a structured approach that has been proven in similar implementations does allow for a methodical evaluation of the potential consequences of the change and eventually achieve successful organizational change. The strategy and adaptation of methods and deliverables recommended by AST is best illustrated in the change management model shown in *Figure 1~~Figure 2~~*. This will help guide the personnel impacted by the system and process changes in a well-planned and effective manner.

Figure 1~~2~~ Change Management Methodology



AST's Change Management Lead will work with the City to identify potential organizational impacts of proposed new business processes and establish effective ways to address them. Careful management of business process, organization, and job role changes is essential because these can preset a risk to the project's success. However, making such changes wisely increases the City' opportunity to maximize the benefits of this Oracle implementation.

The change management services associated with this project will lay a foundation for future organization wide change initiatives. The services we propose include:

- Executive Engagement Interviews that feed into the Sponsorship Model
- Key Message Development of initial communications that are included within the Communication Plan
- Organizational Change Readiness Assessments throughout engagement
- Creation of Change Management Strategy, including Communication and Training Strategies
- Ongoing support of the City Change Management team in deployment of change management, communication, and training initiatives

Organizational change management is most effective when the client personnel are viewed to be spearheading the change. AST will lead certain efforts with the expectation that once overall strategies are established, the City will take ownership for delivering Change Management activities. At that point, AST will provide oversight, coaching, and tools.

To support business-process change and their potential impacts, AST will assist the City in the following:

- Assemble a group of "Change Agents" representing all departments of the organization. Have this group participate in the Sprints or testing events.
- Identify organizations, work groups and job roles that will be most impacted by technology and business process changes.
- Determine how each group will be impacted, and the degree of change expected in their job duties, accountabilities, skills, performance expectations, etc. Document these findings in a Change Impact Analysis.
- Assess employees' capabilities and preparedness for the new performance requirements. Recommend the information, training, tools, or other supports that will be required to enable desired performance.
- Identify any additional changes in organizational structures, work environment, policies, management processes, etc. that will be needed to enable or support "to-be" business processes and make certain that new performance targets can be both attained and sustained.
- Document and communicate organization and job role changes via New/Changed Organization Profiles, and New/Changed Job Role Profiles.
- Create Transition Plans to manage the human and organizational impacts of the project. A transition plan identifies organizations and job roles that will be changed, created or eliminated, and set out the actions needed to make a smooth transition to production. The transition plan will be incorporated into the Training Plans and feedback analysis reports.
- Put in place a production support infrastructure that provides support to end-users as they conduct their day-to-day tasks using the new system. This support includes a Help Desk, access to eternal support through Oracle Support, and easy access to procedure documentation and other references. Working with the City' Core Project Team, AST will provide guidance in establishing a support structure for the City.
- Reach agreement on measureable or observable ways to track the effectiveness of organization and job role changes, so that adjustments can be made as needed to accomplish optimal effectiveness.

2.12.1 Communicating Change

Effective communication is the key to a successful project and an essential part of our approach to Organizational Change Management. Our Change Management Lead will work with the City's Change Management Lead to develop a comprehensive Communication Plan. The Communication Plan will include all the communication channels that will be deployed to ensure effective communication with the stakeholders (department personnel, end-users, etc.)

The purpose of the Communications Plan is to define and document:

- The communication methodologies – events, literature and media – and structures used to disseminate information throughout the Change Management effort.
- The roles and communication structure that will be used to exchange relevant Change Management information.
- The regular meetings, reporting, and other communications that take place during the project, and identify the type of information, the medium for communicating, and the audience to whom information is directed.

A combination of direct and indirect communication mechanisms can be employed during the Change Management effort. Indirect methods generate awareness and interest, while direct methods will be used to generate desire and action. No one method is suitable for all users from the City or for all purposes, and each has its advantages and disadvantages, so a combination should be used to reach all end users and managers.

Some types of communications will be more effective than others during the different phases of the project. Indirect or one-way communication in the form of e-mails, notices, and intranet are effective in generating awareness. Direct or two-way communication in the form of interactive workshop sessions, road shows/presentations, or interviews are generally more effective in generating interest or motivation and getting end users to participate. *Table 1~~Table 2~~* outlines the communication objectives, the type, and the possible mechanisms proposed for the City.

Table 1~~2~~ Communication Objectives and Methods of Communication

Objective	Communication Objective	Communication Type	Possible Mechanisms
Make the Case for Change	Create the need or the want to try	Direct	Seminars, site visits, demonstrations, high-level training sessions
	Create interest or information seeking behavior	Indirect	Newsletters, brochures
	Gain attention	Indirect	E-mails, notices, announcements
Commitment & Transition	Motivate usage	Direct	Seminars, training, change advocates
	Reinforce usage	Indirect and Direct	Web sites, Help desk, E-mail contacts
Reinforce Change	Gather Change Management implementation feedback	Direct	One-on-one or group meetings with users; meetings with Project Leadership
		Indirect	Surveys, website, E-mail

The ultimate goal of the Communications Plan is to ensure:

- Users have received relevant and timely information.
- Users understand the objectives of the Project.
- Users are aware of the likely impact of the Project.

- Users know where and how to obtain information about the Project.
- The Project is receiving relevant feedback.
- The Project retains a high credibility factor.
- The City' personnel across the organization are participating in and taking responsibility for communicating upwards, downwards, and laterally.
- The City' personnel have an outlet to provide input to the Project.
- The City' personnel are aware of, and understand how the Oracle Cloud implementation project will affect them in terms of anticipated changes and events.

2.12.2 Change Management Planning

Typical Change Management plan components are shown in the following table. The plan will be created to meet the specific needs and constraints of the City.

Table 23 Sample Change Management Plan

Activity	Action	Resources
Project Kick-off Meeting	Project team members will be briefed on the implementation process and methodology to be adopted. Project phases and the participation of the user community in each of the phases will be discussed. Finally, the communication and feedback mechanisms available to the users will be reviewed.	Core Project Team, AST Team
Prepare to Lead Change	Conduct workshops for the Change Management team and Change Agents to prepare them for their roles in the transformation to the new Oracle Cloud system.	Change Management Leads; Change Management Team members; Change Agents
Communications	Depending on the needs of the City, communication action items can be integrated with the Change Management plan. If needed, communications can be broken out into a separate plan.	Change Management Leads
Change Agent Meetings	The Change Agent network is a key conduit of information between the end user community and the project team. The new features and enhancements available in the Oracle software will be shared. Questions and concerns will be captured as a part of these meetings.	Change Management Team; Change Agents
Change Characteristics and Organization Attributes Assessments	Interview executives and other key leadership resources to gather information about the "Why Change?" message, past history with significant transitions and the perceptions about impact.	Change Management Leads; executives
Sponsor Roadmap	Identify the actions executive and other key leaders need to take in order to be visible and active sponsors of the change to the new Oracle Cloud system.	Change Management Leads; Change Management Team
End User Surveys	Conduct surveys throughout the project to quantify the levels of awareness, understanding and acceptance of the changes presented by the project.	Change Management Leads; Change Agents
Resistance	Detail the steps the Change Management team will take to	Change Management

Management	identify potential resistance, verify the resistance and implement any needed countermeasures.	Leads; Change Agents
End User Training	A Train-the-Trainer approach will be used for end user training. As a key component of the change management process, there is a major emphasis on end user training as part of the implementation project. Training sessions will be used to introduce the users to the system. Training material will include job-aids and end user training guides. The training process will include feedback on the effectiveness of training.	Core Project Team, AST Team SMEs, all end users

2.13 Training

AST shall provide COJ role based training using the "Train-the-Trainer" model. AST shall be responsible for creating system training materials based on the City's new business processes and Oracle Cloud ERP configuration. AST will also be responsible for training COJ designated trainers so that they can conduct end user training. COJ also may enhance the training material by adding non-system related policies, user procedures and other comments. COJ can also optionally procure Oracle University class credits and other training classes from AST.

Classroom based training shall be conducted on-site at COJ and led by COJ trainers, using COJ provided equipment. For small enrolment classes (5 or fewer), AST will lead such classes. Additionally, AST will assist with the delivery of the first event of all City led training classes. The training location should include training aids such as a projector, whiteboard and workstations.

2.14 Post Production Support

AST shall provide ninety (90) calendar days of post-production support after "Go-Live" of Phase 1-Financials and Purchasing and Phase 2 – Core HR for the application modules migrated to production. AST will provide 30 days of post-production support for phase 1a – Financial Close and Consolidation, phase 3 – Budgeting and phase 4 – Advanced HCM for the application modules migrated to production. "Go-Live" means the date on which the software components associated with a particular phase of the Oracle ERP cloud solution is ready and available for use by COJ in the production environment. Such support may be provided on-site or remote as appropriate.

AST project team providing this support shall consist of resources who participated in the implementation of the major modules deployed during that phase.

Additionally, COJ shall have ability to procure AST's managed support services through a change order process.

2.15 Application Release Management Services

For the duration of the implementation project, AST shall provide application release review services to aid the City when Oracle releases its quarterly patches. Such services will include analysis of each patch release content published by Oracle in collaboration with the City, to identify the potential impact of the changes introduced by the patch and the new functionality defined as available within the

patch. Additionally AST shall provide basic recommendations on the approach the City may take in the application testing related to the patch as well as any Oracle recommended configuration changes necessary for continued functioning of the applications.

2.16 Project Change Control Process

The procedure for the Project Change Order Process is outlined in Appendix 4 of this document.

3. Project Roles & Responsibilities

3.1 Staff Roles and Time Commitments

Listed below in Table 3.1 are the expected COJ roles, the approximate time commitments over the course of the project, and required skill sets for each group. The project needs may require additional time commitment during critical milestones.

Table 3.1: *Roles & Time Commitment*

Role	Phase	Est. # of Staff	Skills	Estimated Time Commitment by Phase			
				Define	Model	Verify	Deploy
Project Sponsors	All	2	Provide guidance and direction to the project team. Decision making ability and leadership.	10%	10%	10%	10%
Steering Team	All	2	Provide guidance and direction to the project team. Decision making ability and leadership.	25%	35%	25%	35%
Project Manager	All	1	Ability to manage large projects; understanding of COJ business processes and approval hierarchy; good communication skills	100%	100%	100%	100%
Change Management Lead	All	1	Planning and communication skills. Knowledge of interdepartmental and interpersonal dynamics within COJ.	100%	100%	100%	100%
Training Lead	All	1	Training Coordinator. Knowledge of Departments and their participation requirements	10%	25%	50% (100% during 2.5 months prior to product ion per phase)	100%
City Trainers	All	3 – 5 per phase – 1 per functional area	Train City Staff on Modules being Implemented in each phase	0%	0%	25% (100% during 3.5 months prior to	100% (100% during 3.5 months prior to producti

Role	Phase	Est. # of Staff	Skills	Estimated Time Commitment by Phase			
				Define	Model	Verify	Deploy
						product ion per phase)	on per phase)
Support Admin	All	1	Admin Support. Schedule People, Rooms and equipment, assist with project documentation and management	100%	100%	100%	100%
Team Leads/ Functional Lead (1 Per Business Area)	All	1 per functional area	Complete understanding of COJ policies and procedures; Authority to make process design decisions	80%	80%	85%	85%
Business Analysts (1 Per Major Business Area/ Dept.)	All	1 per business area/dept	Full understanding of Business Area/Dept. procedures; Ability to communicate process design/decisions to the departments	30%	25%	25%	25%
Technical Team Lead	All	1/phase		100%	100%	100%	100%
Technical IT Analysts	All	TBD 3 minimum (1 per 5 Interface objects and 1 per 5 conversion objects)	Programming experience; data extraction for conversion, interface development, script development; ability to create technical design documents.	50%	90%	90%	90%
Network/ System Admin	All	1	Knowledge of CoJ Networking infrastructure and capacity; capability to work with role assignment and application security	10%	10%	10%	20%

Additionally, COJ may assign backup Subject Matter experts and department representatives as required and decided by COJ project manager.

3.2 AST and COJ Responsibilities

The table below identifies the lead responsibility for all the important tasks on the project.

3.2.1 Roles and Responsibilities

Project Team Roles Definition

Project Team Roles		AST Team Role Description	City Team Role Description
Project Management	**Steering Team**		Provides project oversight, address issues presented by the Project Managers, clear roadblocks that jeopardize project success. Review and decide on major changes to the project. Set and maintain alignment of project goals and expectations. Provide insight and counsel in addressing policy and cross-functional issues. Provide assistance in managing the expectations of the organization in terms of the challenges, issues and benefits of the project and resulting solution and business processes.
	Project Executive(s) / Steering Team	This individual has ultimate authority over the Project and is responsible for ensuring appropriate funding and resource commitment. The Project Executive works with the Steering Team, Project Sponsors, and Project Managers to ensure that the project meets the company's Goals and Objectives.	These individuals have ultimate authority over the Project and are responsible for ensuring appropriate funding and resource commitment. The Project Executives / Steering Team works with the Project Sponsors and Project Managers to ensure that the project meets the City's Goals and Objectives.
	Project Manager	Manages the project schedule and task completion. Ensures project deliverables are reviewed and approved in a timely manner. Allocates, manages and directs AST project resources. Works with the team members to coordinate, communicate and escalate issues to the Steering Team. Manages, tracks and communicates project risk, issues and decisions. Monitors, manages scope and the change order process.	Assists in planning and managing the project tasks and co-leads project efforts to schedule. Acts as the primary contact between City of Jacksonville and AST. Ensures project deliverables are reviewed and approved by the City of Jacksonville on schedule. Allocates, manages and directs City of Jacksonville project resources. Works with the team members to coordinate, communicate and escalate issues to the Steering Team. Manages, tracks and communicates project risk, issues and decisions. Assists in monitoring, managing and controlling scope.

Project Team Roles		AST Team Role Description	City Team Role Description
	Administrative Support	Works with the PMO to Coordinate day-to-day project tasks and apply updates to the project calendar. Advises project team members on obtaining access to resources in support of the project (e.g., conference room scheduling, projectors, office supplies). Maintains project documentation library and artifacts. Administers all invoicing, billing, reconciliations, and discrepancies. Assists with preparing issue, risk, change requests and other materials for project meetings.	Works with the PMO to Coordinate day-to-day project tasks and apply updates to the project calendar. Advises project team members on obtaining access to resources in support of the project (e.g., conference room scheduling, projectors, office supplies). Maintains project documentation library and artifacts. Assists with preparing issue, risk, change requests and other materials for project meetings.
Functional Team	**Solution Architects**	Plans, conducts, and analyzes unique problems in a broad system; prepares overall project recommendations; determines a design strategy and ensures consistency across all configuration streams; designs and monitors testing and implementation plans; studies broad areas of projected work processes which cut across systems; conducts continuing review of computer technological developments applicable to system design; and prepares long range forecasts.	

Project Team Roles		AST Team Role Description	City Team Role Description
	Functional Lead	Performs work related to assigned Oracle module and functional areas. Leads all major milestone activities and task for the assignment Oracle module/functional area. Participate in design sessions related to the development of application interfaces, data conversion, and reports. Leads conference room pilot activities, functional issue and risk resolution. Reviews, analyzes and addresses test results. Supports the creation and execution of test scripts and test events. Supports and assists the City in business process analysis, impact assessments and procedural documentation. Supports training activities and material preparation. Participates in activities related to production cutover including the review of a production cutover script. Performs functional knowledge transfer to City resources.	

Project Team Roles		AST Team Role Description	City Team Role Description
	Project Sponsors		Maintains the project vision, act as the project champions for business area domain. The Project Sponsors work with the Steering Team and Project Managers to ensure that the project meets the company's Goals and Objectives. Defines expectations and success indicators for business area. Reviews, analyzes and recommends direction to address business area process alignment and/or changes.
	Subject Matter Expert / Functional Lead		Responsible for describing desired business functionality, processes and procedures specific to their subject area. Assist with application configuration and Conference Room Pilots. Takes a leadership role in the analysis, cleanup, and validation of legacy data. Assists with the analysis, design and development of end-user reports. Works interactively with the AST Functional Lead in the resolution of Functional issues.
	Business Analysts (Representation from Departments for each Business Area- To be Determined by the City of Jacksonville)		The Business Analyst's role is to support the SME / Functional Lead on an as needed basis, however in cases of specialized applications and to represent their departments, they may have to assume a leadership role typically performed by SMEs / Functional Leads. Their activities include participating in the requirements, design and configuration sessions. Assisting in identifying and supporting the implementation of processes within the business as well as resolving data issues related to conversion and integration. Participates in user acceptance testing, training and knowledge transfer activities.

Project Team Roles		AST Team Role Description	City Team Role Description
Technical Team	Technical Team Lead	The Technical Team lead provides key support during the implementation, performing tasks and activities related to data conversions, system integration, workflows and reports. Manages technical resources, schedule and work related to design and development. Develops and enforce technical design standards. Supports testing cycles, reviews and approves results. Leads knowledge transfer for technical team as well as technical production cutover activities. Manages, reviews and communicates status related to technical project components	The Technical Team lead provides key support to City staff during the implementation, performing tasks and activities in support of data conversions, system integration, workflows and reports. Manages City technical resources, schedule and work related to design and development. Supports testing cycles, reviews and approves results. Ensures staff ability to sustain solution, post go live, by leading City team via participation in technical knowledge transfer as well as cutover activities. Manages, reviews and communicates status related to City's technical project components.
	Technical Analyst	Creates technical design documents and performs development for various system components including data conversion, interfaces, workflows, reports and personalization. Supports application testing cycles and post-production activities. Reviews, analysis and resolves technical issues. Participates in knowledge transfer sessions.	Assists with integration design and development. Provides legacy data extraction and load programs as required to support testing and the implementation process. Supports application testing cycles and post-production activities. Reviews, analyzes and resolves technical issues. Participates in knowledge transfer sessions.
	Testing Lead	Plans, conducts and drives the testing strategy, development of testing materials and testing. Provides oversight to those project participants that are creating and/or contributing to the testing event, material and required test data. Participates in appropriate project activities required to gain knowledge of the ERP based solution and aligning business processes. Manages the planning, execution and documentation of testing events.	Participates in the planning and execution of the testing strategy, development of testing materials and testing. Provides oversight to those City project participants that are creating and/or contributing to the testing event, material and required test data. Participates in appropriate project activities required to gain knowledge of the ERP based solution and aligning business processes. Manages the City's planning, execution and documentation of testing events.

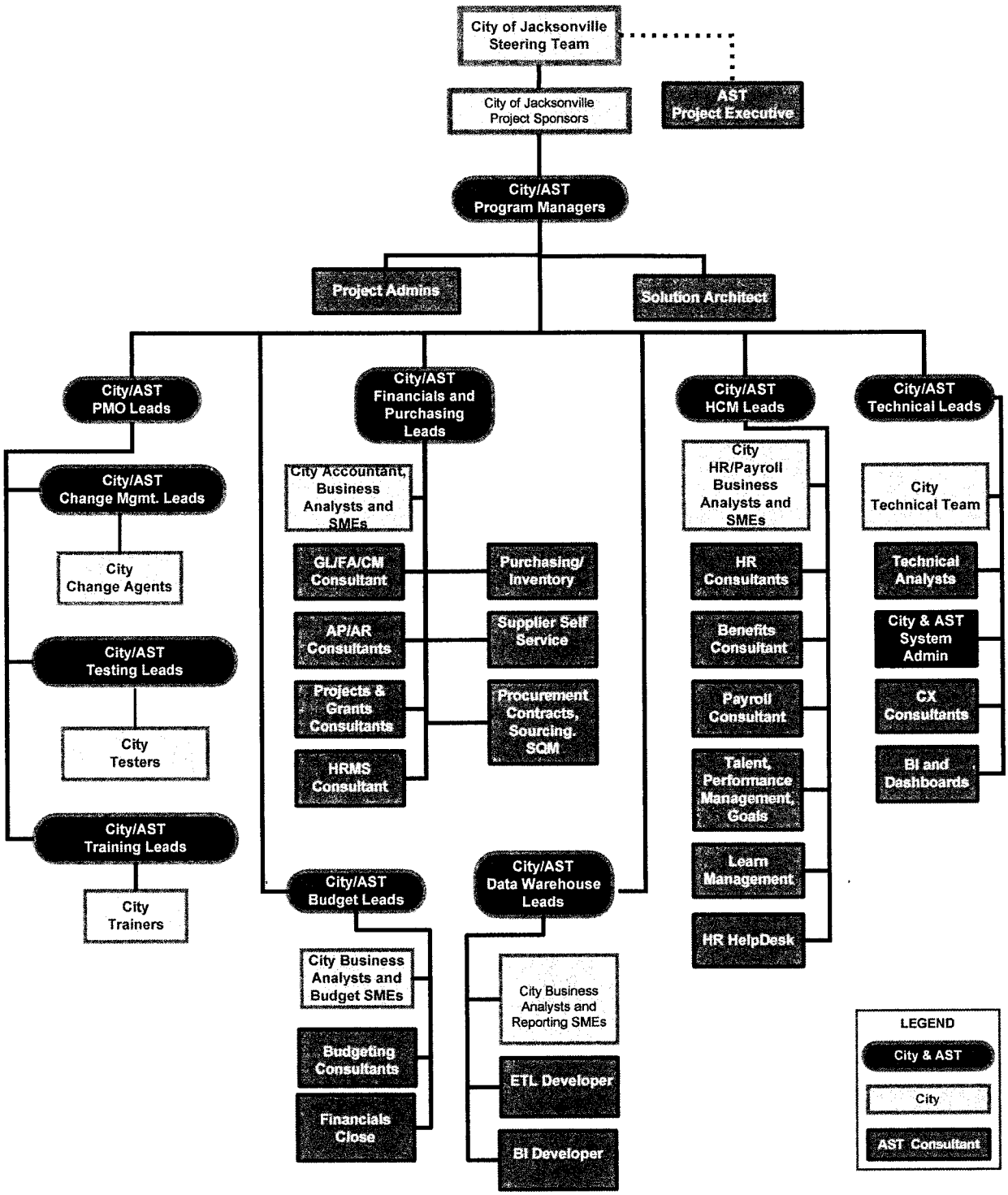
Project Team Roles		AST Team Role Description	City Team Role Description
	System Administrator/Security	Supports and performs development and test environment administration. Create new users, roles and responsibility as needed for the various access functions. Creates procedures for managing and monitory background jobs, workflows and system alerts. Assists developers in registration and migration of programs and data. Manages various system environments during the project and helps resolves system problems	Supports and performs development and test environment administration. Create new users, roles and responsibility as needed for the various access functions. Creates procedures for managing and monitory background jobs, workflows and system alerts. Assists developers in registration and migration of programs and data. Manages various system environments during the project and helps resolves system problems. This role will be both from a technical and business perspective for the City.
Training, Communications, and Change Mgt Team	**Change Management Lead**	Evaluates and assists with the City's organizational readiness during the systems implementation process. Identifies the business/personnel impact and proactively addresses the related change management issues. Develops Change Management Deliverables. Assists in reviewing impacts of solution and process changes on the City's organization and roles within the organization. Assists with organizational change readiness including training, training material and "go/no go" assessments.	Evaluates and assists with the City's organizational readiness during the systems implementation process. Identifies the business/personnel impact and proactively addresses the related change management issues. Reviews and operationalizes Change Management Deliverables. Assists in reviewing impacts of solution and process changes on the City's organization and roles within the organization. Assists with organizational change readiness including training, training material and "go/no go" assessments. Works with departmental liaisons to track and monitor readiness for departmental staff as well as respond to employee concerns, points of risk or resistance, and corresponding mitigating actions. Monitors and escalates issues that may require one-on-one meetings with employees, "soft skills" workshops

Project Team Roles		AST Team Role Description	City Team Role Description
	Training Lead	Plans, conducts and drives the training strategy analysis, development of training materials and delivery training. Provides oversight to those project participants that are contributing to the training material, instruction, and other training related content. Participates in appropriate project activities required to gain knowledge of the ERP based solution and aligning business processes	Assists in planning, conducting and driving the training strategy analysis, development of training materials and delivery training. Provides oversight to those City project participants that are contributing to the training material, instruction, and other training related content. Coordinates the enhancement of training materials with business practices, policies and procedures by functional business owners. Participates in appropriate project activities required to gain knowledge of the ERP based solution and aligning business processes. Lead or direct activities pertaining to the scheduling of training events, including calendaring, invitation responses and training room equipment and logistics.
	Training Coordinator	Participates, supports and conducts training delivery during Training phase. Documents key training results from classroom based training. Supports computer based training changes, lessons learned and enhancements to materials.	Participates, supports and conducts training delivery during Training phase. Documents key training results from classroom based training. Supports computer based training changes, lessons learned and enhancements to materials.

The designated COJ users shall be made available during the project for the interview, system demonstrations, system testing, decision-making, and other tasks related to this project.

3.2.2 Project Organization

AST shall work with COJ to assemble a cohesive team of consultants, users and client IT personnel. The Oracle ERP Cloud project will be lead jointly by the AST and COJ Project Management team to create a total synergistic approach to project management and promote the most effective communication throughout the project. The following is preliminary project governance structure. This will be revised at the start of the project.


City of Jacksonville Steering Team
City of Jacksonville Project Sponsors
AST Project Executive
City/AST Program Managers
Project Admins
Solution Architect
City/AST PMO Leads
City/AST Change Mgmt. Leads
City Change Agents
City/AST Testing Leads
City Testers
City/AST Training Leads
City Trainers
City/AST Financials and Purchasing Leads
City Accountant, Business Analysts and SMEs
GL/FA/CM Consultant
AP/AR Consultants
Projects & Grants Consultants
HRMS Consultant
Purchasing/ Inventory
Supplier Self Service
Procurement Contracts, Sourcing, SQM
City/AST Budget Leads
City Business Analysts and Budget SMEs
Budgeting Consultants
Financials Close
City/AST Data Warehouse Leads
City Business Analysts and Reporting SMEs
ETL Developer
BI Developer
City/AST HCM Leads
City HR/Payroll Business Analysts and SMEs
HR Consultants
Benefits Consultant
Payroll Consultant
Talent, Performance Management, Goals
Learn Management
HR HelpDesk
City/AST Technical Leads
City Technical Team
Technical Analysts
City & AST System Admin
CX Consultants
BI and Dashboards
LEGEND
City & AST
City
AST Consultant

3.3 Project Location(s)

AST shall provide the services onsite at COJ premises in Jacksonville as well as remote locations. Access to the worksite should be unlimited, i.e. 24 x 7 x 365.

COJ will provide adequate workspace and infrastructure (including but not limited to network and Internet access) for the AST project team members. COJ shall provide network and system connectivity for AST consultants using their laptop computers and remote access (VPN or equivalent) to the Oracle and COJ systems.

COJ will be responsible for making facilities available and required infrastructure ready for tasks like training, conference room pilots, system testing and other events.

4. Project Deliverable Acceptance and Project Assumptions

4.1 Deliverable Acceptance

Project Phase / Stage Deliverables

The City will accept project deliverables identified in Section 2.3 of this Statement of Work by the deliverable acceptance process outlined in Section 3.17 of the RFP. Both AST and the City agree that time is of the essence in reviewing and accepting deliverables and that both parties will endeavor to make the deliverable review and acceptance process as timely as possible. To that end, both parties, for project planning purposes only, agree to the following during the project:

- AST and City Project Managers, at the beginning of each major project phase, will mutually agree to assign a delivery review period / acceptance goal (e.g. an estimate) for each deliverable within that project phase (including deliverables that may not be associated with payments to AST).
- As the project tasks that lead to project deliverables are initiated, AST and City project managers will mutually review, and revise as necessary, the delivery review period goal for each deliverable.
- AST will provide the City with examples of deliverables and/or the deliverable format / template at the earliest possible point within the project to give the City as much knowledge of the deliverable as possible.
- AST will informally review deliverable content and deliverable progress with City Project managers and City project staff prior to formally presenting the City with a completed deliverable. The City will endeavor to provide feedback to AST during these informal reviews on areas where the deliverable is not complete or not acceptable to the City.
- AST and the City will agree, per the deliverable acceptance process outlined in Section 3.17 of the RFP, on the deliverable review period upon the formal submission of the deliverable to the City by AST.

4.2 Project Assumptions

4.2.1 Scope and Timeline Assumptions

1. The implementation resource and cost estimates have been based on a fixed scope as defined by the City's RFP and this Statement of Work and schedule. Any changes to project scope, timeline, approach or resources will be subject to a formal Change Control process and may result in an increase/decrease to project budget.

2. AST's objective is to implement the Oracle Cloud Applications without any modifications and as per the features and functions provided by Oracle. This may require changes in certain business processes and operating procedures.
3. The implementation scope of services does not represent the full functionality of the Oracle Cloud Applications. The implementation will deliver the functionality to meet COJ business needs as listed in the RFP and available functionality in the Oracle ERP Cloud applications.
4. The City management, including the Project Manager and key users, will be able to make timely decisions on the issues raised by the project team.
5. City personnel will be assigned to the project as per an agreed upon staffing utilization plan that is included in this Statement of Work. Key users' and management's time will be made available for the duration of the project for interview, system demonstrations, system testing, decision-making and other tasks related to this project.
6. Any changes to the overall solution which are not identified in this Statement of Work would have an impact on the implementation timeline and cost. Issues caused by process changes and/or changes/updates in the application software after the acceptance of the business process solution for each phase may result in project schedule change and additional project costs.
7. AST will provide information concerning the release of Oracle patches, fixes, product enhancements, and new functionality to the City for the functionality within the scope of the project during the entire Implementation Period. AST will advise the City of the impacts of each release to the project and execute any services based on the project release strategy.
8. Oracle Corporation has adopted a quarterly patching policy. As part of the process, Oracle publishes release content documents prior to each quarterly patch. AST will review these documents and, to the best of their ability, provide advice to the City of the potential impacts of the pending quarterly patch fixes, product enhancements, and new functionality for the functionality within the scope of the project during the entire implementation period based on the content of the release content documents and their knowledge of the City's implemented software.
9. The City will have procured licenses/subscriptions for all required software applications, prior to the start of the implementation project. COJ will make documentation, computer programs and data related to the existing applications available to the AST project team in a timely manner.
10. The City will designate a project sponsor (or sponsors) who shall represent COJ during the performance of services, ensure performance obligations, establish and maintain an active line of communication with the AST project manager during the performance of the services, and make timely decisions on COJ behalf on all relevant issues.
11. AST personnel will be assigned, as needed, to complete the AST deliverables as per the project timeline. AST management will make staff assignments according to project needs.
12. The City will provide adequate workspace and infrastructure for the consultants assigned to the project (including internet, connection, remote/VPN access to all project related applications to network and existing documentation). Such access must be available within 2 days of the start of a consultant on the project.
13. AST personnel will complete all necessary City resource access requirements documents for each assigned AST employee that will need access to City applications, work space, facilities, etc. at least 3 business days prior to arriving on-site for project activities.
14. The City shall authorize AST personnel access to the appropriate City facilities required for the ERP implementation.
15. The City will be responsible for making facilities available and required infrastructure ready

for tasks like Training, Sprints, Testing sessions, etc.

16. The City will make documentation, computer programs and data related to the existing applications available to the AST project team in a timely manner.
17. The City will be able to provide detailed information related to third party vendors.
18. The City will be responsible for managing the relationship with all third-party vendors to ensure timely and accurate work related to integrations, data exchanges, etc.
19. The City will be able to provide quick interpretations of labor agreements if questions arise.
20. Only seeded workflows will be supported, and the available configuration of those workflows is included in the scope of this offering as defined in the scope section of this agreement. No custom workflows will be implemented.
21. If the Oracle Applications Cloud does not deliver functionality to meet a specific requirement, AST will work to develop acceptable workarounds which may include alternative use of the Oracle Cloud Applications or external activities.
22. AST will perform up to 3 parallel payroll tests within the scope of this project using data from a completed payroll to preserve time and efficiency.
23. Only Active Directories that are compatible with Oracle Fusion Cloud will be interfaced to.
24. As Oracle is continuously improving the capabilities of their products, it is possible that over the course of the implementation time horizon additional capabilities may be introduced that the COJ would want to leverage. This will be handled through the Change Control process.
25. The resource planning for implementation services are based on the scope of the SOW. Removal of individual items from scope will not necessarily reduce the resources.

4.2.2 Technical Assumptions

26. It will be the responsibility of the City to extract the data from its current ERP system and other legacy systems and to perform any data cleanup or transformation required to the data before converting the data to the Oracle Cloud applications.
27. The City will verify converted data and be primarily responsible for conversion error recognition. AST and the City will work together to identify sources of conversion errors and resolve conversion error issues.
28. The City and AST will be responsible for determining the best method of interfacing data to and from the City's legacy applications needed to support the City's Oracle solution.
29. The City will be responsible for developing any programs required to extract the data from the legacy applications in the required format and any programs required to update the City legacy applications with data from the Oracle Cloud applications.
30. The interfaces and data conversion effort estimates are based on the information provided in Appendix 1 of the Statement of Work. AST shall work with the City at the start of each phase to review the listing of integrations and modify the list as needed via the Change Control process.
31. AST bases the implementation scope on the requirements listed in the Functional Requirements, at a high level, in Attachment C of the City's RFP. In some cases, it may be technically infeasible to meet the requirements due to the lack of availability of data, controls/constraints of the SaaS applications, or for other system architecture reasons. This infeasibility may not become apparent until the detailed Define/Model phase. In such cases, AST will provide help and guidance to the City concerning alternative methods to meet its business requirements, such as implementing process changes or manual steps.
32. A detailed Change Control Process will be a mutually agreed upon plan that specifies the

approval process for any changes to the Statement of Work as defined in Appendix 4.

4.2.3 Project Plan Assumptions

33. Due to federal tax laws, consultants traveling for long periods to the same project site must be re-assigned after twelve (12) months. They will be transferred to work on an unrelated project for twenty-two (22) consecutive business days. AST in consultation with the City will make the decision regarding how best to handle any issues.
34. The AST Team will generally work a 4-day onsite work week. Work will also be performed remotely.
35. The AST Team will honor all holidays observed by the City, although, with permission, may choose to work on holidays and weekends when appropriate.
36. AST will manage the onsite travel for AST resources based upon COJ project activities. For planning purposes, AST has estimated Functional Leads will be onsite approximately 60%, and Technical Leads will be onsite approximately 40% during the implementation phase(s) with which they are associated.

Appendix 1 Interface Scope

Interface scope is subject to mapping to available Oracle ERP cloud applications features/functionality

Interface ID	Application	Description	Interfaced with	Interface Type	Direction	Business Area
1	ACH Notifications	Notifications to vendors of ACH transactions (payments)	ERP Finance	Permanent	Outbound from ERP	From Payables
2	AD Webservice	Active Directory Authentication/ look-up web service	ERP	Permanent	Inbound to ERP	To Common Technology area
3	AIMS	Work order system for ASD	ERP Finance	Permanent	Outbound from ERP	From Payables
4	Bailey's Gym	City provides gym membership option as part of the overall benefits offering	ERP HRMS	Permanent	Inbound to ERP	To Payroll
5	Anytime Fitness	City provides gym membership option as part of the overall benefits offering	ERP HRMS	Permanent	Inbound to ERP	To Payroll
6	BID .NET APPLICATION	Permitting system for building inspections division	ERP Finance	Permanent	Inbound to ERP	To General Ledger

7	BID .NET APPLICATION	Permitting application for Building Inspections	ERP Finance	Permanent	Inbound to ERP from Tax Collector	To General Ledger
8	BID .NET APPLICATION	Permitting application for Building Inspections	ERP Finance	Permanent	Inbound to ERP from Tax Collector	To General Ledger
9	BID .NET APPLICATION	Permitting application for Building Inspections	ERP Finance	Permanent	Inbound to ERP from Tax Collector	To General Ledger
10	BID Expiration	Display bids by expiring date order	ERP Procurement	Permanent	Outbound from ERP	From Procurement
11	Budget Positions	Convert Oracle payroll file into BPREP personnel file for loading to BPREP.	ERP Budget Development	Temporary	Bi-directional	To GL from BPREP From GL to BPREP
12	Capital Improvement bids	Displays capital improvement bids	ERP Procurement	Permanent	Outbound from ERP	From Procurement
13	Cash Receipts	CR System	ERP Finance	Permanent	Inbound to ERP	To General Ledger
14	Cash Receipts	Accounting info verification	ERP Finance	Permanent	Inbound to ERP	To General Ledger
15	City User Fee System (CUFS)	Create and track billing for solid waste and storm water fees.	ERP Finance	Permanent	Inbound to ERP	To General Ledger

16	Civil Plan	Electronic submisson of 10-Sets & plats	ERP Finance	Permanent	Inbound to ERP from Tax Collector	To General Ledger
17	Civil Plan	Electronic submisson of 10-Sets & plats	ERP Finance	Permanent	Inbound to ERP from Tax Collector	To General Ledger
18	Clerk of Court	Employee and payroll data for Clerk system	ERP HRMS	Permanent	Outbound from ERP	From Human Resources
19	Contractual bids	Displays contractual/supllied bids	ERP Procurement	Permanent	Outbound from ERP	From Procurement
20	Copy Center	Track copy center billing/Postage billing	ERP Finance	Permanent	Inbound to ERP	To General Ledger
21	Copy Center	Track copy center billing/Postage billing	ERP Finance	Permanent	Outbound from ERP	From General Ledger
22	Daptiv-ERP Interface	Interface between project management tool & ERP HRMS	ERP HRMS	Permanent	Inbound to ERP	To PPM
23	Daptiv-ERP Interface	Interface between project management tool & ERP HRMS	ERP HRMS	Permanent	Outbound from ERP	From PPM
24	Delta	Eligibility File for Provider	ERP HRMS	Permanent	Outbound from ERP	From Benefits
25	Discovery	City Third Party	ERP HRMS	Permanent	Outbound	From Benefits

		Administrator for Flexible Spending Accounts			from ERP	
26	Elections	Rental Payments for Polling Places	ERP Finance	Permanent	Inbound to ERP	To General Ledger
27	Employee Portal My Staff	Allows view of employees by organization	ERP HRMS	Permanent	Outbound from ERP	From HR
28	Empower	Deferred Comp and Defined Contributions	ERP HRMS	Permanent	Inbound to ERP	To Payroll
29	Empower	Deferred Comp and Defined Contributions	ERP HRMS	Permanent	Outbound from ERP	From Payroll
30	EPMS	Employee data for Performance Evaluation System	ERP HRMS	Permanent	Outbound from ERP	From HR
31	Eyemed	Eligibility File for Provider	ERP HRMS	Permanent	Outbound from ERP	From Benefits
32	FAMCARE	Human services software platform designed to manage casework.	ERP Finance	Permanent	Inbound to ERP	To General Ledger
33	FAMCARE	Human services software platform designed to manage casework.	ERP Finance	Permanent	Outbound from ERP	From HR
34	FAMCARE-Replacement (WRS)	Human services software platform designed to	ERP Finance	Permanent	Inbound to ERP	To General Ledger

		manage casework.				
35	Field Staffing	JFRD Staffing Application	RMS replacement	Permanent	Bi-directional	From HCM To HCM
36	FIPS	FAMIS Invoice Payment System processes credit card payments	ERP Finance	Permanent	Inbound to ERP	To General Ledger
37	FIPS	FAMIS Invoice Payment System processes credit card payments	ERP Finance	Permanent	Outbound from ERP	From General Ledger
38	Fleet Management	Fleet Management monthly billing interface from Maximo to ERP Finance	ERP Finance	Permanent	Inbound to ERP	To General Ledger
39	Florida Blue	Benefits Eligibility File to Florida Blue	ERP HRMS	Permanent	Outbound from ERP	From Benefits
40	FRVIS	Florida registrations of boats, RVs, etc.	ERP Finance	Permanent	Inbound to ERP	To General Ledger
41	Georgia State Tax	Payroll Taxes - W2 File	ERP HRMS	Permanent	Outbound from ERP	Outbound from Payroll via ADP
42	ICISM	JSO Talent Management Interface	ERP HRMS	Permanent	Inbound to ERP	To HR

43	ID Management & AD Update	This job updates the employee table in ID Management db and updates AD which is then used to update the Employee Portal and the Employee Directory.	ERP HRMS	Permanent	Inbound to ERP	To HR
44	ID Management & AD Update	This job updates the employee table in ID Management db and updates AD which is then used to update the Employee Portal and the Employee Directory.	ERP HRMS	Permanent	Outbound from ERP	From HR
45	Intermedix	Ambulance Billing System updates Accounts Receivable	ERP Finance	Permanent	Inbound to ERP	To General Ledger
46	IRS	W2 File to the IRS	ERP HRMS	Permanent	Outbound from ERP	From Payroll
47	ITD Billing	Tracks and bills ITD's Customer internal service charges.	ERP Finance	Permanent	Inbound to ERP	To General Ledger
48	ITD Billing	Monthly communication service charges	ERP Finance	Permanent	Inbound to ERP	To General Ledger
49	ITD Billing	ITD Loan Pool - ITD Banking Fund	ERP Finance	Permanent	Inbound to ERP	To General Ledger

50	JAXPension	New system for General Pension and PF Pension	ERP HRMS	Permanent	Inbound to ERP	To Payroll
51	JAXPension	New system for General Pension and PF Pension	ERP HRMS	Permanent	Outbound from ERP	From HR
52	JAXPension	New system for General Pension and PF Pension	ERP Finance	Permanent	Inbound to ERP	To General Ledger
53	JFRD Fire Prevention Inspection Application	Handles scheduling and recording of initial (building inspection) and annual fire safety inspections for commercial and public occupancies. Automated invoice generation to GAD/FAMIS for inspection fees, re-inspection fees, and fines.	ERP Finance	Permanent	Inbound to ERP	To General Ledger
54	JFRD Fire Prevention Inspection Application	Handles scheduling and recording of initial (building inspection) and annual fire safety inspections for commercial and public occupancies. Automated invoice generation to GAD/FAMIS for inspection fees, re-inspection fees, and fines.	ERP Finance	Permanent	Outbound from ERP	From General Ledger
55	JFRD RMS	JFRD time and attendance	ERP HRMS	Permanent	Inbound to	To Payroll

		system			ERP	
56	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Payroll
57	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Payroll
58	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Outbound from ERP	To Payroll
59	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Payroll
60	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Payroll
61	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Outbound from ERP	To Payroll
62	JSEB	Various JSEB Reports	ERP Procurement	Permanent	Outbound from ERP	Limit of 1 extract from a single business area
63	JSEB Vendors Website	External Website to display JSEB Vendors and their related NIGP codes. Used by the public, Procurement and EBO Office.	ERP Procurement	Permanent	Outbound from ERP	From Procurement

64	JSO Accident Reports Application (external)	Web based app that allows insurers and individual citizens to view and print scanned crash reports with associated citation data, for a fee. Creates automated interface file to GAD to generate batch invoices. This is NOT currently an e-commerce app.	ERP Finance	Permanent	Inbound to ERP	To General Ledger
65	JSO EIS Interface	Oracle_IndexCodes - get new index codes from Oracle	ERP HRMS	Permanent	Outbound from ERP	From HR
66	JSO EIS Interface	Oracle_JobCodes - gets new job code from Oracle	ERP HRMS	Permanent	Outbound from ERP	From HR
67	JSO EIS Interface	Oracle_EmployeeData - get employee updates/inserts from Oracle	ERP HRMS	Permanent	Outbound from ERP	From HR
68	JSO EIS Interface	Oracle_UpdateWith_BINandIndex - Send changed employee index codes and bin numbers to Oracle	ERP HRMS	Permanent	Inbound to ERP	To HR
69	JSO EIS Interface	Oracle_LeaveBalances - Get leave balances from Oracle and stored in SQL database	ERP HRMS	Permanent	Inbound to ERP	Outbound from Payroll

70	JSO EIS Interface	Update position: Updating an employees position from EIS to Oracle	ERP HRMS	Permanent	Real time communicatio n in and out of Oracle	REAL Time Communication not possible
71	JSO EIS Interface	Cancel employee position update	ERP HRMS	Permanent	Real time communicatio n in and out of Oracle	REAL Time Communication not possible
72	JSO EIS Interface	Create and End-Date Positions for 05129, 05131, 05132, T0264, E0050	ERP HRMS	Permanent	Real time communicatio n in and out of Oracle	REAL Time Communication not possible
73	JSO EIS Interface	JSO Payroll interface	ERP HRMS	Permanent	Inbound to ERP	To General Ledger
74	JSO Invoices	Invoices sent from FAMIS to JSO for miscellaneous fees	ERP Finance	Permanent	Outbound from ERP	From Receivables
75	JSO Invoices	Payments for invoices	ERP Finance	Permanent	Inbound to ERP	To GL
76	JSO Performance Mastery	Employee data for JSO Performance Evaluation System	ERP HRMS	Permanent	Outbound from ERP	From HR
77	JSO Secondary Employment	Fees for services provided by off duty officers	ERP Finance	Permanent	Inbound to ERP	To GL
78	Lenel On-Guard	AccessControl Video	ERP HRMS	Permanent	Inbound to	To HR

		Surveillance Stored Procedure to get images from this db			ERP	
79	Lenel On-Guard	AccessControl Video Surveillance Stored Procedure to get images from this db	ERP HRMS	Permanent	Outbound from ERP	From HR
80	Lien Tracking Database	Tracks amounts due from property liens and records payment plans	ERP Finance	Permanent	Inbound to ERP	To General Ledger
81	Manatron (MVP)	Tax Collection and Cashiering	ERP Finance	Temporary	Inbound to ERP	To General Ledger
82	Maximo	Provides employee information for all maximo users and labor distribution data for Stormwater Only	ERP HRMS and ERP Financial	Permanent	Inbound to ERP	To General Ledger
83	Maximo	Provides employee information for all maximo users and labor distribution data for Stormwater Only	ERP HRMS	Permanent	Outbound from ERP	From HR
84	Mayor's Book Club	Annual Mayor Bookclub rally - This app provides access to Childcare facilities and parents to sign their Pre-K children up for the Mayor's Book Club.	ERP HRMS	Permanent	Outbound from ERP	From HR

85	Mayor's Transition Team (MTS)	Provides key data of City organization to incoming Mayor's transition team	ERP HRMS	Permanent	Outbound from ERP	From HR
86	Medical Examiner	Ordering	ERP Finance	Permanent	Inbound to ERP	To General Ledger
87	Medical Examiner	Payments	ERP Finance	Permanent	Inbound to ERP	To General Ledger
88	Medical Examiner	Billing	ERP Finance	Permanent	Inbound to ERP	To General Ledger
89	NEOGOV	City-wide Recruitment and Applicant Tracking System	ERP HRMS	Temporary	Inbound to ERP	To HR
90	ODBC	Allows connection to FAMIS SQL DB from various applications	ERP Finance	Permanent	Outbound from ERP	Remove limit one report per business area
91	OnPay	Check data from ERP to check print application	ERP HRMS	Permanent	Outbound from ERP	Remove.
92	Oracle Advanced Benefits	Performs enrollment and administration of employee benefit programs associated with life events and eligibility profile for employees, pensioners, and external organizations.	ERP HRMS	Temporary	Outbound from ERP	Remove

93	Oracle HRMS - HR module	Maintains employee information and provides tools to HR to manage human resources from hiring to assignment management, compensation, and separation processing.	ERP HRMS	Temporary	Outbound to ERP	To HR
94	Oracle HRMS - Payroll module	Oracle HR maintains employee information and provides tools to HR to manage human resources from hiring to assignment management, compensation, and separation processing.	ERP HRMS	Temporary	Outbound to ERP	From Payroll
95	Oracle Position Control	Employee position control management	ERP HRMS	Temporary	Outbound to ERP	To HR
96	Out Processing	Out Processing for COJ Employees	ERP HRMS		Outbound from ERP	From HR
97	Paradigm's CompuWeigh	Landfill app	ERP Finance	Permanent	Inbound to ERP	To General Ledger
98	Payroll Costing	Payroll Costing	ERP HRMS	Permanent	Outbound from ERP	From Payroll
99	Payroll ER Pension Costing	Payroll ER Pension Costing	ERP HRMS	Permanent	Outbound from ERP	From Payroll

100	Payroll Second Costing	Payroll Second Costing	ERP HRMS	Permanent	Outbound from ERP	From Payroll
101	Payroll Vendor Upload	Payroll Vendor Upload	ERP HRMS	Permanent	Outbound from ERP	From Payroll to ADP
102	P-Card Application	Maintaining new P-Card for Award on Outstanding Bid	ERP Finance	Permanent	Inbound to ERP	To Payables/Expenses
103	Postage	Track copy center billing/Postage billing	ERP Finance	Permanent	Inbound to ERP	To General Ledger
104	Postage	Track copy center billing/Postage billing	ERP Finance	Permanent	Outbound from ERP	From General Ledger
105	Procurement BID Notification	bid notification subscription	ERP Procurement		Outbound from ERP	From Procurement
106	Public Parking System - PFED	Take Public Parking deductions	ERP HRMS	Permanent	Inbound to ERP	To Payroll
107	Public Parking System - PFED	Take Public Parking deductions	ERP HRMS	Permanent	Outbound from ERP	From Payroll
108	REsource	Enterprise app that allows the Real Estate Division within PW to effectively manage its real estate portfolio e.g. obtain and dispose of property.	ERP Finance	Permanent	Inbound to ERP	To General Ledger

109	REsource	Enterprise app that allows the Real Estate Division within PW to effectively manage its real estate portfolio e.g. obtain and dispose of property.	ERP Finance	Permanent	Outbound from ERP	From Assets
110	Returned Item System	Records NSF checks returned to the Tax Collector	ERP Finance	Permanent	Inbound to ERP	To General Ledger
111	RFP Website	Displays RFPs to public	ERP Procurement		Outbound from ERP	From Procurement
112	Single Source or Proprietary Awards	Display of Single Source POs on coj.net	ERP Procurement	Permanent	Outbound from ERP	From Procurement
113	Sole Source Contracts on Coj.net	External website displaying sole Source contract information from JaxPro	ERP Procurement	Permanent	Outbound from ERP	From Procurement
114	Solid Waste Collections Operations System (SWCOS)	.Net app which automates tracking of Collections Ops customers, produces invoices, and tracks payments. Provides invoice interface to FAMIS and uses TaxTalk to upload payment files from Tax Collector. Supported by Information Systems of Florida (ISF)	ERP Finance	Permanent	Inbound to ERP	To General Ledger

115	Special Needs	JFRD Application	RMS replacement	Permanent	Outbound from RMS	To HR
116	STARS	Risk Management Administration application	ERP Finance	Permanent	Inbound to ERP	To General Ledger
117	STARS	Risk Management Administration application	ERP HRMS	Permanent	Outbound from ERP	From HR
118	State of Florida Court Ordered Deductions	Payment to State of court ordered deductions for child support	ERP HRMS	Permanent	Outbound from ERP	From Payroll
119	State of Florida Unemployment	State wage and salary report for State unemployment	ERP HRMS	Permanent	Outbound from ERP	From Payroll
120	Station Supply	Station Supply	RMS replacement	Permanent	Outbound from RMS	To General Ledger
121	Supervisor of Elections Payroll and W2	Payroll and W2 System for Poll Workers	ERP HRMS	Permanent	Inbound to ERP	To Payroll
122	Supervisor of Elections Payroll and W2	Payroll and W2 System for Poll Workers - W2 file for IRS	ERP HRMS	Permanent	Outbound from ERP	From Payroll
123	Target Solutions	Third-party Training Management System used by JFRD	RMS replacement	Permanent	Outbound from RMS	To HR
124	TASC	COBRA information for TPA	ERP HRMS	Permanent	Outbound	From Payroll

					from ERP	
125	Tree Mitigation	Displays Tree Mitigation information pertaining to Ordinance 15F and Charter 15N	ERP Finance	Permanent	Outbound from ERP	From General Ledger
126	Tricare	Eligibility File for Provider	ERP HRMS	Permanent	Outbound from ERP	From Benefits
127	UF Health - Integra TPA	Benefits Eligibility File for health	ERP HRMS	Permanent	Outbound from ERP	From Benefits
128	Wells Fargo	Direct Deposit	ERP HRMS	Permanent	Outbound from ERP	From Payroll – NACHA
129	Wells Fargo	Checks Positive Pay file from ERP and OnPay	ERP Finance	Permanent	Outbound from ERP and OnPay	From Payables
130	Wire Transfer	Send wire transfer requests to Treasury	ERP Finance	Permanent	Outbound from ERP	From Payables
131	Worxtime	ACA Reporting and Tracking information for Worxtime	ERP HRMS	Permanent	Outbound from ERP	From Payroll
132	Manatron (MVP) - REPLACEMENT	Tax Collection and Cashiering	ERP Finance	Permanent	Inbound to ERP	To General Ledger
133	Grant Management System	SaaS Grants system TBD	ERP Finance	Permanent	Outbound from ERP	From Grants

134	Grant Management System	SaaS Grants system TBD	ERP Finance	Permanent	Inbound to ERP	To Grants
135	Child Support NACHA	Integration with Wells Fargo and Florida State Disbursement Unit for Child Support payments	ERP HRMS	Permanent	Outbound from ERP	Eelectronic Payment from Payroll
136	JAXPension	New system for General Pension and PF Pension	ERP Finance	Permanent	Inbound to ERP	To General Ledger
137	JAXPension	New system for General Pension and PF Pension	ERP Finance	Permanent	Inbound to ERP	To General Ledger
138	JAXPension	New system for General Pension and PF Pension	ERP Finance	Permanent	Inbound to ERP	To General Ledger
139	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Oracle Time and Labor
140	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Inbound to ERP	To Oracle Time and Labor
141	Leave payment	Leave payment when employee separates from the City	ERP HRMS	Permanent	Outbound from ERP	From Payroll
142	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Outbound from ERP	From Payroll
143	JFRD RMS	JFRD time and attendance system	ERP HRMS	Permanent	Outbound from ERP	From Payroll

Appendix 2 Data Conversion Scope

Conversion #	Data Type	ERP Module	Source	Data Conversion to New ERP System	Data Archived to Data Warehouse
Conv-1	General Ledger	Financial	FAMIS	Balances + Current Fiscal Year Transaction History +	All Prior Years History (up to 15 yrs)
Conv-2	Bank Accounts	Financial	FAMIS	Balances + Outstanding Checks and In Transit Deposits	All Prior Years History (up to 15 yrs)
Conv-3	Vendor Master Records	Procurement	JaxPro	1) All vendors linked with POs/BOs mentioned in Conv-14 2) All other vendors that have activity in last 5 years and not covered in 1)	None
Conv-4	Vendor Payment History	Financial	FAMIS	Open Purchasing Documents	All History (up to 15 yrs)
Conv-5	Accounts Payable	Financial	FAMIS	Open Accounts Payable Balances + Open Balance a	All History (up to 15 yrs)
Conv-6	Accounts Receivable	Financial	FAMIS	Open Accounts Receivable Balances	All History (up to 15 yrs)
Conv-7	Grants	Financial	FAMIS	Open Grants definition + Closed Grants definition for the past 2 Fiscal Years	Closed Grants + Transaction History (up to 15 yrs)
Conv-8	Projects	Financial	FAMIS	Open Projects definition + Closed Projects definition for the past 2 Fiscal Years	Closed Projects + Transaction History (up to 15 yrs)
Conv-9	Fixed Assets	Financial	Access DB	Active and Surplus but not disposed of Assets +	Disposed Assets + Transaction History (up to 15 yrs)
Conv-10	Budget Balances	Financial	FAMIS	Adopted Budget Balances + Adjustments	All Prior Years History (up to 15 yrs)
Conv-11	Budget Development	Financial	BPREP	2 Years of Budget Data	All Prior Years History (up to 15 yrs)

Conv-12	Commodity Codes	Procurement	JaxPro	All if ERP does not already have	None
Conv-13	Requisitions	Procurement	JaxPro	1) All open requisitions	All History (up to 15 yrs)
Conv-14	Purchase Orders	Procurement	JaxPro	All open POs and BOs	All History (up to 15 yrs)
Conv-15	Contracts	Procurement	Manual	Carried over Prior Period Contracts +	All Prior Years History (up to 15 yrs)
Conv-16	Formal Bids	Procurement	Bids Tracking - MS Access Database	All open BIDS	All Prior Years History (up to 15 yrs)
Conv-17	PS Bids	Procurement	PS Bids - MS Access Database	All open professional BIDS	All Prior Years History (up to 15 yrs)
Conv-18	Purchasing Documents (RFP, RFQ, ITB, etc.)	Procurement	Manual	None	None
Conv-19	Inventory (if the City decides to include in scope)	Financial	Manual	Fiscal Year Beginning Balances (Enter Ending Balances After Physical Inventory at the End of the Fiscal Year for CAFR Reporting)	All Prior Years History (up to 15 yrs)
Conv-20	Contract Retainage	Financial	FAMIS	Open Retainage Balance	None
Conv-21	PCard	Financial	Wells Fargo	Master Data +	All Prior Years Transaction History (up to 15 yrs)
Conv-22	Customer Master Data	Financial	FAMIS	Master Data (Only Convert Customers with Activity in the Past 3 Years)	None
Conv-23	Employee Data	Human Resources	Oracle eBS	Current Active Employee Personal Data	All Prior History of Personal Data (Active and Terminated) (up to 15 yrs)
Conv-24	Position Data	Human Resources	Budget Positions	Current Position Data	All Prior Position History (up to 15 yrs)

Conv-25	Payroll Data	Human Resources	Oracle eBS	Calendar Year to Date Earnings	All Prior Years Earnings History (up to 15 yrs)
Conv-26	Benefits Data	Human Resources	Oracle eBS	Benefit Plan Elections + Beneficiaries + Previous Calendar Year Benefit Records	All Prior Years Benefits Records (up to 15 yrs)
Conv-27	Deductions Data	Human Resources	Oracle eBS	Calendar Year to Date Deduction	All Prior Years Deduction History (up to 15 yrs)
Conv-28	Time and Labor Data	Human Resources	Oracle eBS / TAS / EIS / RMS	Current Pay Period Time Entry + Leave Balances / Usage	All Prior Years History (up to 15 yrs)
Conv-29	Learning Management / Training	Human Resources	TMS	Active certifications + Completion of Current Mandated Training	All Prior Completed Training and Expired Certifications / Accreditations / Licenses (up to 15 yrs)
Conv-30	Labor Relations	Human Resources	Oracle eBS	Open Grievances	All Prior Grievance History and Discipline Actions History (by employee) (up to 15 yrs)
Conv-31	Recruitment / Applicant Tracking (if the City decides to include in scope)	Human Resources	NEOGOV	Active Recruitment Data + Eligibility Lists	All Prior Recruitment History (up to 15 yrs)
Conv-32	Compensation Management	Payroll	Oracle eBS	Current Wage / Salary Data	All Prior Wage / Salary Data History (up to 15 yrs)
Conv-33	Performance Management	Human Resources	EPMS	Current Year	All Prior Performance Evaluation Data (up to 15 yrs)
Conv-34	Benefits Data	Human Resources	EB Legacy Data Mart	Current Enrollments	Benefits Data from 2004 and Prior (up to 15 yrs)
Conv-35	Payroll Data	Payroll	Payroll Data Mart	Current balances, deductions and elements	Payroll Data from 2004 and Prior (up to 15 yrs)

Conv-36	Applicant Tracking Data	Human Resources	Excel and PDF	None	Applicant Tracking Data from 2003 – 2012 (Prior to NEOGOV Implementation) (up to 15 yrs)
Conv-37	RFP Database	Procurement	RFP - MS Access Database	All open RFPs	All Prior Years History (up to 15 yrs)
Conv-38	Employees	Procurement	JaxPro	All employees & their roles that are linked with open POs/BOs & Requisitions indicated in Conv-13 & 14	All Prior Years History (up to 15 yrs)
Conv-39	All approval paths	Procurement	JaxPro	Manual configuration	None
Conv-40	All departments & locations	Procurement	JaxPro	All active departments & locations	All Prior Years History (up to 15 yrs)
Conv-41	Invoices	Procurement	JaxPro	None	All Prior Years History (up to 15 yrs)
Conv-42	Receipts	Procurement	JaxPro	None	All Prior Years History (up to 15 yrs)
Conv-43	Attachments	Procurement	JaxPro	Attachments linked with POs/BOs, Requisitions indicated in Conv-13 & 14	All Prior Years History (up to 15 yrs)
Conv-44	1099 forms from FAMIS	Financial	FAMIS	None	All Prior Years History (up to 15 yrs)
Conv-45	TAS	Human Resource	TAS	None	All Prior Years History (up to 15 yrs)
~~Conv-46~~	~~Employee Performance Management System~~	~~Human Resource~~	~~EPMS~~	Duplicate to 33~~-Current Performance Plans & Reviews~~	~~All Prior Years History (up to 15 yrs)~~

Data Conversion scope is subject to mapping to available Oracle ERP cloud applications features/functionality and COJ ability to extract the data in the specified format and do the cleansing/transformation as per the project schedule. **Historical data archived to the Data Warehouse will provided in single**

file per data type (in the table above), which is currently assumed to be go back a maximum of 15 years.

Appendix 3 Deliverable Acceptance Certificate

EDM
Enterprise Domain Model

EDM.910 – Acceptance Certificate

ERP Cloud Software Consulting Services

Deliverable Type	Deliverable Description
☐ *Proposal/Change Order*	**<<Deliverable Name>>**
☐ *Project Plan*	<<Deliverable Description>>
☒ *Project Phase*	
☐ Application Module	
☐ *Business Process*	
☐ *Program Unit*	
☐ Speciation/Documentation	
☐ *Training*	

The above deliverable has been reviewed by the undersigned and fully meets the project deliverable acceptance criteria.

Approved By

Date	Name	Title	Signature
<Date>	<<Name	COJ Project Manager	
<Date>	<<Name	AST Project Manager	

Appendix 4 Project Change Control Process

Any change in scope of the project as described in the Statement of Work, or changes that would affect the scope, timeline, resources or cost would be processed using this Project Change Request (PCR) process. This would include:

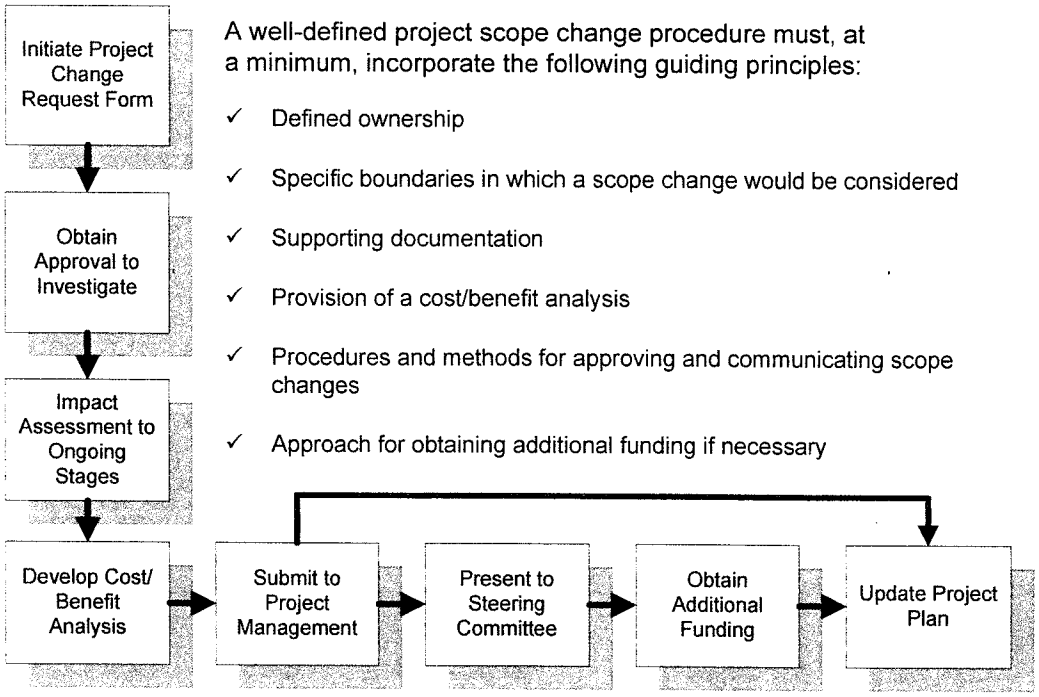
- Custom Components like Interfaces, Custom Reports etc. Amendments
- Additional Reporting
- Other Changes

For each customization and extension that gets approved, the following will be provided:

- Functional Design
- Technical Design
- Test Scripts

The PCR contains a description of the desired change, the business reason for the change, alternatives to the desired change, and estimates of resources, time, and/or cost to incorporate the change as well as any other pertinent information. This will allow COJ to make a decision whether to approve and incorporate the change into the project or not.

The framework for the change control process is illustrated in the following diagram.



- A PCR will be the vehicle for communicating change. The PCR must describe the change, the rationale for the change, and the effect the change will have on the project. It will also include the scope of the change, a description of the activities to be completed as part of the project change request, an outline of the responsibilities of the parties involved and the estimated level of effort (and cost) to complete.

- COJ Project Manager shall be authorized on behalf of COJ to approve Change Orders that do not increase the cost of the Project or delay the completion of the Project.
- If a change request has a significant impact on budget or schedule, it will be presented to COJ Project Sponsors for approval.* The Project Sponsors will determine whether the benefits of the proposed change merit the investment, and whether they are willing to provide additional funding. Resolution (acceptance or rejection) of the PCR will be documented on the PCR in the Resolution section.
- If approved, a written PCR will be signed by both AST Project Manager and COJ Project Sponsors to authorize implementation of the requested change.
- Approved PCR's will be incorporated into the project budget and the project work plan and assigned to the appropriate resources.
- Upon receiving an approved Change Order, AST shall promptly commence performing the Services described in the Change Order.

The change control form template is attached below.

* The specific parameters that define a "significant impact on budget or schedule" will be documented in the Change Control Strategy section of the Project Charter deliverable, as specified in Table 4.2.

Project Change Request Form

Requestor : *<name of person requesting change>*	**Request Date** : *<Enter Date>*
Change # : *<Reference for CC Master List>*	**Target Release:** *<Enter Date>*
Priority : *<Indicate high, low or medium Priority>*	

Functional Area:

Description of Change:

<This section may be a cross-reference to a spec but a summary should nevertheless be contained here>

Reason for Change:

Impact if not implemented:

Recommendation Solution:

<State the proposed solution with reason for choosing the same>

Schedule Impact:

Cost Impact	

Approvals:

Name	Title	Initials	Date Approved

Appendix 5 Project Staffing Estimates

Project staffing estimates for both AST and City resources are provided as follows:

<INSERT PROJECT STAFFING TABLES>

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Phase 1 - Financials, Procurement and PPM				
P1.01	Project Mobilization	04/02/18	$352,700	$35,270	$317,430
P1.02	Project Kickoff	04/03/18	$264,500	$26,450	$238,050
P1.03	Project Charter	04/26/18	$264,500	$26,450	$238,050
P1.04	Project Plan Created	04/16/18	$264,500	$26,450	$238,050
P1.05	Change Management Strategy Established	05/04/18	$264,500	$26,450	$238,050
P1.06	Preliminary Business Flows Established	06/28/18	$440,800	$44,080	$396,720
P1.07	Data Migration and Interface Strategy Established	04/27/18	$264,500	$26,450	$238,050
P1.08	High Level Reporting Strategy Established	04/27/18	$264,500	$26,450	$238,050
P1.09	Change Management and Communications Plan Established	05/25/18	$264,500	$26,450	$238,050
P1.10	Sprint 1 Completed	09/25/18	$529,000	$52,900	$476,100
P1.11	Interface Design Completed	10/19/18	$529,000	$52,900	$476,100
P1.12	Data Conversion Design Completed	10/19/18	$529,000	$52,900	$476,100
P1.13	Fit-Gap Completed	11/09/18	$440,800	$44,080	$396,720
P1.14	Sprint 2 Completed	11/20/18	$617,200	$61,720	$555,480
P1.15	Application Security Strategy Document Prepared	01/24/19	$264,500	$26,450	$238,050
P1.16	Testing Strategy and Plan	12/13/18	$264,500	$26,450	$238,050
P1.17	Test Scripts Prepared	01/10/19	$352,700	$35,270	$317,430
P1.18	System Testing Complete	04/15/19	$617,200	$61,720	$555,480
P1.19	User Acceptance Complete	08/07/19	$617,200	$61,720	$555,480
P1.20	Training Materials Prepared	08/20/19	$176,300	$17,630	$158,670
P1.21	Training Plan Created (Phase 1 and 1a)	08/20/19	$176,300	$17,630	$158,670
P1.22	Train the Trainer Training Completed	09/04/19	$176,300	$17,630	$158,670
P1.23	Go Live on Oracle Applications	10/01/19	$529,000	$52,900	$476,100
P1.24	PHASE I Support Complete	12/30/19	$352,850	$35,285	$317,565
	Phase 1 Retainage Release	01/17/20			$881,685
	Phase 1 - Total		**8,816,850**	**881,685**	**8,816,850**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Phase 1A: Financials Close and Consolidations				
P1a.01	Project Kickoff	10/05/18	$38,600	$3,860	$34,740
P1a.02	Project Plan Updated	10/09/18	$38,600	$3,860	$34,740
P1a.03	Preliminary Business Flows Established	12/12/18	$46,400	$4,640	$41,760
P1a.04	Sprint 1 Completed	03/01/19	$61,800	$6,180	$55,620
P1a.05	Fit-Gap Completed	05/07/19	$54,100	$5,410	$48,690
P1a.06	Sprint 2 Completed	05/09/19	$77,300	$7,730	$69,570
P1a.07	Testing Strategy and Plan	05/17/19	$38,600	$3,860	$34,740
P1a.08	Test Scripts Prepared	05/30/19	$54,100	$5,410	$48,690
P1a.09	System Testing Complete	06/27/19	$77,300	$7,730	$69,570
P1a.10	User Acceptance Complete	07/23/19	$77,300	$7,730	$69,570
P1a.11	Training Materials Prepared	08/20/19	$23,200	$2,320	$20,880
P1a.12	Train the Trainer Training Completed	09/18/19	$15,500	$1,550	$13,950
P1a.13	Go Live on Oracle Applications	10/01/19	$46,400	$4,640	$41,760
P1a.14	PHASE Ia Support Complete	10/31/19	$31,200	$3,120	$28,080
	Phase 1a Retainage Release	11/15/19			$68,040
	Phase 1a - Total		**680,400**	**68,040**	**680,400**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Phase 2: HCM/Payroll				
P2.01	Project Kickoff	12/04/18	$314,500	$31,450	$283,050
P2.02	Project Plan Updated	12/17/18	$314,500	$31,450	$283,050
P2.03	Preliminary Business Flows Established	02/22/19	$377,400	$37,740	$339,660
P2.04	Sprint 1 Completed	05/03/19	$503,200	$50,320	$452,880
P2.05	Interface Design Completed	06/10/19	$314,500	$31,450	$283,050
P2.06	Data Conversion Design Completed	06/10/19	$440,300	$44,030	$396,270
P2.07	Fit-Gap Completed	06/24/19	$440,300	$44,030	$396,270
P2.08	Sprint 2 Completed	07/02/19	$566,000	$56,600	$509,400
P2.09	Testing Strategy and Plan	07/24/19	$314,500	$31,450	$283,050
P2.10	Test Scripts Prepared	08/28/19	$440,300	$44,030	$396,270
P2.11	System Testing Complete	10/23/19	$566,000	$56,600	$509,400
P2.12	User Acceptance Complete	01/31/20	$566,000	$56,600	$509,400
P2.13	Training Materials Prepared	02/20/20	$188,700	$18,870	$169,830
P2.14	Training Plan Created	02/20/20	$188,700	$18,870	$169,830
P2.15	Train the Trainer Training Completed	03/16/20	$125,800	$12,580	$113,220
P2.16	Go Live on Oracle Applications	04/01/20	$377,400	$37,740	$339,660
P2.17	PHASE 2 Support Complete	06/30/20	$251,820	$25,182	$226,638
	Phase 2 Retainage Release	07/17/20			$628,992
	Phase 2 - Total		**6,289,920**	**628,992**	**6,289,920**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Phase 3: Budgeting				
P3.01	Project Kickoff	03/07/19	$98,300	$9,830	$88,470
P3.02	Project Plan Updated	03/11/19	$98,300	$9,830	$88,470
P3.03	Preliminary Business Flows Established	05/01/19	$117,900	$11,790	$106,110
P3.04	Sprint 1 Completed	08/02/19	$157,200	$15,720	$141,480
P3.05	Interface Design Completed	08/22/19	$98,300	$9,830	$88,470
P3.06	Data Conversion Design Completed	08/27/19	$137,600	$13,760	$123,840
P3.07	Fit-Gap Completed	10/01/19	$137,600	$13,760	$123,840
P3.08	Sprint 2 Completed	10/03/19	$176,900	$17,690	$159,210
P3.09	Testing Strategy and Plan	10/11/19	$98,300	$9,830	$88,470
P3.10	Test Scripts Prepared	10/23/19	$137,600	$13,760	$123,840
P3.11	System Testing Complete	11/21/19	$176,900	$17,690	$159,210
P3.12	User Acceptance Complete	12/18/19	$176,900	$17,690	$159,210
P3.13	Training Materials Prepared	01/16/20	$59,000	$5,900	$53,100
P3.14	Training Plan Created	01/16/20	$59,000	$5,900	$53,100
P3.15	Train the Trainer Training Completed	02/14/20	$39,300	$3,930	$35,370
P3.16	Go Live on Oracle Applications	03/02/20	$117,900	$11,790	$106,110
P3.17	PHASE 3 Support Complete	03/31/20	$78,600	$7,860	$70,740
	Phase 3 Retainage Release	04/17/20			$196,560
	Phase 3 - Total		**1,965,600**	**196,560**	**1,965,600**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Phase 4: Advanced HCM				
P4.01	Project Kickoff	05/06/20	$75,100	$7,510	$67,590
P4.02	Project Plan Updated	05/06/20	$75,100	$7,510	$67,590
P4.03	Preliminary Business Flows Established	06/08/20	$75,100	$7,510	$67,590
P4.04	Sprint 1 Completed	07/17/20	$100,100	$10,010	$90,090
P4.05	Interface Design Completed	07/30/20	$62,600	$6,260	$56,340
P4.06	Data Conversion Design Completed	07/30/20	$87,600	$8,760	$78,840
P4.07	Fit-Gap Completed	08/12/20	$87,600	$8,760	$78,840
P4.08	Sprint 2 Completed	08/12/20	$112,600	$11,260	$101,340
P4.09	Testing Strategy and Plan	08/20/20	$62,600	$6,260	$56,340
P4.10	Test Scripts Prepared	08/26/20	$87,600	$8,760	$78,840
P4.11	User Acceptance Complete	10/07/20	$112,600	$11,260	$101,340
P4.12	Training Materials Prepared	10/07/20	$112,600	$11,260	$101,340
P4.13	Training Plan Created	10/07/20	$37,500	$3,750	$33,750
P4.14	Train the Trainer Training Completed	10/19/20	$37,500	$3,750	$33,750
P4.15	Go Live on Oracle Applications	11/02/20	$75,100	$7,510	$67,590
P4.16	PHASE 4 Support Complete	11/30/20	$49,880	$4,988	$44,892
	Phase 4 Retainage Release	12/18/20			$125,118
	Phase 4 - Total		**1,251,180**	**125,118**	**1,251,180**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Data Warehousing				
DW1.01	DW1.1 Phase 1 Data Warehouse Kickoff	09/10/18	$69,900	$6,990	$62,910
DW1.02	DW1.2 Data Warehouse Strategy and Approach Established	10/08/18	$93,100	$9,310	$83,790
DW1.03	DW1.3 Phase 1 High-Level Data Warehouse Design Completed	12/20/18	$97,800	$9,780	$88,020
DW1.04	DW1.4 Financials and Inventory Subject Area Built	03/11/19	$81,500	$8,150	$73,350
DW1.05	DW1.5 Financials and Inventory ETL Programs Developed	06/03/19	$100,100	$10,010	$90,090
DW1.06	DW1.6 Financials and Inventory Reporting	08/06/19	$69,900	$6,990	$62,910
DW1.07	DW1.7 System Integration Testing Completed	08/27/19	$51,200	$5,120	$46,080
DW1.08	DW1.8 End User Training Delivered	09/18/19	$41,900	$4,190	$37,710
DW1.09	DW1.9 Go Live	10/04/10	$46,600	$4,660	$41,940
DW2.01	DW2.1 Phase 2 Data Warehouse Kickoff	07/12/19	$69,900	$6,990	$62,910
DW2.02	DW2.2 Phase 2 High-Level Data Warehouse Design Completed	09/16/19	$97,800	$9,780	$88,020
DW2.03	DW2.3 Human Resources Subject Area Built	11/13/19	$81,500	$8,150	$73,350
DW2.04	DW2.4 Human Resources ETL Programs Developed	01/16/20	$100,100	$10,010	$90,090
DW2.05	DW2.5 Human Resources Reporting	02/18/20	$69,900	$6,990	$62,910
DW2.06	DW2.6 System Integration Testing Completed	03/04/20	$51,200	$5,120	$46,080
DW2.07	DW2.7 End User Training Delivered	03/23/20	$41,900	$4,190	$37,710
DW2.08	DW2.8 Go Live	04/03/20	$46,600	$4,660	$41,940
DW3.01	DW3.1 Phase 3 Data Warehouse Kickoff	08/30/19	$69,900	$6,990	$62,910
DW3.02	DW3.2 Phase 3 High-Level Data Warehouse Design Completed	10/14/19	$97,800	$9,780	$88,020
DW3.03	DW3.3 Budget Subject Area Built	11/05/19	$81,500	$8,150	$73,350
DW3.04	DW3.4 Budget ETL Programs Developed	02/06/20	$100,100	$10,010	$90,090
DW3.05	DW3.5 Budget Reporting	03/10/20	$69,900	$6,990	$62,910
DW3.06	DW3.6 System Integration Testing Completed	03/20/20	$51,200	$5,120	$46,080
DW3.07	DW3.7 End User Training Delivered	04/03/20	$41,900	$4,190	$37,710
DW3.08	DW3.8 Go Live	04/03/20	$46,600	$4,660	$41,940
DW4.01	DW4.1 Phase 4 Data Warehouse Kickoff	03/06/20	$69,900	$6,990	$62,910
DW4.02	DW4.2 Phase 4 High-Level Data Warehouse Design Completed	05/01/20	$97,800	$9,780	$88,020
DW4.03	DW4.3 Advanced HR Subject Area Built	05/20/20	$81,500	$8,150	$73,350
DW4.04	DW4.4 Advanced HR ETL Programs Developed	08/03/20	$100,100	$10,010	$90,090
DW4.05	DW4.5 Advanced HR Reporting	09/03/20	$69,900	$6,990	$62,910

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
DW4.06	DW4.6 System Integration Testing Completed	09/21/20	$51,200	$5,120	$46,080
DW4.07	DW4.7 End User Training Delivered	09/28/20	$41,900	$4,190	$37,710
DW4.08	DW4.8 Go Live	10/02/20	$46,380	$4,638	$41,742
	Data Warehousing Retainage Release	10/16/20			$232,848
	Data Warehousing - Total		**2,328,480**	**232,848**	**2,328,480**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Services Oriented Architecture (SOA)				
SOA1.01	Interface Development Plan Created	07/13/18	$62,300	$6,230	$56,070
SOA1.02	Interface Specification Document Created	08/10/18	$74,800	$7,480	$67,320
SOA1.03	Interfaces and Platform Solution Design Completed	10/02/18	$87,300	$8,730	$78,570
SOA1.04	Develop Interfaces	12/20/18	$99,800	$9,980	$89,820
SOA1.05	Test Strategy and Plan prepared	10/05/18	$62,300	$6,230	$56,070
SOA1.06	Test Scripts Prepared	01/07/19	$62,300	$6,230	$56,070
SOA1.07	System Integration Testing Completed	04/22/19	$37,400	$3,740	$33,660
SOA1.08	End User Training Delivered	05/08/19	$37,400	$3,740	$33,660
SOA1.09	Deployment Plan and Support	06/27/19	$37,400	$3,740	$33,660
SOA1.10	Go-Live of interfaces with ERP Phase 1	07/07/19	$62,300	$6,230	$56,070
SOA1.11	Project Post Production Support	10/31/19	$62,500	$6,250	$56,250
SOA2.01	Interface Development Plan Created	12/21/18	$37,400	$3,740	$33,660
SOA2.02	Interface Specification Document Created	01/25/19	$37,400	$3,740	$33,660
SOA2.03	Interfaces and Platform Solution Design Completed	03/19/19	$37,400	$3,740	$33,660
SOA2.04	Develop Interfaces	09/09/19	$74,800	$7,480	$67,320
SOA2.05	Test Strategy and Plan prepared	10/07/19	$24,900	$2,490	$22,410
SOA2.06	Test Scripts Prepared	12/11/19	$37,400	$3,740	$33,660
SOA2.07	System Integration Testing Completed	02/04/20	$37,400	$3,740	$33,660
SOA2.08	End User Training Delivered	12/20/19	$37,400	$3,740	$33,660
SOA2.09	Deployment Plan and Support	02/25/20	$37,400	$3,740	$33,660
SOA2.10	Go-Live of interfaces with ERP Phase 2	03/03/20	$37,400	$3,740	$33,660
SOA2.11	Project Post Production Support	07/07/20	$37,500	$3,750	$33,750
SOA3.01	System Integration Testing Completed	12/10/19	$24,900	$2,490	$22,410
SOA3.02	Go-Live of Cloud Security Platform with ERP Phase 3	02/07/20	$12,500	$1,250	$11,250
SOA3.03	Project Post Production Support	03/06/20	$12,500	$1,250	$11,250
SOA4.01	System Integration Testing Completed	08/28/20	$37,400	$3,740	$33,660
SOA4.02	Go-Live of Cloud Security Platform with ERP Phase 4	10/22/20	$12,500	$1,250	$11,250
SOA4.03	Project Post Production Support	12/17/20	$24,880	$2,488	$22,392
	SOA Retainage Release	12/31/20			$124,688
	SOA - Total		**1,246,880**	**124,688**	**1,246,880**

DEL #	Deliverable Description	Estimated Due Date	Fees		
			Invoice	Retainage	Net Due
	Identity Management - IDM				
IDM1.01	Cloud Security Implementation Plan	8/24/2018	$24,200	$2,420	$21,780
IDM1.02	Cloud Security Platform Requirements Specification	09/21/18	$48,400	$4,840	$43,560
IDM1.03	Cloud Security Platform Solution Design Document	09/28/18	$48,400	$4,840	$43,560
IDM1.04	IDCS Dev/Test Environment - Deployed	11/01/18	$48,400	$4,840	$43,560
IDM1.05	Test Strategy and Plan prepared	11/15/18	$24,200	$2,420	$21,780
IDM1.06	Test Scripts Prepared	11/15/18	$24,200	$2,420	$21,780
IDM1.07	System Integration Testing Completed	11/27/18	$24,200	$2,420	$21,780
IDM1.08	End User Training Delivered	06/06/19	$24,200	$2,420	$21,780
IDM1.09	Deployment Plan and Support	03/08/19	$24,200	$2,420	$21,780
IDM1.10	Go-Live of Cloud Security Platform with ERP Phase 1	07/31/19	$48,400	$4,840	$43,560
IDM1.11	Project Post Production Support	10/31/19	$28,918	$2,892	$26,027
IDM2.01	System Integration Testing Completed	03/16/20	$14,500	$1,450	$13,050
IDM2.02	Go-Live of Cloud Security Platform with ERP Phase 2	03/27/20	$14,500	$1,450	$13,050
IDM2.03	Project Post Production Support	06/26/20	$9,707	$971	$8,736
IDM3.01	System Integration Testing Completed	04/24/20	$14,500	$1,450	$13,050
IDM3.02	Go-Live of Cloud Security Platform with ERP Phase 3	03/27/20	$14,500	$1,450	$13,050
IDM3.03	Project Post Production Support	03/16/20	$9,707	$971	$8,736
IDM4.01	System Integration Testing Completed	09/25/20	$14,500	$1,450	$13,050
IDM4.02	Go-Live of Cloud Security Platform with ERP Phase 4	10/08/20	$14,500	$1,450	$13,050
IDM4.03	Project Post Production Support	11/05/20	$9,707	$971	$8,736
	IDM Retainage Release	11/20/20			$48,384
	IDM - Total		**483,840**	**48,384**	**483,840**
	Totals Check		**23,063,150**	**2,306,315**	**23,063,150**

All Payment due dates are estimated. The dates will be revised as part of the project plan updates for each phase.

Deliverable acceptance documents will be presented when the work is completed and accepted within the defined acceptance period. Payment amounts represent a proration of the total amount due by phase and not an effort based hours allocation. Removal of a payment deliverable will not necessarily reduce the total amount due for a phase

Exhibit 2 and 2A

ORACLE

PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES

This Public Sector Agreement for Oracle Cloud Services (this "Agreement") is between Oracle America, Inc. ("Oracle" and the entity that has executed this Agreement as identified in the signature block below ("You"). This Agreement sets forth the terms and conditions that govern orders placed under this Agreement.

1. USE OF THE SERVICES

1.1 Oracle will make the Oracle services listed in Your order (the "Services") available to You pursuant to this Agreement and Your order. Except as otherwise stated in this Agreement or Your order, You have the non-exclusive, worldwide, limited right to use the Services during the period defined in Your order, unless earlier terminated in accordance with this Agreement or the order (the "Services Period"), solely for Your internal business operations. You may allow Your Users to use the Services for this purpose, and You are responsible for their compliance with this Agreement and Your order.

1.2 The Service Specifications describe and govern the Services. During the Services Period, Oracle may update the Services and Service Specifications to reflect changes in, among other things, laws, regulations, rules, technology, industry practices, patterns of system use, and availability of Third Party Content. Oracle updates to the Services or Service Specifications will not materially reduce the level of performance, functionality, security or availability of the Services during the Services Period of Your order.

1.3 You may not, and may not cause or permit others to: (a) use the Services to harass any person; cause damage or injury to any person or property; publish any material that is false, defamatory, harassing or obscene; violate privacy rights; promote bigotry, racism, hatred or harm; send unsolicited bulk e-mail, junk mail, spam or chain letters; infringe property rights; or otherwise violate applicable laws, ordinances or regulations; (b) perform or disclose any benchmarking, availability or performance testing of the Services; or (c) perform or disclose network discovery, port and service identification, vulnerability scanning, password cracking, remote access or penetration testing of the Services (the "Acceptable Use Policy"). In addition to other rights that Oracle has in this Agreement and Your order, Oracle has the right to take remedial action if the Acceptable Use Policy is violated, and such remedial action may include removing or disabling access to material that violates the policy.

2. FEES AND PAYMENT

2.1. All fees payable are due within 30 days from the invoice date. Once placed, Your order is non-cancelable and the sums paid nonrefundable, except as provided in this Agreement or Your order. Except as may otherwise be stated in Your Order, You agree to pay any sales, value-added or other similar taxes imposed by applicable law that Oracle must pay based on the Services You ordered, except for taxes based on Oracle's income. If You are a tax exempt entity, You must provide the applicable tax certificate of exemption with Your order. Fees for Services listed in an order are exclusive of taxes and expenses.

2.2. If You exceed the quantity of Services ordered, then You must execute a modification or new order for the excess quantity.

2.3. You understand that You may receive multiple invoices for the Services ordered. Invoices will be submitted to You pursuant to Oracle's Invoicing Standards Policy, which may be accessed at http://oracle.com/contracts.

3. OWNERSHIP RIGHTS AND RESTRICTIONS

3.1. You or Your licensors retain all ownership and intellectual property rights in and to Your Content. Oracle or its licensors retain all ownership and intellectual property rights in and to the Services, derivative works thereof, and anything developed or delivered by or on behalf of Oracle under this Agreement.

3.2. You may have access to Third Party Content through use of the Services. Unless otherwise stated in Your order, all ownership and intellectual property rights in and to Third Party Content and the use of such content is

governed by separate third party terms between You and the third party.

3.3. You grant Oracle the right to host, use, process, display and transmit Your Content to provide the Services pursuant to and in accordance with this Agreement and Your order. You have sole responsibility for the accuracy, quality, integrity, legality, reliability, and appropriateness of Your Content, and for obtaining all rights related to Your Content required by Oracle to perform the Services.

3.4. You may not, and may not cause or permit others to: (a) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, republish, download, or copy any part of the Services (including data structures or similar materials produced by programs); (b) access or use the Services to build or support, directly or indirectly, products or services competitive to Oracle; or (c) license, sell, transfer, assign, distribute, outsource, permit timesharing or service bureau use of, commercially exploit, or make available the Services to any third party except as permitted by this Agreement or Your order.

4. NONDISCLOSURE

4.1. By virtue of this Agreement, the parties may disclose to each other information that is confidential ("Confidential Information"). To the extent permitted by law, Confidential Information shall be limited to Your Content residing in the Services, and all information clearly identified as confidential at the time of disclosure.

4.2. A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; or (d) is independently developed by the other party.

4.3. Subject to applicable law, each party agrees not to disclose the other party's Confidential Information to any third party other than as set forth in the following sentence for a period of five years from the date of the disclosing party's disclosure of the Confidential Information to the receiving party; however, Oracle will protect the confidentiality of Your Content residing in the Services for as long as such information resides in the Services. Each party may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement, and each party may disclose the other party's Confidential Information in any legal proceeding or to a governmental entity as required by law. Oracle will protect the confidentiality of Your Content residing in the Services in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your order.

The parties acknowledge and agree that You and this Agreement are subject to applicable freedom of information or open records law. Should you receive a request under such law for Oracle's Confidential Information, You agree to give Oracle adequate prior notice of the request and before releasing Oracle's Confidential Information to a third party, in order to allow Oracle sufficient time to seek injunctive relief or other relief against such disclosure.

5. PROTECTION OF YOUR CONTENT

5.1. In performing the Services, Oracle will comply with the Oracle privacy policy applicable to the Services ordered. Oracle privacy policies are available at http://www.oracle.com/us/legal/privacy/overview/index.html.

5.2. Unless stated otherwise in Your order, Oracle will comply with the terms of *Oracle Data Processing Agreement for Oracle Cloud Services* (the "Data Processing Agreement"). The Data Processing Agreement is available at http://www.oracle.com/dataprocessingagreement and incorporated herein by reference, and describes how Oracle will process Personal Data that You provide to Oracle as part of Oracle's provision of the Services. You agree to provide any notices and obtain any consents and authorizations related to Your use of, and Oracle's provision of, the Services.

5.3. Oracle will protect Your Content as described in the Service Specifications, which define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services and describe other aspects of system management applicable to the Services. Oracle and its affiliates may perform certain aspects of the Services (e.g., administration, maintenance, support, disaster recovery, data processing, etc.) from locations and/or through use of subcontractors, worldwide.

5.4. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, arising from Your Content, including any viruses, Trojan horses, worms or other harmful programming routines contained in Your Content, or from Your use of the Services in a manner that is inconsistent with the terms of this Agreement. You may disclose or transfer Your Content to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content outside of Oracle.

5.5. Unless otherwise specified in Your order (including in the Service Specifications), Your Content may not include any health, payment card or similarly sensitive data that imposes specific data security or data protection obligations on the processing of such data different from those specified in the Service Specifications. If available for the Services You have ordered, You may purchase additional services from Oracle (e.g., Oracle Payment Card Industry Compliance Services) designed to address particular data security or data protection requirements applicable to Your business or Your Content.

6. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES

6.1. Each party represents that it has validly entered into this Agreement and that it has the power and authority to do so. Oracle warrants that during the Services Period, Oracle will perform the Services using commercially reasonable care and skill in all material respects as described in the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide Oracle with a written notice that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

6.2. ORACLE DOES NOT WARRANT THAT THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, OR THAT THE SERVICES WILL MEET YOUR REQUIREMENTS OR EXPECTATIONS. ORACLEIS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT OR THIRD PARTY CONTENT OR SERVICES PROVIDED BY THIRD PARTIES.

6.3. FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALLY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLEWILL REFUND TO YOU THE FEES PAID TO ORACLE FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

6.4. TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

7. LIMITATION OF LIABILITY

7.1. IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, OR ANY LOSS OF REVENUE, PROFITS (EXCLUDING FEES UNDER THIS AGREEMENT), SALES, DATA, DATA USE, GOODWILL, OR REPUTATION.

7.2. IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND ORACLE'S AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNTS ACTUALLY PAID FOR THE SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY UNDER SUCH ORDER.

8. INDEMNIFICATION

8.1. If a third party makes a claim against either You or Oracle ("Recipient" which may refer to You or Oracle depending upon which party received the Material), that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "Material") furnished by either You or Oracle ("Provider" which may refer to You or Oracle depending on which party provided the Material) and used by the Recipient infringes the third party's intellectual property rights, the Provider, at the Provider's sole cost and expense, will to the extent not prohibited by law, defend the Recipient against the claim and indemnify the Recipient from the

damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by the Provider, if the Recipient does the following:

a. notifies the Provider promptly in writing, not later than 30 days after the Recipient receives notice of the claim (or sooner if required by applicable law);
b. gives the Provider sole control of the defense and any settlement negotiations, to the extent permitted by law; and
c. gives the Provider the information, authority and assistance the Provider needs to defend against or settle the claim.

8.2. If the Provider believes or it is determined that any of the Material may have violated a third party's intellectual property rights, the Provider may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, the Provider may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees the Recipient may have paid to the other party for such Material. If such return materially affects Oracle's ability to meet obligations under the relevant order, then Oracle may, upon 30 days prior written notice, terminate the order. If such Material is third party technology and the terms of the third party license do not allow Oracle to terminate the license, then Oracle may, upon 30 days prior written notice, end the Services associated with such Material and refund any unused, prepaid fees for such Services.

8.3. The Provider will not indemnify the Recipient if the Recipient (a) alters the Material or uses it outside the scope of use identified in the Provider's user or program documentation or Service Specifications, or (b) uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to the Recipient. The Provider will not indemnify the Recipient to the extent that an infringement claim is based upon any Material not furnished by the Provider. Oracle will not indemnify You to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to You within or by the Services (e.g., a social media post from a third party blog or forum, a third party Web page accessed via a hyperlink, marketing data from third party data providers, etc.).

8.4. This Section 8 provides the parties' exclusive remedy for any infringement claims or damages.

9. TERM AND TERMINATION

9.1. Unless this Agreement is terminated earlier, You may place orders governed by this Agreement for a period of five years from the date You accept this Agreement. This Agreement will continue to govern any order for the duration of the Services Period of such order.

9.2. Services shall be provided for the Services Period defined in Your order. If You order Cloud Services that are designated in the Service Specifications or Your order as Services that will be automatically extended, such Services will not automatically be extended for an additional Services Period of the same duration. In order to extend the Services, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew such Services and You must execute a contract modification (or a new contract) evidencing such extension. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew or extend such Services.

9.3. Oracle may suspend Your or Your Users' access to, or use of, the Services if Oracle believes that (a) there is a significant threat to the functionality, security, integrity, or availability of the Services or any content, data, or applications in the Services; (b) You or Your Users are accessing or using the Services to commit an illegal act; or (c) there is a violation of the Acceptable Use Policy. When reasonably practicable and lawfully permitted, Oracle will provide You with advance notice of any such suspension. Oracle will use reasonable efforts to re-establish the Services promptly after Oracle determines that the issue causing the suspension has been resolved. During any suspension period, Oracle will make Your Content (as it existed on the suspension date) available to You. Any suspension under this paragraph shall not excuse You from Your obligation to make payments under this Agreement.

9.4. If either You or Oracle materially breaches a term of this Agreement or any order and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the order under which the breach occurred. If Oracle terminates the order as specified in the preceding sentence, You must pay within 30 days all amounts that have accrued prior to such termination, as well

as all sums remaining unpaid for the Services under such order plus related taxes and expenses. Except for nonpayment of fees, the nonbreaching party may agree in its sole discretion to extend the 30 day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if You are in default under this Agreement, You may not use those Services ordered.

9.5. You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect orders that are outstanding at the time of termination. Those orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those orders may not be renewed or extended subsequent to termination of this Agreement.

9.6. For a period of no less than 60 days after the end of the Services Period, Oracle will make Your Content (as it existed at the end of the Services Period) available for retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content that remains in the Services.

9.7. Provisions that survive termination or expiration of this Agreement are those relating to limitation of liability, indemnification, payment and others which by their nature are intended to survive.

10. THIRD-PARTY CONTENT, SERVICES AND WEBSITES

10.1 The Services may enable You to link to, transfer Your Content or Third Party Content to, or otherwise access, third parties' websites, platforms, content, products, services, and information ("Third Party Services"). Oracle does not control and is not responsible for Third Party Services. You are solely responsible for complying with the terms of access and use of Third Party Services, and if Oracle accesses or uses any Third Party Services on Your behalf to facilitate performance of the Services, You are solely responsible for ensuring that such access and use, including through passwords, credentials or tokens issued or otherwise made available to You, is authorized by the terms of access and use for such services. If You transfer or cause the transfer of Your Content or Third Party Content from the Services to a Third Party Service or other location, that transfer constitutes a distribution by You and not by Oracle.

10.2 Any Third Party Content Oracle makes accessible is provided on an "as-is" and "as available" basis without any warranty of any kind. You acknowledge and agree that Oracle is not responsible for, and has no obligation to control, monitor, or correct, Third Party Content. Oracle disclaims all liabilities arising from or related to Third Party Content.

10.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with Third Party Services such as Facebook™, YouTube™ and Twitter™, etc., depend on the continuing availability of such third parties' respective application programming interfaces (APIs). Oracle may need to update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

11. SERVICE MONITORING, ANALYSES AND ORACLE SOFTWARE

11.1 Oracle continuously monitors the Services to facilitate Oracle's operation of the Services; to help resolve Your service requests; to detect and address threats to the functionality, security, integrity, and availability of the Services as well as any content, data, or applications in the Services; and to detect and address illegal acts or violations of the Acceptable Use Policy. Oracle monitoring tools do not collect or store any of Your Content residing in the Services, except as needed for such purposes. Oracle does not monitor, and does not address issues with, non-Oracle software provided by You or any of Your Users that is stored in, or run on or through, the Services. Information collected by Oracle monitoring tools (excluding Your Content) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license management purposes.

11.2 Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content, Personal Data or Confidential Information in a form that could serve to identify You or any individual. Oracle retains all intellectual property rights in Service Analyses.

11.3 Oracle may provide You with online access to download certain Oracle Software for use with the Services. If Oracle licenses Oracle Software to You and do not specify separate terms for such software, then such Oracle Software is provided as part of the Services and You have the non-exclusive, worldwide, limited right to use such Oracle Software, subject to the terms of this Agreement and Your order, solely to facilitate Your use of the Services. You may allow Your Users to use the Oracle Software for this purpose, and You are responsible for their compliance with the license terms. Your right to use Oracle Software will terminate upon the earlier of our notice (by web posting or otherwise) or the end of the Services associated with the Oracle Software. Notwithstanding the foregoing, if Oracle Software is licensed to You under separate terms, then Your use of such software is governed by the separate terms.

12. EXPORT

12.1 Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Services. Such export laws govern use of the Services (including technical data) and any Services deliverables provided under this Agreement, and You and Oracle each agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no data, information, software programs and/or materials resulting from the Services (or direct product thereof) will be exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

12.2 You acknowledge that the Services are designed with capabilities for You and Your Users to access the Services without regard to geographic location and to transfer or otherwise move Your Content between the Services and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts across geographic locations, as well as export control and geographic transfer of Your Content.

13. FORCE MAJEURE

Neither You nor Oracle shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. Both You and Oracle will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of You or Oracle may cancel unperformed Services and affected orders upon written notice. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

14. UCITA

The Uniform Computer Information Transactions Act does not apply to this Agreement or to orders placed under it.

15. NOTICE

15.1 Any notice required under this Agreement shall be provided to the other party in writing. If You have a legal dispute with Oracle or if You wish to provide a notice under the Indemnification Section of this Agreement, or if You become subject to insolvency or other similar legal proceedings, You will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood Shores, CA 94065, Attention: General Counsel, Legal Department.

15.2 Oracle may give notices applicable to Oracle's Services customers by means of a general notice on the Oracle portal for the Services, and notices specific to You by electronic mail to Your e-mail address on record in

Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information..

16. ASSIGNMENT

You may not assign this Agreement or give or transfer the Services, or any interest in the Services, to another individual or entity.

17. OTHER

17.1 Oracle is an independent contractor, and each party agrees that no partnership, joint venture, or agency relationship exists between the parties.

17.2 Oracle's business partners and other third parties, including any third parties with which the Services have integrations or that are retained by You to provide consulting services, implementation services or applications that interact with the Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services or Your Content arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as Oracle's subcontractor on an engagement ordered under this Agreement and, if so, then only to the same extent as Oracle would be responsible for Oracle's resources under this Agreement.

17.3 If any term of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with another term consistent with the purpose and intent of this Agreement.

17.4 Except for actions for nonpayment or breach of Oracle's proprietary rights, no action, regardless of form, arising out of or relating to this Agreement may be brought by either party more than two years after the cause of action has accrued.

17.5 Prior to entering into an order governed by this Agreement, You are solely responsible for determining whether the Services meet Your technical, business or regulatory requirements. Oracle will cooperate with Your efforts to determine whether use of the standard Services are consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services. You remain solely responsible for Your regulatory compliance in connection with Your use of the Services.

17.6 Upon forty-five (45) days written notice and no more than once every twelve (12) months, Oracle may audit Your compliance with the terms of this Agreement and Your order. You agree to cooperate with Oracle's audit and to provide reasonable assistance and access to information. Any such audit shall not unreasonably interfere with Your normal business operations.

18. ENTIRE AGREEMENT

18.1 You agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL or referenced policy), together with the applicable order, is the complete agreement for the Services ordered by You and supersedes all prior or contemporaneous agreements or representations, written or oral, regarding such Services.

18.2 It is expressly agreed that the terms of this Agreement and any Oracle order shall supersede the terms in any purchase order, procurement internet portal, or other similar non-Oracle document and no terms included in any such purchase order, portal, or other non-Oracle document shall apply to the Services ordered. In the event of any inconsistencies between the terms of an order and the Agreement, the order shall take precedence; however, unless expressly stated otherwise in an order, the terms of the Data Processing Agreement shall take precedence over any inconsistent terms in an order. This Agreement and orders hereunder may not be modified and the rights and restrictions may not be altered or waived except in a writing signed or accepted online by authorized representatives of You and of Oracle; however, Oracle may update the Service Specifications, including by posting updated documents on Oracle's websites. No third party beneficiary relationships are created by this Agreement.

19. AGREEMENT DEFINITIONS

19.1 "**Oracle Software**" means any software agent, application or tool that Oracle makes available to You for download specifically for purposes of facilitating Your access to, operation of, and/or use with, the Services.

19.2 "**Program Documentation**" refers to the user manuals, help windows, readme files for the Services and any Oracle Software. You may access the documentation online at http://oracle.com/contracts or such other address specified by Oracle.

19.3 "**Service Specifications**" means the following documents, as applicable to the Services under Your order: (a) the Cloud Hosting and Delivery Policies, the Program Documentation, the Oracle service descriptions, and the Data Processing Agreement, available at www.oracle.com/contracts; (b) Oracle's privacy policy, available at http://www.oracle.com/us/legal/privacy/overview/index.html; and (c) any other Oracle documents that are referenced in or incorporated into Your order. The following do not apply to any non-Cloud Oracle service offerings acquired in Your order, such as professional services: the Cloud Hosting and Delivery Policies, Program Documentation, and the Data Processing Agreement. The following do not apply to any Oracle Software: the Cloud Hosting and Delivery Policies, Oracle service descriptions, and the Data Processing Agreement.

19.4 "**Third Party Content**" means all software, data, text, images, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle that You may access through, within, or in conjunction with Your use of, the Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, Oracle data marketplaces and libraries, dictionaries, and marketing data. Third Party Content includes third-party sourced materials accessed or obtained by Your use of the Services or any Oracle-provided tools.

19.5 "**Users**" means, for Services, those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Services in accordance with this Agreement and Your order. For Services that are specifically designed to allow Your clients, agents, customers, suppliers or other third parties to access the Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your order.

19.6 "**Your Content**" means all software, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in this Agreement), text, images, audio, video, photographs, non-Oracle or third party applications, and other content and material, in any format, provided by You or any of Your Users that is stored in, or run on or through, the Services. Services under this Agreement, Oracle Software, other Oracle products and services, and Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Content." Your Content includes any Third Party Content that is brought by You into the Services by Your use of the Services or any Oracle-provided tools.

20. CLOUD SERVICES EFFECTIVE DATE

The Effective Date of this Cloud Services Agreement is _____. (DATE TO BE COMPLETED BY ORACLE)

At Your request, Oracle has signed this Agreement first. Except for Your signature, printed name, title and signature date below, any handwritten, typewritten or other change or modification to this Agreement is null and void and has no force or effect.

Company Name: City of Jacksonville	**Oracle America, Inc.**
Authorized Signature: _____	Authorized Signature: Elizabeth Hwang (Feb 24, 2018)
Name: _____	Name: Elizabeth Hwang
Title: _____	Title: Manager, Public Sector Deal Management
Signature Date: _____	Signature Date: Feb 24, 2018

Agreement No.: **US-CSA-CPQ-684547**

AMENDMENT ONE TO PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES
BETWEEN
ORACLE AMERICA, INC.
AND
CITY OF JACKSONVILLE

THIS AMENDMENT ONE TO PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES (this "**Amendment**") is entered into by and between ORACLE AMERICA, INC., a Delaware corporation authorized to transact business in the State of Florida ("**Oracle**"), and the CITY OF JACKSONVILLE, a Florida municipal corporation, (the "**City**" or "**You**").

RECITALS:

WHEREAS, the City issued a Request for Proposal No. ESC-0549-16 for an Enterprise Resource Planning Software (ERP) as a Services (SaaS) Solution (the "**RFP**");

WHEREAS, pursuant to the RFP, the City has negotiated and awarded a contract to Oracle to provide certain cloud services (the "**SaaS Services**");

WHEREAS, Oracle and the City desire to execute a Public Sector Agreement for Oracle Cloud Services (the "**CSA**"), as modified by this Amendment, to provide the terms and conditions under which the SaaS Services would be provided and received;

WHEREAS, there are certain contractual provisions required by state and local laws that are required in contracts to which the City is a party and additional revisions Oracle and the City agree to make to the CSA through this Amendment;

WHEREAS, the City and Oracle intend that the City may from time to time order cloud services from Oracle under the terms and conditions of the CSA as modified by this Amendment, where each such order is made via an ordering document expressly referencing and incorporating the terms and conditions of the CSA and this Amendment (each such ordering document herein referred to as the "**Ordering Document**")

WHEREAS, an Ordering Document may be entered into by either: (a) the City and Oracle directly executing such Ordering Document, or (b) the City and an authorized Oracle reseller directly executing such Ordering Document.

NOW THEREFORE, in consideration of the mutual covenants hereinafter contained and for other good and valuable consideration, the parties agree as follows:

1. **Recitals**. The above stated recitals are accurate, true, and correct and are incorporated herein.

2. **Definition of Order**. The term "Your order" as used in the CSA shall mean the Ordering Document.

3. **Term and Termination**. Section 9.1 of the CSA is deleted in its entirety and replaced with the following provision:

> "9.1 Unless this Agreement is terminated earlier, You may place orders governed by this Agreement for a period of eight years from the date You accept this Agreement (the "Initial Term"). Unless this Agreement is terminated earlier, You have the option, upon mutual agreement in writing by the parties, to extend the term of this Agreement by an additional period of no more than three (3) years (and if so extended, the term of this Agreement shall be the Initial Term plus such additional period). This Agreement will continue to govern any order for the duration of the Services Period of such order."

4. **Entire Agreement.** The Amendment expresses and contains the entire agreement and understanding between the parties with respect to the subject matter hereof and supersedes and replaces any and all prior agreements and understandings, either oral or written, with respect to the subject matter hereof. If any covenant, term, or provision of this Amendment is deemed to be contrary to law, that covenant, term, or provision will be deemed separable from the remaining covenants, terms, and provisions of this Amendment and will not affect the validity, interpretation or effect of the remainder of this Amendment. This Amendment may not be modified, altered, or amended except by a written instrument signed by both parties. In the event of any conflict between terms and conditions of this Amendment and the terms and conditions of the CSA, the terms and conditions of this Amendment shall control.

5. **Governing Law**. The CSA as modified by this Amendment shall be governed by, and enforced in accordance with, the internal substantive and procedural laws of the State of Florida.

6. **Counterpart**. This Amendment may be executed in counterpart and electronic signature, the counterpart and electronic signatures of which, when taken together, shall be deemed to constitute an entire and original.

[Remainder of page left blank intentionally. Signature page follows immediately.]

IN WITNESS WHEREOF, the parties hereto have executed this Amendment to be effective as of the Effective Date specified in the CSA.

At Your request, Oracle has signed this Amendment first. Except for Your signature, printed name, title and signature date below, any handwritten, typewritten or other change or modification to this Amendment is null and void and has no force or effect.

WITNESS:

By: _____
Print Name: _____

ORACLE AMERICA, INC.

By: Elizabeth Hwang
Elizabeth Hwang (Feb 24, 2018)
Print Name: Elizabeth Hwang
Title: Manager, Public Sector Deal Management

ATTEST:

By: _____
James R. McCain, Jr.
Corporation Secretary

CITY OF JACKSONVILLE

By: _____
Lenny Curry, Mayor

In accordance with the Ordinance Code of the City of Jacksonville, I do hereby certify that there is an unexpended, unencumbered, and unimpounded balance in the appropriation sufficient to cover the foregoing agreement and that provision has been made for the payment of monies provided therein to be paid.

_____
Director of Finance

Form Approved:

_____
Office of General Counsel

ATTACHMENT 1
INSURANCE REQUIREMENTS

Oracle America, Inc, (for purposes of this Attachment 1, "Contractor") shall at all times during the term of the CSA procure prior to commencement of work and maintain at its sole expense during the life of the CSA, insurance of the types and limits not less than amounts stated below:

Insurance Coverages

Schedule	Limits
Worker's Compensation	Florida Statutory Coverage
Employer's Liability	$ 100,000 Each Accident
	$ 500,000 Disease Policy Limit
	$ 100,000 Each Employee/Disease

This insurance shall cover the Contractor for those sources of liability which would be covered by the latest edition of the standard Workers' Compensation policy, as filed for use in the State of Florida by the National Council on Compensation Insurance (NCCI),
without any restrictive endorsements other than the Florida Employers Liability Coverage Endorsement (NCCI Form WC 09 03), those which are required by the State of Florida, or any restrictive NCCI endorsements which, under an NCCI filing, must be attached to the policy (i.e., mandatory endorsements). In addition to coverage for the Florida Workers' Compensation Act, where appropriate, coverage is to be included for the Federal Employers' Liability Act, USL&H and Jones, and any other applicable federal or state law.

Commercial General Liability	$2,000,000	General Aggregate
	$2,000,000	Products & Comp. Ops. Agg.
	$2,000,000	Personal/ Advertising Injury Each
	$2,000,000	Occurrence
	$ 50,000	Fire Damage Medical
	$ 5,000	Expenses

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Commercial General Liability Form (ISO Form CG 00 01) as filed for use in the State of Florida without any restrictive endorsements other than those reasonably required by the City's Office of Insurance and Risk Management. An Excess Liability policy or Umbrella policy can be used to satisfy the above limits.

Automobile Liability $1,000,000 Combined Single Limit
(Coverage for all automobiles, owned, hired or non-owned used in performance of the Services)

Such insurance shall be no more restrictive than that provided by the most recent version of the standard Business Auto Coverage Form (ISO Form CAOOOI) as filed for use in the State of Florida without any restrictive endorsements other than those which are required by the State of Florida, or equivalent manuscript form, must be attached to the policy equivalent endorsement as filed with ISO (i.e., mandatory endorsement).

Cyber Liability & Data Storage $2,000,000 per Claim and Aggregate

Such insurance shall be on a form acceptable to the City and shall cover, at a minimum, the following:

- Data Loss and System Damage Liability (when applicable)
- Security Liability
- Privacy Liability
- Privacy /Security Breach Response Coverage, including Notification Expenses

Such Cyber Liability coverage must be provided on an Occurrence Form or, if on a Claims Made Form, the retroactive date must be no later than the first date of the CSA and such claims-made coverage must respond to all claims reported within three years following the period for which coverage is required and which would have been covered had the coverage been on an occurrence basis.

The Cyber Liability coverage may be included as part of the Professional Liability coverage required above.

Crime – Employee Fidelity $1,000,000 Per Loss (including theft of client property)

Additional Insurance Provisions

A. Additional Insured: All insurance except Worker's Compensation and Professional Liability shall be endorsed to name the City of Jacksonville and City's members, officials, officers, employees and agents as Additional Insured. Additional Insured for General Liability shall be in a form no more restrictive than CG2010 and CG2037, Automobile Liability CA2048.

B. Waiver of Subrogation. All required insurance policies shall be endorsed to provide for a waiver of underwriter's rights of subrogation in favor of the City of Jacksonville and its members, officials, officers employees and agents.

C. Contractor's Insurance Primary. The insurance provided by the Contractor shall apply on a primary basis to, and shall not require contribution from, any other insurance or self-insurance maintained by the City or any City members, officials, officers, employees and agents.

D. Deductible or Self-Insured Retention Provisions. All deductibles and self-insured retentions associated with coverages required for compliance with the CSA shall remain the sole and exclusive responsibility of the named insured Contractor. Under no circumstances will the City of Jacksonville and its members, officers, directors, employees, representatives, and agents be responsible for paying any deductible or self-insured retentions related to the CSA.

E. Certificates of Insurance. Contractor shall provide the City Certificates of Insurance that shows the corresponding City Contract Number in the Description, if known, Additional Insureds as provided above and waivers of subrogation. The certificates of insurance shall be mailed to the City of Jacksonville (Attention: Chief of Risk Management), 117W. Duval Street, Suite 335, Jacksonville, Florida 32202.

F. Carrier Qualifications. The above insurance shall be written by an insurer holding a current certificate of authority pursuant to chapter 624, Florida State or a company that is declared as an approved Surplus Lines carrier under Chapter 626 Florida Statutes. Such Insurance shall be written by an insurer with an AM. Best Rating of A- VII or better.

G. Notice. If available, the Contractor shall provide an endorsement issued by the insurer to provide the City thirty (30) days prior written notice of any change in the above insurance coverage limits or cancellation, including expiration or non-renewal. If such endorsement is not available then the Contractor, as applicable, shall provide said a thirty (30) days written notice of any change in the above coverages or limits, coverage being suspended, voided, cancelled, including expiration or non-renewal.

H. Survival. Anything to the contrary notwithstanding, the liabilities of the Contractor under the CSA shall survive and not be terminated, reduced or otherwise limited by any expiration or termination of insurance coverage.

Exhibit 2B

ORACLE CLOUD

Oracle Cloud Hosting and Delivery Policies

JUNE 2017

VERSION 2.3

ORACLE

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Overview

These Oracle Cloud Hosting and Delivery Policies (these "Delivery Policies") describe the Oracle Cloud Services ordered by You. These Delivery Policies may reference other Oracle Cloud policy documents; any reference to "Customer" in these Delivery Policies or in such other policy documents shall be deemed to refer to "You" as defined in Your order. Capitalized terms that are not otherwise defined in these Delivery Policies shall have the meaning ascribed to them in the Oracle agreement, Your order or the policy, as applicable.

Your order or Oracle's Service Specifications (such as Cloud Service Pillar documentation or Service Descriptions) may include additional details or exceptions related to specific Oracle Cloud Services. The Cloud Service Pillar documentation, the Service Descriptions and the Program Documentation for Oracle Cloud Services are available at http://www.oracle.com/contracts.

Oracle Cloud Services are provided under the terms of the Oracle agreement, Your order, and Service Specifications applicable to such services. Oracle's delivery of the Oracle Cloud Services is conditioned on Your and Your users' compliance with Your obligations and responsibilities defined in such documents and incorporated policies. These Delivery Policies, and the documents referenced herein, are subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of performance, security, or availability of the Oracle Cloud Services provided during the Services Period of Your order.

Oracle Cloud Services are deployed at data centers or third-party infrastructure service providers retained by Oracle, with the exception of Oracle Remote Cloud Services. Oracle Remote Cloud Services Are Public Cloud Services that are deployed at Your data center or at a third-party data center retained by You. You may purchase these services standalone or they may be deployed as the underlying platform for other Oracle Cloud Services. For Oracle Remote Cloud Services, Oracle will deliver to Your data center certain hardware components, including gateway equipment, needed by Oracle to operate these services. You are responsible for providing adequate space, power, and cooling to deploy the Oracle hardware (including gateway equipment) and for ensuring adequate network connectivity for Oracle Cloud Operations to access the services. Oracle is solely responsible for maintenance of the Oracle hardware components (including gateway equipment).

These Delivery Policies do not apply to Oracle BigMachines Express, Oracle ETAWorkforce, or such other Oracle Cloud offerings as specified by Oracle in Your order or the applicable Service Description.

1 Oracle Cloud Security Policy

1.1 Oracle Information Security Practices - General

Oracle has adopted security controls and practices for Oracle Cloud Services that are designed to protect the confidentiality, integrity, and availability of customer data that is hosted by Oracle in the Oracle Cloud Services. Oracle continually works to strengthen and improve those security controls and practices.

Oracle Cloud Services operates under practices which are aligned with the ISO/IEC 27002 Code of Practice for information security controls, from which a comprehensive set of controls are selected.

Oracle Cloud information security practices establish and govern areas of security applicable to Oracle Cloud Services and to Your use of those Oracle Cloud Services. Oracle personnel (including employees, contractors, and temporary employees) are subject to the Oracle information security practices and any additional policies that govern their employment or the services they provide to Oracle.

Rather than focusing on individual components, Oracle takes a holistic approach to information security, implementing a multilayered defense security strategy where network, operating system, database, and software security practices and procedures complement one another with strong internal controls, governance, and oversight.

For those Oracle Cloud Services which enable You to configure Your security posture, Oracle provides reasonable and appropriate security measures designed to protect the Oracle Cloud Services. Unless otherwise specified, You are responsible for configuring, operating, maintaining, and securing the operating systems and other associated software of these select Oracle Cloud Services (including Your Content) which operating systems and associated software are not provided by Oracle. You are responsible for maintaining appropriate security, protection, and backup of Your Content, which may include the use of encryption technology to protect Your Content from unauthorized access and the routine archiving of Your Content.

1.2 User Encryption for External Connections

Your access to Oracle Cloud Services is through a secure communication protocol provided by Oracle. If access is through a TLS enabled connection, that connection is negotiated for at least 128 bit encryption or stronger. The private key used to generate the cipher key is at least 2048 bits. TLS is implemented or configurable for all web-based TLS-certified applications deployed at Oracle. It is recommended that the latest available browsers certified for Oracle programs, which are compatible with higher cipher strengths and have improved security, be utilized for connecting to web enabled programs. The list of certified browsers for each version of Oracle Cloud Services will be made available via a portal accessible to You or in the corresponding Service Description. In some cases, a third party site that You wish to integrate with the Oracle Cloud Services may not accept an encrypted connection. For Oracle Cloud Services where HTTP connections with the third party site are permitted by Oracle, Oracle will enable such HTTP connections in addition to the HTTPS connection.

1.3 Physical Security Safeguards

Oracle provides secured computing facilities for both office locations and production cloud infrastructure. Common controls between office locations and Oracle controlled co-locations/datacenters currently include, for example:

» Physical access requires authorization and is monitored.
» All employees and visitors must visibly wear official identification while onsite.
» Visitors must sign a visitor's register and be escorted and/or observed while onsite.
» Possession of keys/access cards and the ability to access the locations is monitored. Staff leaving Oracle employment must return keys/cards.

Additional physical security safeguards are in place for Oracle-controlled Cloud data centers, which currently include safeguards such as:

» Premises are monitored by CCTV.
» Entrances are protected by physical barriers designed to prevent unauthorized entry by vehicles.
» Entrances are manned 24 hours a day, 365 days a year by security guards who perform visual identity recognition and visitor escort management.

This section does not apply to Oracle Remote Cloud Services. You must provide secured computing facilities for the hosting and operation of the Oracle Remote Cloud Services-related hardware (including the gateway equipment) required for Oracle to access the Oracle Remote Cloud Services.

1.4 Oracle Software Security Assurance

Oracle Software Security Assurance (OSSA) is Oracle's methodology for building security into the design, build, testing, and maintenance of its products and services, including the Oracle Cloud Services. The OSSA program is described at http://www.oracle.com/us/support/assurance/overview/index.html.

1.5 Customer Security Related Obligations

You are responsible for:

» Implementing Your own comprehensive system of security and operational policies, standards and procedures, according to Your risk-based assessments and business requirements.

» Ensuring that end-user devices meet web browser requirements and minimum network bandwidth requirements for access to the Oracle Cloud Services.

» Managing client device security controls, so that antivirus and malware checks are performed on data or files before importing or uploading data into the Oracle Cloud Services.

» Maintaining Customer-managed accounts according to Your policies and security best practices.

» Additionally, for Oracle Remote Cloud Services, You are responsible for providing adequate network security (e.g., intrusion detection systems, access controls, and firewalls) to prevent unauthorized access to Your Oracle Cloud Service from Your networks.

2 Oracle Cloud Service Continuity Policy

2.1 Oracle Cloud Services High Availability Strategy

Oracle deploys the Oracle Cloud Services on resilient computing infrastructure designed to maintain service availability and continuity in the case of an incident affecting the services. Data centers retained by Oracle to host Oracle Cloud Services have component and power redundancy with backup generators in place, and Oracle may incorporate redundancy in one or more layers, including network infrastructure, program servers, database servers, and/or storage.

2.2 Oracle Cloud Services Backup Strategy

Oracle periodically makes backups of Your production data in the Oracle Cloud Services for Oracle's sole use to minimize data loss in the event of an incident. Backups are stored at the primary site used to provide the Oracle Cloud Services, and may also be stored at an alternate location for retention purposes. A backup is typically retained online or offline for a period of at least 60 days after the date that the backup is made. Oracle typically does not update, insert, delete or restore Your data on Your behalf. However, on an exception basis and subject to written approval, Oracle may assist You to restore data which You may have lost as a result of Your own actions .

For Oracle Cloud Services which enable You to configure backups in accordance with Your own policies, You are responsible for performing backups and restores of Your data, non-Oracle software, and any Oracle software that is not provided by Oracle as part of these services. Additionally, You are encouraged to develop a business continuity plan to ensure continuity of Your own operations in the event of a disaster.

3 Oracle Cloud Service Level Objective Policy

3.1 Hours of Operation

The Oracle Cloud Services are designed to be available 24 hours a day, 7 days a week, 365 days a year, except during maintenance periods, technology upgrades and as otherwise set forth in the Oracle agreement, Your order and this *Oracle Cloud Service Level Objective Policy*.

3.2 Service Availability

Commencing at Oracle's activation of Your production Oracle Cloud Service, Oracle works to meet the Target Service Availability Level, or Target Service Uptime, of 99.5% in accordance with the terms set forth in the Cloud Service Pillar documentation for the applicable Oracle Cloud Service (or such other Target Service Availability Level or Target Service Uptime specified by Oracle for the applicable Oracle Cloud Service in such documentation).

The foregoing is contingent on Your adherence to Oracle's recommended minimum technical configuration requirements for accessing and using the Oracle Cloud Services from Your network infrastructure and Your user work stations as set forth in the Program Documentation for Oracle Cloud Services.

3.2.1 Measurement of Availability

Following the end of each calendar month of the applicable Services Period, Oracle measures the Service Availability Level or Service Uptime over the immediately preceding month by dividing the difference between the total number of minutes in the monthly measurement period and any Unplanned Downtime (as defined below) by the total number of minutes in the measurement period, and multiplying the result by 100 to reach a percent figure.

3.2.2 Reporting of Availability

Oracle will provide You with access to a Customer notifications portal. This portal will provide metrics on the Service Availability Level for Oracle Cloud Services that You purchased under Your order. For those Oracle Cloud Services for which such metrics are not available via the Customer notifications portal, Oracle will provide metrics on the Service Availability Level upon receipt of a Service Request submitted by You to Oracle requesting the metrics.

3.3 Definition of Unplanned Downtime

"Unplanned Downtime" means any time during which the Oracle Cloud Services are not Available, but does not include any time during which the Oracle Cloud Services or any Oracle Cloud Services component are not Available due to:

- A failure or degradation of performance or malfunction resulting from scripts, data, applications, equipment, infrastructure, software, performance testing or monitoring agents directed or provided or performed by You;
- Outages caused by scheduled and announced maintenance, or outages initiated by Oracle at Your request or direction or initiated by You for maintenance, activation of configurations, backups or other purposes that require the Oracle Cloud Services to be temporarily taken offline;
- Unavailability of management, auxiliary or administration services, including administration tools, reporting services, utilities, third party software components, or other services supporting core transaction processing, not within the sole control of Oracle;
- Outages resulting from Your equipment, third party equipment or software components not within the sole control of Oracle;
- For Oracle Remote Cloud Services, downtime or other unavailability, including due to maintenance, of Your data center;
- For Oracle Remote Cloud Services, downtime or other unavailability occurring outside the on-site hours defined under Your order for Oracle Cloud Operations personnel at Your data center;
- Events resulting from an interruption or shut down of the Oracle Cloud Services due to circumstances reasonably believed by Oracle to be a significant threat to the normal operation of the Oracle Cloud Services, the operating infrastructure, the facility from which the Oracle Cloud Services are provided, access to, or the integrity of Your Content (e.g., a hacker or malware attack);

- Outages due to system administration, commands, or file transfers performed by Your users or representatives;
- Outages due to denial of service attacks, natural disasters, changes resulting from government, political, or other regulatory actions or court orders, strikes or labor disputes, acts of civil disobedience, acts of war, acts against parties (including carriers and Oracle's other vendors), or other force majeure events or circumstances outside of Oracle's control;
- Inability to access the Oracle Cloud Services or outages caused by Your conduct, including Your negligence or breach of Your contractual obligations;
- Your lack of availability or unreasonable delay in responding to incidents that require Your participation for source identification and/or resolution, including meeting Your responsibilities for any Oracle Cloud Services; or
- Outages caused by failures or fluctuations in electrical, connectivity, network or telecommunications equipment or lines due to Your conduct or circumstances outside of Oracle's control.

Oracle Cloud Services are "not available" at any time during which a problem with the service prevents Your connectivity to the service as applicable in the corresponding Cloud Service Pillar documentation.

3.4 Monitoring

Oracle uses a variety of software tools to monitor the availability and performance of the Oracle Cloud Services and the operation of infrastructure and network components. Oracle does not monitor, or address deviations experienced by any non-Oracle managed components used by You in the Oracle Cloud Services, such as non-Oracle applications.

3.4.1 Monitored Components

Oracle monitors the hardware that supports the Oracle Cloud Services, and currently generates alerts for monitored network components, such as CPU, memory, storage, database, and other components. Oracle Cloud Operations staff monitors alerts associated with deviations to Oracle defined thresholds, and follows standard operating procedures to investigate and resolve underlying issues.

3.4.2 Customer Monitoring & Testing Tools

For Oracle Cloud Services that provide ssh access to Your service, You may (a) use Your own testing tools or perform network or vulnerability scans or penetration tests to directly or indirectly seek to measure security, or (b) use Your own monitoring tools to directly or indirectly seek to measure availability or performance, based on the guidelines in the Customer notifications portal.

For Oracle Cloud Services that do not provide ssh access, due to potential adverse impact on service performance, security and availability, the use of such tools is not permitted.

You may use or authorize the use of data scraping tools or technologies to collect data available through any Oracle user interface or via web service calls with the express written permission of Oracle. Oracle reserves the right to require Your proposed data scraping tools to be validated and tested by Oracle prior to use in production and to be subsequently validated and tested annually. Oracle may require that a written statement of work be executed to perform such testing and validation work subject to additional fees.

You may not make workload changes beyond the amount permitted under the entitlements provided under Your order.

Oracle reserves the right to remove or disable access to any tools or technologies that violate the guidelines in this section, without any liability to You.

4 Oracle Cloud Change Management Policy

4.1 Oracle Cloud Change Management and Maintenance

Oracle Cloud Operations performs changes to cloud hardware infrastructure, operating software, product software, and supporting application software that is provided by Oracle as part of the Oracle Cloud Services, to maintain operational stability, availability, security, performance, and currency of the Oracle Cloud Services. Oracle follows formal change management procedures to review, test, and approve changes prior to application in the production service.

Changes made through change management procedures include system and service maintenance activities, upgrades and updates, and customer specific changes. Oracle Cloud Services change management procedures are designed to minimize service interruption during the implementation of changes.

Oracle reserves specific maintenance periods for changes that may require the Oracle Cloud Services to be unavailable during the maintenance period. Oracle works to ensure that change management procedures are conducted during scheduled maintenance windows, while taking into consideration low traffic periods and geographical requirements.

Oracle will provide prior notice of modifications to the standard maintenance period schedule. For Customer-specific changes and upgrades, where feasible, Oracle will coordinate the maintenance periods with You.

For changes that are expected to cause service interruption, the durations of the maintenance periods for planned maintenance are not included in the calculation of Unplanned Downtime minutes in the monthly measurement period for Service Availability Level (see the *Oracle Cloud Service Level Objective Policy* above). Oracle uses commercially reasonable efforts to minimize the use of these reserved maintenance periods and to minimize the duration of maintenance events that cause service interruptions.

For Oracle Cloud Services which enable You to perform maintenance activities, You are responsible for configuring and maintaining the operating systems and other associated software.

4.1.1 Emergency Maintenance

Oracle may be required to execute emergency maintenance in order to protect the security, performance, availability, or stability of the Oracle Cloud Services. Emergency maintenance may include program patching and/or core system maintenance as required. Oracle works to minimize the use of emergency maintenance, and to the extent reasonable under the circumstances as determined by Oracle, will work to provide 24 hours prior notice for any emergency maintenance requiring a service interruption.

4.1.2 Major Maintenance Changes

To help ensure continuous stability, availability, security and performance of the Oracle Cloud Services, Oracle reserves the right to perform major changes to its hardware infrastructure, operating software, applications software and supporting application software under its control, typically no more than twice per calendar year. Each such major change event is considered scheduled maintenance and may cause the Oracle Cloud Services to be unavailable. Each such event is targeted to occur at the same time as the scheduled maintenance period. Oracle will work to provide no less than 60 days prior notice of a major change event.

4.1.3 Data Center Migrations

Oracle may migrate Your Oracle Cloud Services deployed in datacenters retained by Oracle between production data centers in the same data center region as deemed necessary by Oracle or in the case of disaster recovery. For data center migrations for purposes other than disaster recovery, Oracle will provide a minimum of 30 days notice to You.

4.2 Software Versioning

4.2.1 Software Upgrades and Updates

Oracle requires all Oracle Cloud Services customers to keep the software versions of the Oracle Cloud Services current with the software versions that Oracle designates as generally available (GA) for such Oracle Cloud Services. Software updates or upgrades will follow the release of every GA release and are required for the Oracle Cloud Services in order to maintain version currency. Oracle's obligations under these Delivery Policies (including the *Oracle Cloud Service Continuity Policy,* the *Oracle Cloud Service Level Objective Policy*, and the *Oracle Cloud Support Policy*) are dependent on You maintaining GA version currency. Oracle is not responsible for performance, functionality, availability or security issues experienced with Oracle Cloud Services that may result from running earlier versions.

4.2.2 End of Life

Oracle will not support older versions beyond the End of Life Policy described as follows. Oracle will host and support only the designated GA version of an Oracle Cloud Service. All other versions of the Oracle Cloud Service are considered as "end of life" (EOL). Oracle does not provide Oracle Cloud Services for EOL versions. You are required to complete the Oracle Cloud Services upgrade to the latest version before the EOL of a given version. You acknowledge that failure to complete the upgrade prior to the EOL of an Oracle Cloud Service version may result in an upgrade automatically performed by Oracle or a suspension of the Oracle Cloud Services. In certain circumstances where an Oracle Cloud Service version reaches EOL and Oracle does not make available an upgraded version, Oracle may designate, and require You to transition to, a successor Oracle Cloud Service.

5 Oracle Cloud Support Policy

The support described in this *Oracle Cloud Support Policy* applies only for Oracle Cloud Services and is provided by Oracle as part of such Oracle Cloud Services under Your order. Oracle may make available, and You may order for additional fees, additional support service offerings made available by Oracle for the Oracle Cloud Services.

5.1 Oracle Cloud Support Terms

5.1.1 Support fees

The fees paid by You for the Oracle Cloud Services under Your order include the support described in this *Oracle Cloud Support Policy*. Additional fees are applicable for additional Oracle support services offerings purchased by You.

5.1.2 Support period

Oracle support for Oracle Cloud Services is effective upon the effective date of your order and reflects a 12 month support period (the "support period") unless otherwise stated in Your order. Oracle is not obligated to provide the support described in this *Oracle Cloud Support Policy* beyond the end of the support period or after termination of these services.

5.1.3 Technical contacts

Your technical contacts are the sole liaisons between You and Oracle for Oracle support for Oracle Cloud Services. Those technical contacts must have, at a minimum, initial basic service training and, as needed, supplemental training appropriate for specific role or implementation phase, specialized service/product usage, and migration. Your technical contacts must be knowledgeable about the Oracle Cloud Services in order to help resolve system issues and to assist Oracle in analyzing and resolving service requests. When submitting a service request, Your technical contact should have a baseline understanding of the problem being encountered and an ability to reproduce the problem in order to assist Oracle in diagnosing and triaging the problem. To avoid interruptions in Oracle support for Oracle Cloud Services, You must notify Oracle whenever technical contact responsibilities are transferred to another individual.

5.1.4 Oracle Cloud Support

Oracle support for Oracle Cloud Services consists of:

- Diagnoses of problems or issues with the Oracle Cloud Services.
- Reasonable commercial efforts to resolve reported and verifiable errors in the Oracle Cloud Services so that those Oracle Cloud Services perform in all material respects as described in the associated Program Documentation.
- Support during Change Management activities described in the *Oracle Cloud Change Management Policy*.
- Assistance with technical service requests 24 hours per day, 7 days a week.
- 24 x 7 access to a Cloud Customer Support Portal designated by Oracle (e.g., My Oracle Support) and Live Telephone Support to log service requests.
- Access to community forums.
- Non-technical Customer service assistance during normal Oracle business hours (8:00 to 17:00) local time.

5.2 Oracle Cloud Customer Support Systems

5.2.1 Cloud Customer Support Portal

Oracle provides support for the Oracle Cloud Service acquired by You through the Cloud Customer Support Portal designated for that Oracle Cloud Service. Access to the applicable Cloud Customer Support Portal is governed by the Terms of Use posted on the designated support web site, which are subject to change. A copy of these terms is available upon request. Access to the Cloud Customer Support Portal is limited to Your designated technical contacts and other authorized users of the Oracle Cloud Services. Where applicable, the Cloud Customer Support Portal provides support details to Your designated technical contacts to enable use of Oracle support for Oracle Cloud Services. All service notifications and alerts relevant to Your Oracle Cloud Service are posted on this portal.

5.2.2 Live Telephone Support

Your technical contacts may access live telephone support via the phone numbers and contact information found on Oracle's support web site at http://www.oracle.com/support/contact.html.

5.3 Severity Definitions

Service requests for Oracle Cloud Services may be submitted by Your designated technical contacts via the Cloud Customer Support Portal noted above. The severity level of a service request submitted by You is selected by both You and Oracle, and must be based on the following severity definitions:

Severity 1

Your production use of the Oracle Cloud Services is stopped or so severely impacted that You cannot reasonably continue work. You experience a complete loss of service. The impacted operation is mission critical to the

business and the situation is an emergency. A Severity 1 service request has one or more of the following characteristics:

» Data corrupted
» A critical documented function is not available
» Service hangs indefinitely, causing unacceptable or indefinite delays for resources or response
» Service crashes, and crashes repeatedly after restart attempts

Oracle will use reasonable efforts to respond to Severity 1 service requests within fifteen (15) minutes. Oracle will work 24x7 until the Severity 1 service request is resolved, a reasonable work-around is put in place, or as long as useful progress can be made. You must provide Oracle with a technical contact during this 24x7 period to assist with data gathering, testing, and applying fixes. You are required to propose this severity classification with great care, so that valid Severity 1 situations obtain the necessary resource allocation from Oracle.

Severity 2

You experience a severe loss of service. Important features of the Oracle Cloud Services are unavailable with no acceptable workaround; however, operations can continue in a restricted fashion.

Severity 3

You experience a minor loss of service. The impact is an inconvenience, which may require a workaround to restore functionality.

Severity 4

You request information, enhancement, or documentation clarification regarding the Oracle Cloud Services, but there is no impact on the operation of such service. You experience no loss of service.

5.4 Change to Service Request Severity Level

5.4.1 Initial Severity Level

At the time Oracle accepts a service request, Oracle will record an initial severity level of the service request based on the above severity definitions. Oracle's initial focus, upon acceptance of a service request, will be to resolve the issues underlying the service request. The severity level of a service request may be adjusted as described below.

5.4.2 Downgrade of Service Request Levels

If, during the service request process, the issue no longer warrants the severity level currently assigned based on its current impact on the production operation of the applicable Oracle Cloud Service, then the severity level will be downgraded to the severity level that most appropriately reflects its current impact.

5.4.3 Upgrade of Service Request Levels

If, during the service request process, the issue warrants the assignment of a higher severity level than that currently assigned based on the current impact on the production operation of the applicable Oracle Cloud Service, then the severity level will be upgraded to the severity level that most appropriately reflects its current impact.

5.4.4 Adherence to Severity Levels definitions

You shall ensure that the assignment and adjustment of any severity level designation is accurate based on the current impact on the production operation of the applicable Oracle Cloud Service. You acknowledge that Oracle is not responsible for any failure to meet performance standards caused by Your misuse or mis-assignment of severity level designations.

5.5 Service Request Escalation

For service requests that are escalated, the Oracle support analyst will engage the Oracle service request escalation manager who will be responsible for managing the escalation. The Oracle service request escalation manager will work with You to develop an action plan and allocate the appropriate Oracle resources. If the issue underlying the service request continues to remain unresolved, You may contact the Oracle service request escalation manager to review the service request and request that it be escalated to the next level within Oracle as required. To facilitate the resolution of an escalated service request, You are required to provide contacts within Your organization that are at the same level as that within Oracle to which the service request has been escalated.

6 Oracle Cloud Suspension and Termination Policy

6.1 Termination of Oracle Cloud Services

After termination or expiration of the Oracle Cloud Services under Your order, or at Your request, Oracle will delete or otherwise render inaccessible the production Oracle Cloud Services, including Your Content residing therein, in a manner designed to ensure that they cannot reasonably be accessed or read, unless there is a legal obligation imposed on Oracle preventing it from deleting all or part of the service environment.

For a period of no less than 60 days after the termination or expiration of the Oracle Cloud Services, Oracle will make available Your production data via secured protocols, or keep the service system accessible, for the purpose of data retrieval by You. During this period, the service system should not be used for production activities. Oracle has no obligation to retain Your Content after this 60 day period.

If You need assistance from Oracle to obtain access to or copies of Your Content, You must create a service request in the Cloud Customer Support Portal applicable to the service (e.g., My Oracle Support).

Data retrieval and any related assistance by Oracle is not applicable for Oracle Cloud Services that do not store Your Content. You are responsible for ensuring that if those Oracle Cloud Services are dependent on separate Oracle Cloud Services (such as Storage Cloud Service or Database Cloud Services) for the storage of data, those separate Oracle Cloud Services must have a valid duration through the end of the terminating Oracle Cloud Service to enable data retrieval.

For Oracle Remote Cloud Services, You must make available for retrieval by Oracle any Oracle Remote Cloud Service-related hardware components (including the gateway equipment) provided by Oracle in good working order and the same condition as at the start of the Oracle Remote Cloud Services subject to reasonable wear and tear for appropriate use.

6.2 Termination of Pilot Environments

This *Oracle Cloud Suspension and Termination Policy* applies to production pilots of Oracle Cloud Services. Production pilots are not available for all Oracle Cloud Services.

6.3 Suspension Due to Violation

If Oracle detects a violation of, or is contacted about a violation of, Oracle Cloud Services-related terms and conditions or acceptable use policy, Oracle will assign an investigating agent. The investigating agent may take actions including but not limited to suspension of user accounts, suspension of administrator accounts, or suspension of access to the Oracle Cloud Services until the issues are resolved.

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Oracle is committed to developing practices and products that help protect the environment

Exhibit 2C

ORACLE

Data Processing Agreement for Oracle Cloud Services

Version March 1, 2017

1. Scope and order of precedence

This data processing agreement (the "Data Processing Agreement") applies to Oracle's Processing of Personal Data provided to Oracle by Customer as part of Oracle's provision of Cloud Services ("Cloud Services"). The Cloud Services are specified in (i) the applicable Oracle Cloud Services Agreement or other applicable master agreement and (ii) the Oracle Cloud Order and all documents, addenda, schedules and exhibits incorporated therein (collectively the "Agreement") by and between Customer and the Oracle subsidiary listed in the Oracle Cloud Order.

This Data Processing Agreement is incorporated into and subject to the terms of the Agreement. Except as expressly stated otherwise, in the event of any conflict between the terms of the Agreement, including any policies or schedules referenced therein, and the terms of this Data Processing Agreement, the relevant terms of this Data Processing Agreement shall take precedence.

This Data Processing Agreement shall be effective for the Service Period of any Oracle Cloud order placed under the Agreement.

2. Definitions

"Controller" and "Processor" have the meaning set forth in the Directive.

"Customer" means the Customer that has executed the Oracle Cloud Order.

"Data Subject" means an identified or identifiable natural person who can be identified, directly or indirectly, in particular by reference to an identification number or to one or more factors specific to his/her physical, physiological, mental, economic, cultural or social identity.

"Directive" means Directive 95/46/EC of the European Parliament and of the Council of October 24, 1995, as amended, on the protection of individuals with regard to the Processing of Personal Data and on the free movement of such data.

"Model Clauses" means the standard contractual clauses annexed to the EU Commission Decision 2010/87/EU of 5 February 2010 for the Transfer of Personal Data to Processors established in Third Countries under the Directive.

"Oracle" or "Processor" means the Oracle subsidiary listed in the Oracle Cloud Order.

"Oracle Affiliates" mean the subsidiaries of Oracle Corporation that may assist in the performance of the Cloud Services.

"Personal Data" means any information relating to a Data Subject that Customer or its end users provide to Oracle as part of the Cloud Services.

"Process" or "Processing" means any operation or set of operations which is performed by Oracle as part of the Cloud Services upon Personal Data, whether or not by automatic means, such as collection, recording, organization, storage, adaptation or alteration, retrieval, consultation, use, disclosure by transmission, dissemination or otherwise making available, alignment or combination, blocking, erasure or destruction.

"Third Party Subprocessor" means a third party subcontractor, other than an Oracle Affiliate,

engaged by Oracle which, as part of the subcontractor's role of delivering the Cloud Services, will Process Personal Data of the Customer.

Other terms have the definitions provided for them in the Agreement or as otherwise specified below.

3. Categories of Personal Data

In order to execute the Agreement, and in particular to perform the Cloud Services, Customer authorizes and requests that Oracle Process the following Personal Data:

Categories of Personal Data: Personal Data may include, among other information, personal contact information such as name, home address, home telephone or mobile number, fax number, email address, and passwords; information concerning family, lifestyle and social circumstances including age, date of birth, marital status, number of children and name(s) of spouse and/or children; employment details including employer name, job title and function, employment history, salary and other benefits, job performance and other capabilities, education/qualification, identification numbers, social security details and business contact details; financial details; goods and services provided; unique IDs collected from mobile devices, network carriers or data providers, IP addresses, and online behavior and interest data.

Categories of Data Subjects: Data subjects may include Customer's representatives and end users, such as employees, job applicants, contractors, collaborators, partners, customers and users of the Customer. Data subjects also may include individuals attempting to communicate or transfer Personal Data to users of the Cloud Services.

4. Customer's Instructions

Customer may provide instructions in writing to Oracle in addition to those specified in the Agreement with regard to Processing of Personal Data. Oracle will comply with all such instructions without additional charge to the extent necessary for Oracle to comply with its obligations as a Processor in the performance of the Cloud Services. The parties will negotiate in good faith with respect to any other change in the Cloud Services and/or fees resulting from any additional instructions.

5. Controller and Processor of Personal Data and purpose of the Personal Data Processing

Customer will at all times remain the Controller for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Customer is responsible for compliance with its obligations as a Controller under data protection laws, in particular for justification of any transmission of Personal Data to Oracle (including providing any required notices and obtaining any required consents and authorizations), and for its decisions and actions concerning the Processing and use of the Personal Data.

Oracle is a Processor for the purposes of the Cloud Services, the Agreement, and this Data Processing Agreement. Oracle will Process Personal Data solely for the provision of the Cloud Services, and will not otherwise (i) Process or use Personal Data for purposes other than those set forth in the Agreement or as instructed by Customer in accordance with Section 4, or (ii) disclose such Personal Data to third parties other than Oracle Affiliates or Third Party Subprocessors for the aforementioned purposes or as required by law.

Oracle will comply with all applicable data protections laws to the extent that such laws by their terms impose obligations directly upon Oracle as a Processor in connection with the services specified in the applicable Cloud Order.

6. Rights of Data Subjects

Oracle will grant Customer electronic access to Customer's Cloud Services environment that holds Personal Data to permit Customer to respond to Data Subject requests to access, delete, release,

correct or block access to specific Personal Data.

To the extent such electronic access is not available to Customer, Oracle will follow Customer's detailed written instructions to access, delete, release, correct or block access to Personal Data held in Customer's Cloud Services environment. Customer agrees to pay Oracle's reasonable fees that may be associated with Oracle's performance of any such access, deletion, release, correction or blocking of access to Personal Data on behalf of Customer.

Oracle will pass on to the Customer any requests of an individual Data Subject to access, delete, release, correct or block Personal Data Processed under the Agreement. Oracle will not be responsible for responding directly to the request, unless otherwise required by law.

7. Cross Border and Onward Data Transfers

Oracle treats all Personal Data in a manner consistent with the requirements of the Agreement and this Data Processing Agreement in all locations globally. Oracle's information, privacy and security policies, standards and governance practices are managed on a global basis.

Transfers of Personal Data originating from the EEA or Switzerland to Oracle Affiliates or Third Party Subprocessors located in countries outside the EEA or Switzerland that have not received a binding adequacy decision by the European Commission or by a competent national data protection authority, are subject to (i) the terms of the Model Clauses; or (ii) other appropriate transfer mechanisms that provide an adequate level of protection in compliance with the Directive. The terms of this Data Processing Agreement shall be read in conjunction with the Model Clauses or other appropriate transfer mechanisms.

Transfers of Personal Data originating from other locations globally to Oracle Affiliates or Third Party Subprocessors are subject to (i) for Oracle Affiliates, the terms of the Oracle Intra-Company Data Processing and Transfer Agreement entered into between Oracle Corporation and the Oracle Affiliates, which requires all transfers of Personal Data to be made in compliance with all applicable Oracle security and data privacy policies and standards; and (ii) for Third Party Subprocessors, the terms of the relevant Oracle Third Party Subprocessor agreement incorporating security and other data privacy requirements consistent with those of this Data Processing Agreement.

8. Affiliates and Third Party Subprocessors

Some or all of Oracle's obligations under the Agreement may be performed by Oracle Affiliates and Third Party Subprocessors. Oracle maintains a list of Oracle Affiliates and Third Party Subprocessors that may Process Personal Data. That list will be available to Customer via the Cloud portal or, to the extent Customer has no access to the Cloud portal, Oracle will provide a copy of that list to Customer upon request.

The Oracle Affiliates and Third Party Subprocessors are required to abide by substantially the same obligations as Oracle under this Data Processing Agreement as applicable to their Processing of Personal Data. Customer may request that Oracle audit a Third Party Subprocessor or provide confirmation that such an audit has occurred (or, where available, obtain or assist customer in obtaining a third-party audit report concerning the Third Party Subprocessor's operations) to ensure compliance with such obligations. Customer will also be entitled, upon written request, to receive copies of the relevant privacy and security terms of Oracle's agreement with Third Party Subprocessors that may Process Personal Data.

Oracle remains responsible at all times for compliance with the terms of this Data Processing Agreement by Oracle Affiliates and Third Party Subprocessors.

Customer consents to Oracle's use of Oracle Affiliates and Third Party Subprocessors in the

performance of the Cloud Services in accordance with the terms of Sections 7 and 8 above.

9. Technical and Organizational Measures

Oracle has implemented and will maintain appropriate technical and organizational security measures for the Processing of Personal Data, including the measures specified in this Section to the extent applicable to Oracle's Processing of Personal Data. These measures are intended to protect Personal Data against accidental or unauthorized loss, destruction, alteration, disclosure or access, and against all other unlawful forms of Processing. Additional measures, and information concerning such measures, including the specific security measures and practices for the particular Cloud Services ordered by Customer, may be specified in the Agreement.

9.1 Physical Access Control. Oracle employs measures designed to prevent unauthorized persons from gaining access to data processing systems in which Personal Data is Processed, such as the use of security personnel, secured buildings and data center premises.

9.2 System Access Control. The following may, among other controls, be applied depending upon the particular Cloud Services ordered: authentication via passwords and/or two-factor authentication, documented authorization processes, documented change management processes, and logging of access on several levels. For Cloud Services hosted at Oracle: (i) log-ins to Cloud Services Environments by Oracle employees and Third Party Subprocessors are logged; (ii) logical access to the data centers is restricted and protected by firewall/VLAN; and (iii) intrusion detection systems, centralized logging and alerting, and firewalls are used.

9.3 Data Access Control. Personal Data is accessible and manageable only by properly authorized staff, direct database query access is restricted, and application access rights are established and enforced. In addition to the access control rules set forth in Sections 9.1 – 9.3, Oracle implements an access policy under which Customer controls access to its Cloud Services environment and to Personal Data and other data by its authorized personnel.

9.4 Transmission Control. Except as otherwise specified for the Cloud Services (including within the Oracle Cloud Order or the applicable service specifications referenced in the Agreement), transmissions of data outside the Cloud Service environment are encrypted. Some Cloud Services, such as social media services, may be configurable by Customer to permit access to third party sites that require unencrypted communications. The content of communications (including sender and recipient addresses) sent through some email or messaging services may not be encrypted. Customer is solely responsible for the results of its decision to use such unencrypted communications or transmissions.

9.5 Input Control. The Personal Data source is under the control of the Customer, and Personal Data integration into the system, is managed by secured file transfer (i.e., via web services or entered into the application) from the Customer. As set forth in Section 9.4 above, note that some Cloud Services permit Customers to use unencrypted file transfer protocols. In such cases, Customer is solely responsible for its decision to use such unencrypted field transfer protocols.

9.6 Data Backup. For Cloud Services hosted at Oracle: back-ups are taken on a regular basis; back-ups are secured using a combination of technical and physical controls, depending on the particular Cloud Service.

9.7 Data Segregation. Personal Data from different Oracle customers' environments is logically segregated on Oracle's systems.

9.8 Confidentiality. All Oracle employees and Third Party Subprocessors that may have access to Personal Data are subject to appropriate confidentiality arrangements.

10. Audit Rights

Customer may audit Oracle's compliance with the terms of this Data Processing Agreement up to once per year. Customer may perform more frequent audits of the Cloud Service data center facility that Processes Personal Data to the extent required by laws applicable to Customer. If a third party is to conduct the audit, the third party must be mutually agreed to by Customer and Oracle and must execute a written confidentiality agreement acceptable to Oracle before conducting the audit.

To request an audit, Customer must submit a detailed audit plan to Oracle at least two weeks in advance of the proposed audit date. The audit plan must describe the proposed scope, duration, and start date of the audit. Oracle will review the audit plan and provide Customer with any concerns or questions (for example, any request for information that could compromise Oracle security, privacy, employment or other relevant policies). Oracle will work cooperatively with Customer to agree on a final audit plan. If the requested audit scope is addressed in a SSAE 16/ISAE 3402 Type 2, ISO, NIST, PCI DSS, HIPAA or similar audit report performed by a qualified third party auditor within the prior twelve months and Oracle confirms there are no known material changes in the controls audited, Customer agrees to accept those findings in lieu of requesting an audit of the controls covered by the report.

The audit must be conducted during regular business hours at the applicable facility, subject to Oracle policies, and may not unreasonably interfere with Oracle business activities.

Customer will provide Oracle any audit reports generated in connection with any audit under this Section 10, unless prohibited by law. Customer may use the audit reports only for the purposes of meeting its regulatory audit requirements and/or confirming compliance with the requirements of this Data Processing Agreement. The audit reports are Confidential Information of the parties under the terms of the Agreement.

Any audits are at the Customer's expense. Any request for Oracle to provide assistance with an audit is considered a separate service if such audit assistance requires the use of resources different from or in addition to those required for the provision of the Cloud Services. Oracle will seek the Customer's written approval and agreement to pay any related fees before performing such audit assistance.

11. Incident Management and Breach Notification

Oracle evaluates and responds to incidents that create suspicion of or indicate unauthorized access to or handling of Personal Data ("Incident"). Oracle operations staff is instructed on responding to Incidents where processing of Personal Data may have been unauthorized, including prompt and reasonable internal reporting, escalation procedures, and chain of custody practices to secure relevant evidence.

Depending on the nature of the Incident, Oracle defines escalation paths and response teams to address the Incident. Oracle will work with Customer, with internal Oracle lines of business, with the appropriate technical teams and, where necessary, with outside law enforcement to respond to the Incident. The goal of Oracle's Incident response will be to restore the confidentiality, integrity, and availability of the Cloud Services environment, and to establish root causes and remediation steps.

For purposes of this section, "Security Breach" means the misappropriation or unauthorized Processing of Personal Data located on Oracle systems or the Cloud Services environment, including by an Oracle employee, that compromises the security, confidentiality or integrity of such Personal Data. Oracle will inform Customer within 24 hours or sooner as required by applicable law if Oracle determines that Personal Data has been subject to a Security Breach or any other circumstance in which Customer is required to provide a notification under applicable law.

Oracle will promptly investigate the Security Breach and take reasonable measures to identify its root cause(s) and prevent a recurrence. As information is collected or otherwise becomes available, unless prohibited by law, Oracle will provide Customer with a description of the Security Breach, the type of

Personal Data that was the subject of the Security Breach, and other information Customer may reasonably request concerning the affected Data Subjects. The parties agree to coordinate in good faith on developing the content of any related public statements or any required notices for the affected Data Subjects and/or notices to the relevant data protection authorities.

12. Return and Deletion of Personal Data upon End of Cloud Services

Following termination of the Cloud Services, Oracle will return or otherwise make available for retrieval Customer's Personal Data then available in the Customer's Cloud Services environment. Following return of such Personal Data, or as otherwise specified in the Agreement, Oracle will promptly delete or otherwise render inaccessible all copies of Personal Data from the production Cloud Services environment, except as may be required by law. Oracle's data return and deletion practices are described in more detail in the Agreement.

13. Legally Required Disclosures

Except as otherwise required by law, Oracle will promptly notify Customer of any subpoena, judicial, administrative or arbitral order of an executive or administrative agency, regulatory agency, or other governmental authority ("Demand") that it receives and which relates to the Processing of Personal Data. At Customer's request, Oracle will provide Customer with reasonable information in its possession that may be responsive to the Demand and any assistance reasonably required for Customer to respond to the Demand in a timely manner. Customer acknowledges that Oracle has no responsibility to interact directly with the entity making the Demand.

14. Service Analyses

Oracle may (i) compile statistical and other information related to the performance, operation and use of the Cloud Services, and (ii) use data from the Cloud Services environment in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (collectively "Service Analyses"). Oracle may make Service Analyses publicly available. However, Service Analyses will not incorporate Customer's Content, Personal Data or Confidential Information in a form that could identify or serve to identify Customer or any Data Subject. Oracle retains all intellectual property rights in Service Analyses.

Exhibit 2D

Oracle

Privacy

vacy Menu

Oracle Services Privacy Policy

Scope

This policy covers the privacy practices that Oracle Corporation and its subsidiaries and affiliates ("Oracle" or "we") employ when providing support, consulting, Cloud or other services (the "services") to its customers ("you" or "your"). Oracle established this privacy policy in order to clarify that the use of information to which it may be provided access in order to provide services is more limited than the use of information covered by Oracle's general privacy policy.

Customer Information and Services Data

Customer Information is information that we may collect from your use of the Oracle Web sites and your interactions with us offline. We deal with customer information according to the terms of our general privacy policy.

Services Data is data that resides on Oracle, customer or third-party systems to which Oracle is provided access to perform services (including Cloud environments as well as test, development and production environments that may be accessed to perform Oracle consulting and support services). Oracle treats services data according to the terms of this policy, and treats services data as confidential in accordance with the terms of your order for services.

To illustrate the difference between customer information and services data, when a customer contracts with Oracle for Cloud services, the customer provides information about itself, including its name, address, billing information, and some employee contact information. Oracle may also collect other information about the customer and some employees, for example through its web sites, as part of that interaction. All of that information is customer information, and is treated according to Oracle's general privacy policy.

In contrast, having contracted with Oracle for Cloud or other services, the customer provides Oracle access to its production, development or test environment, which may include personal information about its employees,

customers, partners or suppliers (collectively "end users").

How Oracle Collects and Uses Services Data

Below are the conditions under which Oracle may access, collect and/or use services data.

To Provide Services and to Fix Issues. Services data may be accessed and used to perform services under your order for support, consulting, Cloud or other services and to confirm your compliance with the terms of your order. This may include testing and applying new product or system versions, patches, updates and upgrades; monitoring and testing system use and performance; and resolving bugs and other issues you have reported to Oracle. Any copies of services data created for these purposes are only maintained for time periods relevant to those purposes.

As a Result of Legal Requirements. Oracle may be required to retain or provide access to services data to comply with legally mandated reporting, disclosure or other legal process requirements.

Oracle may transfer and access services data globally as required for the purposes specified above. If Oracle hires subcontractors to assist in providing services, their access to services data will be consistent with the terms of your order for services and this services privacy policy. Oracle is responsible for its subcontractors' compliance with the terms of this policy and your order.

Oracle does not use services data except as stated above or in your order. Oracle may process services data, but does not control your collection or use practices for services data. If you provide any services data to Oracle, you are responsible for providing any notices and/or obtaining any consents necessary for Oracle to access, use, retain and transfer services data as specified in this policy and your order.

Access Controls

Oracle's access to services data is based on job role/responsibility. Services data residing in Oracle-hosted systems is controlled via an access control list (ACL) mechanism, as well as the use of an account management framework. You control access to services data by your end users; end users should direct any requests related to their personal information to you.

Security and Breach Notification

Oracle is committed to the security of your services data, and has in place physical, administrative and technical measures designed to prevent unauthorized access to that information. Oracle security policies cover the management of security for both its internal operations as well as the services. These policies, which are aligned with the ISO/IEC 27001:2013 standard, govern all areas of security applicable to services and apply to all Oracle employees. Oracle's Support, Consulting and Cloud lines of business have developed detailed statements of security practices that apply to many of their service offerings, which are available for review at your request.

Oracle's security policies and procedures are reviewed and overseen by Oracle Global Information Security (GIS). GIS is responsible for security oversight, compliance and enforcement, and for conducting information security assessments and leading the development of information security policy and strategy.

Oracle is also committed to reducing risks of human error, theft, fraud, and misuse of Oracle facilities. Oracle's efforts include making personnel aware of security policies and training employees to implement security policies. Oracle employees are required to maintain the confidentiality of services data. Employees' obligations include written confidentiality agreements, regular training on information protection, and compliance with company policies concerning protection of confidential information.

Oracle promptly evaluates and responds to incidents that create suspicions of unauthorized handling of services data. Oracle GIS and Legal are informed of such incidents and, depending on the nature of the activity, define escalation paths and response teams to address the incidents. If Oracle determines that your services data has been misappropriated (including by an Oracle employee) or otherwise wrongly acquired by a third party, Oracle will promptly report such misappropriation or acquisition to you.

Cross Border Transfers

Oracle is a global corporation with operations in over 80 countries and has developed global data security practices designed to ensure that your personal information is appropriately protected. Please note that personal information may be transferred, accessed and stored globally as necessary in accordance with this privacy policy.

Oracle complies with the EU-U.S. Privacy Shield Framework and the Swiss-U.S. Privacy Shield Framework as set forth by the U.S. Department of Commerce regarding the collection, use, and retention when a customer and Oracle have agreed by contract that transfers of personal information from the European Economic Area ("EEA") or Switzerland will be transferred and processed pursuant to the Privacy Shield for the relevant services. When conducting those activities on behalf of its EEA or Swiss customers, Oracle holds and/or processes personal information provided by the EEA or Swiss customer at the direction of the customer. Oracle will then be responsible for ensuring that third parties acting as an agent on our behalf do the same.

Oracle has certified to the Department of Commerce that it adheres to the Privacy Shield Principles. If there is any conflict between the terms in this privacy policy and the Privacy Shield Principles, the Privacy Shield Principles shall govern. To learn more about the Privacy Shield program, and to view our certification, please visit https://www.privacyshield.gov/list.

The following entities are covered entities under Oracle's Privacy Shield self-certification: Delphi Asset Management Corporation; MICROS Fidelio Worldwide LLC; Oracle America, Inc.; Oracle Financial Services Software America, Inc.; Oracle Financial Services Software, Inc.; Oracle International Corporation; Oracle Taiwan LLC; Bronto Software, LLC; Monexa, LLC, NetSuite, Inc.; OrderMotion, Inc.; Dynamic Network Services, Inc. With respect to personal information received or transferred pursuant to the Privacy Shield Framework, Oracle is subject to the regulatory enforcement powers of the U.S. Federal Trade Commission and commits to cooperate with EU data protection authorities.

Dispute Resolution

If you have any complaints regarding our compliance with this privacy policy, you should first contact us. We will investigate and attempt to resolve complaints and disputes regarding use and disclosure of personal information in accordance with this privacy policy.

If you have an unresolved privacy or data use concern that we have not addressed satisfactorily, please contact our U.S.-based third party dispute resolution provider (free of charge) at https://feedback-form.truste.com/watchdog/request. Under certain conditions, more fully described on the Privacy Shield website, you may invoke binding arbitration when other dispute resolution procedures have been exhausted.

Compliance

Oracle has appointed a Chief Privacy Officer. If you believe your services data has been used in a way that is not consistent with this policy, or if you have further questions related to this policy, please contact the Chief Privacy Officer through our inquiry form. Written inquiries may be addressed to:

Chief Privacy Officer, Oracle Corporation
10 Van de Graaff Drive
Burlington, MA 01803
USA

Last Updated: February 13, 2018

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Exhibit 2E

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FUSION APPLICATIONS

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SERVICE DESCRIPTIONS

December 21, 2017

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Hosted $M in Freight Under Management (FUM) is defined as one million U.S. dollars (or the equivalent amount in local currency stated in the order) of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the Oracle Transportation Management Cloud Service. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you, and any transportation management services provided by you for your clients. Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

Hosted $M in Application Annual Revenue is defined for purposes of Oracle Global Trade Management Cloud Service as one million United States dollars (or the equivalent amount in local currency stated in the order) in all income (interest income and non-interest income) before adjustments for expenses and taxes generated by you during a fiscal year.

Hosted Compensated Individual: is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

Hosted Employee: is defined as (i) all of your full-time, part-time, temporary employees, and (ii) all of your agents, contractors and consultants who have access to, use of, or are tracked by, the programs. The quantity of the licenses required is determined by the number of Hosted Employees and not the actual number of users. In addition, if you elect to outsource any business function(s) to another company, the following must be counted for purposes of determining the number of Hosted Employees: all of that other company's full-time employees, part-time employees, temporary employees, agents, contractors and consultants that (i) are providing the outsourcing services and (ii) have access to, use of, or are tracked by, the programs.

Hosted Expense Report: is defined as the total number of expense reports processed by the Oracle Fusion Expenses Cloud Service during a month period.

Hosted Full Time Equivalent (FTE) Student: is defined as any full-time student enrolled in Your institution and any part-time student enrolled in Your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on Your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of counting quantity requirements.

Hosted Fusion Month is defined as one calendar month of access to the Cloud Services.

Hosted Managed Resource: is defined as a physical asset subject to the applicable service (such as a truck or a train) and individual users of the service, as well as all your employees, contractors, partners, and any other individual or entity managed by the service.

Hosted Named User: is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

For the purposes of Fusion Product Hub Cloud Service a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items), or organization assignments, or revisions/versions of the same item, or items.

For the purposes of Fusion Product Hub Portal Cloud Service a hosted product record is defined by a unique record that is uploaded through the Product Hub Portal Cloud Service and has been accepted to be imported into the Product Hub Cloud Service at any given time.

For the purposes of Oracle In-Memory Cost Management Cloud Service a product record is defined by a unique product that is used by an enterprise in the hosted service at any given time. A unique product record would include all items including but not limited to finished goods, phantom items, style items, sku items, pack items, assemblies, components, model and option items but does not include any instance items (i.e. star items).

Hosted 1,000 Warehouse Transactions: is defined as one thousand unique transactions processed through the Oracle Warehouse Management Cloud Service. For the purpose of this metric, Hosted Warehouse Transactions means license plate numbers (LPNs) that have been shipped or consumed by use of this Oracle Cloud Service. An LPN is a method used in the warehouse management industry to identify the cases, pallets, cartons, totes, etc. into which inventory is packaged for shipping. A given order line within a Hosted Warehouse Transaction will be packaged into one or more LPNs for shipping. You may not exceed the total number of Hosted Warehouse Transaction subscriptions under Your order during the Services Period. If You exceed the quantity of Hosted Warehouse Transaction subscriptions purchased under Your order, You must purchase additional quantities from Oracle.

Loqate's worldwide address data packs: mean address data packs provided by third party Loqate and used within the Oracle Address Verification Cloud Service. These data packs consist of postal address data from sources such as Royal Mail, United States Postal Service, etc., and worldwide coverage of countries covered for such data can be found at http://www.loqate.com/datacoveragesummary/

Additional Storefront is defined as an added set of Commerce Cloud Service environments including a production environment, staging environment and development environment. These environments enable a shopper-facing website, a domain name, and dedicated administration interface permitting independent content administration of the website.

Test Environment: is defined as a single test environment provided to You as part of the Cloud Services. A test environment is used for testing and validating changes prior to promotion to the production environment as well as for recreating events and duplicating issues occurring in the production environment for the purposes of troubleshooting and facilitating incident resolution.

Record: for the purposes of the Oracle Sales Cloud for Midsize Cloud Service, Record is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within your Oracle Sales Cloud for Midsize Cloud Service environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document specific to the Oracle Sales Cloud for Midsize Cloud Service. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Oracle Sales Cloud for Midsize Cloud Service environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Oracle Sales Cloud for Midsize Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document specific to the Oracle Sales Cloud for Midsize Cloud Service.
(For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

Hosted Connection: is defined as a unique connection used to build integrations between applications using the Oracle Integration Cloud Service. A Connection is counted per unique application, data source, third party software, Oracle software, Web Service or REST end point to which the Oracle Integration Cloud Service is connected. Web Services that use the same WSDL url and credential are counted as one Connection.

Note that the part number B88368 (Disaster Recovery for Fusion Cloud at Customer) is included in an order for this service if You opt for disaster recovery. The presence of this part number in Your order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion SaaS and manage such service at a Disaster Recover location designated by you.

3. ***Disconnected Mode of Operation***

Part number B88369 (if specified in Your order) in Your order is for Fusion Cloud at Customer Disconnected service In this mode, Oracle staff manages Your Fusion deployment without any need for an Internet connection between the deployment site and Oracle. Oracle staff will perform service management of your network from your premises.

Oracle staff performing the service management shall be located in the same country where your Fusion Cloud Service is deployed.

Note that the part number B88368 (Disaster Recovery for Fusion Cloud at Customer) is included in an order for this service if You opt for disaster recovery. The presence of this part number in the order indicates that Fusion entitlement for a disaster recovery site is provided to You as part of the service. This means that Oracle will provide hardware, deploy Fusion SaaS and manage such service at a Disaster Recover location designated by You.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for the United States-Hosted Employee

Applicable Part # B86334

Users of the Oracle Payroll Cloud Service for the United States are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Fusion Global Payroll Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for China-Hosted Employee

Applicable Part # B86337

Users of the Oracle Payroll Cloud Service for China are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for China is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for Saudi Arabia-Hosted Employee

Applicable Part # B86338

Users of the Oracle Payroll Cloud Service for Saudi Arabia are authorized to access the following modules:

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for Kuwait-Hosted Employee

Applicable Part # B86340

Users of the Oracle Payroll Cloud Service for Kuwait are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for Kuwait is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Payroll Cloud Service for Qatar-Hosted Employee

Applicable Part # B86341

Users of the Oracle Payroll Cloud Service for Qatar are authorized to access the following modules:

- Oracle Fusion Global Payroll
- Oracle Fusion Cash Management (restricted-use)

Usage Limits: The Oracle Payroll Cloud Service for Kuwait is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- Oracle Fusion Performance Management

Users of Oracle Fusion Performance Management Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Performance Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Talent Review and Succession Management Cloud Service- Hosted Named User

Applicable Part # B67294

Users of the Oracle Fusion Talent Review and Succession Management Cloud Service are authorized to access the following module:

- Oracle Fusion Talent Review and Succession Management

Users of Oracle Fusion Talent Review and Succession Management Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Talent Review and Succession Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- Oracle Fusion Career Development Cloud Service

Users of Oracle Fusion Career Development Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Career Development Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Learning Cloud -Hosted Named User

Applicable Part # B85242

Users of the Oracle Learning Cloud Service are authorized to access the following modules:

- Oracle Learning Cloud

Users of Oracle Learning Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Learning Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User	5	200	N/A

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Work Life Cloud Service- Hosted Named User

Applicable Part # B88342

Users of Oracle Work Life Cloud Service are authorized to access the following modules:

- Fusion Workforce Reputation Management Cloud Service
- Fusion Employee Wellness Cloud Service
- Fusion Volunteering Cloud Service

Users of Oracle Work Life Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Work Life Cloud Service is subject to usage limits based on:

- maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User	5	200	N/A

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Workforce Health and Safety Incidents Cloud Service- Hosted Named User

Applicable Part # B87864

Oracle Fusion CRM Base Professional Offering Cloud Service - Hosted Named User

Applicable Part # B86408

Users of the Oracle Fusion CRM Base Professional Offering Cloud Service are authorized to access the following modules:

- CX Foundation
    - Accounts, Contact and Households
    - Fusion Lead Management
    - Fusion Opportunity Management
    - Notes and Attachments
    - Activities - Appointments, Tasks and Call Reports
    - Oracle Sales Cloud for Outlook; (PIMSYNC Only)
    - Oracle Sales Cloud Mobile
    - Oracle Enterprise Mobile
    - Oracle Social Network
    - Sales Coach
    - Assessments
    - Automated Assignment
- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns; and
- Fusion Revenue Forecasting

Usage Limits: The Oracle Fusion CRM Base Professional Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth

- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Sales Revenue Forecasting;
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Territory Management; and
- Oracle Customer Data Management (CDM) Foundation Components

Usage Limits: The Oracle Fusion CRM Base Standard Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

Record: is defined as a unique party database record or a transactional record for opportunity, lead, activities and custom object stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within your Fusion CRM Base Standard Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Fusion CRM Base Standard Offering environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Usage Limits: The Oracle Fusion CRM Base Enterprise Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	180,000	400	N/A

Record: is defined as a unique party database or a transactional record for opportunity, lead, activities and custom object record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within your Fusion CRM Enterprise Standard Offering environment is one hundred and eighty thousand (180,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion CRM Base Enterprise Offering environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion CRM Base Premium Offering Cloud Service - Hosted Named User

Applicable Part # B67269

Users of the Oracle Fusion CRM Base Premium Offering Cloud Service are authorized to access the following modules:

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management

Usage Limits: The Oracle Fusion CRM Base Premium Offering Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	240,000	600	N/A

Record: is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within your Fusion CRM Base Premium Offering environment is two hundred and forty thousand (240,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within your Fusion CRM Base Premium Offering environment for all such Hosted Named Users is twenty-four million (24,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to six hundred (600) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 60 gigabytes.)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Sales Cloud for Higher Education Cloud Service- Hosted Named User

Applicable Part # B87816

Users of the Oracle Sales Cloud for Higher Education Cloud Service are authorized to access the following module:

- Oracle Sales Cloud for Higher Education Cloud Service

Usage Limits: The Oracle Sales Cloud for Higher Education Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order

- a maximum number of Authorized Users (Hosted Compensated Individual) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Compensated Individual:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Compensated Individual (1 Authorized User)	1,000,000	N/A	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Opportunity Landscape Cloud Service- Hosted Named User

Applicable Part # B67273

Users of the Oracle Fusion Opportunity Landscape Cloud Service are authorized to access the following module:

- Oracle Fusion Opportunity Landscape

Usage Limits: The Oracle Fusion Opportunity Landscape Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Fusion Opportunity Landscape Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Partner Relationship Management for Channel Managers Cloud Service- Hosted Named User

Applicable Part # B67280

Users of the Oracle Fusion Partner Relationship Management for Channel Managers Cloud Service are

Usage Limits: The Oracle Fusion Partner Relationship Management for Partners Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5,000	25	N/A

Record: is defined as a unique party database record stored in the hosted service. A party is the account, contact, employee or organization that is the subject of the database record.

The maximum number of Records that may be uploaded and stored within Your environment is five thousand (5000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased (100) Hosted Named User licenses under Your Ordering Document, Your total storage capacity within Your environment for all such Hosted Named Users is five hundred thousand (500,000) Records). The maximum aggregate files that may be store within Your environment for all Your Hosted Named Users, regardless of the number of Records, is equal to twenty five (25) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 2.5 gigabytes).

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Social Network for Partners Cloud Service- Hosted Named User

Applicable Part # B85215

Users of the Social Network For Partners Cloud Service are authorized to access the following:

- Social Network for Partners

Usage Limits: The Social network for Partners Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery

- Oracle Fusion Voice Cloud Service for Oracle Sales Cloud

Usage Limits: The Oracle Fusion Voice Cloud for Sales Cloud is subject to usage limits based on:

- Oracle will make the Oracle Fusion Voice Cloud Service for Oracle Sales Cloud client application available for download at the Apple Apps Store https://itunes.apple.com/us/genre/mobile-software-applications/id36

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Enterprise Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Sales Cloud for High Tech and Manufacturing Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81521

Users of the Oracle Sales Cloud Service for High Tech and Manufacturing are authorized to access the following modules:

- Oracle Sales Cloud Service for High Tech and Manufacturing
- Oracle Sales Cloud for Channel Manager Cloud Service
- Oracle Sales Cloud for Partner Manager Cloud Service

Usage Limits: The Oracle Sales Cloud Service for High Tech and Manufacturing is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named Employee)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Sales Cloud for Communications Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81523

Users of the Sales Cloud for Communciations Cloud Service are authorized to access the following:

for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Sales Cloud for Financial Services Cloud Service Cloud Service- Hosted Named User

Applicable Part # B81525

Users of the Sales Cloud for Financial Services Cloud Service are authorized to access the following:

- Oracle Sales Cloud Service for Financial Services
- Integration with Oracle Policy Automation (OPA) supports Needs Analysis in account, contact, household, partner, lead, opportunity and activities
- Lead and opportunity Needs Analysis interviews
- Case Management for life events
- Inheritance Management Mobile App
- Transparent Data Encryption
- Database Vault

Usage Limits: The Sales Cloud for Financial Services Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Sales Cloud Essential User Cloud Service - Hosted Named Employee

Applicable Part # B86409

Users of the Oracle Sales Cloud Essential User Cloud Service are authorized to access the following modules:

- Limited use of Oracle Sales Cloud Service as follows:

Oracle Sales Cloud Essential User Cloud Service allows authorized employees "read" experience including reports, "approve transactions" capability and "edit" capabilities for add attachments, notes, comments and create activities .

Users of the Social Data and Insight and Cloud Service are authorized to access the following functionality:

- Search Records of D&B Companies
- Export Records of D&B Companies either in the form of CSV files or directly within an application (e.g., Oracle Sales Cloud)
- Enrich existing Hosted Records by submitting them to the Cloud Service either in real-time within an application or in batch mode.
    - Real-time mode: the user can select from multiple suggestions and matches for a Hosted Record submitted. D&B DUNS number will be displayed on the user interface as a user selected result.
    - Batch mode: the Cloud Service will schedule a job that will return best matches for those submitted records against other Hosted Records. D&B DUNS number for these results (i.e., records matched in batches) will not be provided.

Usage Limits:

The Social Data and Insight and Cloud Service is subject to the following limits:

- Maximum number of Hosted Records that a user may export, per export job: 100,000
- Maximum number of Hosted Records that a user may submit for real-time mode enrichment per job: 10
- Maximum number of Hosted Records that a user may submit for batch mode enrichment, per job: 250,000
- Maximum number of matched Hosted Records, per job: 250,000. (The number of matched Hosted Records is calculated by multiplying the number of input records by the "multi match" value. For example, if 10 input records are run against a multiple matched value of 5, this will yield 50 matched Hosted Records, if every input record results into 5 matches.)

Licensed Metric	Database Storage (GB)	File Storage (GB)	Bandwidth
Hosted Record	N/A	N/A	N/A

Additional Restrictions:

The Social Data and Insight Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Social Data and Insight Cloud Service for D&B Company Records at any one time (e.g., you may not purchase or use Cloud Service part numbers B75366 and B75367 during any same period of time).
- You may use the D&B Companies Hosted Records in only one of the following Oracle Cloud application suites:
- Oracle Sales Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
- Oracle Marketing Cloud suite
- Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
- Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
- Oracle Cloud BI Apps suite

The Social Data and Insight Cloud Service is subject to the following restrictions:

- You can purchase and use only a single Oracle Social Data and Insight Cloud Service for D&B Contact Records at any one time (e.g., you may not purchase or use Cloud Service part numbers B75366 and B75367 during any same period of time).

- You may use the D&B Contacts Hosted Records in only one of the following Oracle Cloud application suites:
    - Oracle Sales Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
    - Oracle Marketing Cloud suite
    - Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
    - Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
    - Oracle Cloud BI Apps suite

  To use the Hosted Records in more than one of the Oracle Cloud application, You may be required to purchase additional Social Data and Insight Cloud Services subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Social Data and Insight Cloud Service – Additional Applications - Application

Applicable Part #s: B85216, B85217, B85218

Users of the Oracle Social Data and Insight Cloud Service – Additional Applications are authorized to access the following functionality:

- For each additional application purchased hereunder, You may use the D&B Contacts Hosted Records or D&B Company Records (but not both) in an additional one of the following Oracle Cloud application suites as set forth in Your order:
    - Oracle Sales Cloud suite and/or Oracle Service Cloud suite (this is considered to be one Oracle Cloud application for the purposes of this limitation)
    - Oracle Marketing Cloud suite
    - Oracle Human Capital Management Cloud suite, which includes capabilities such as Talent Management
    - Oracle Social Relationship Management Cloud suite, which includes capabilities such as Social Engagement, Listening and Publishing
    - Oracle Cloud BI Apps suite

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Engagement Cloud Professional Offering Cloud Service - Hosted Named User

Applicable Part # B87347

Users of the Oracle Fusion Engagement Cloud Professional Offering Cloud Service are authorized to access the following modules:

- CX Foundation
  - Accounts, Contact and Households
  - Fusion Lead Management
  - Fusion Opportunity Management
  - Notes and Attachments
  - Activities - Appointments, Tasks and Call Reports
  - Oracle Sales Cloud for Outlook; (PIMSYNC Only)
  - Oracle Sales Cloud Mobile
  - Oracle Enterprise Mobile
  - Oracle Social Network
  - Sales Coach
  - Assessments
  - Automated Assignment
- Fusion Sales Catalog;
- Fusion Configuration and Customization Toolset;
- Fusion Sales Analytics;
- Fusion Sales Campaigns;
- Fusion Revenue Forecasting; and
- Oracle Fusion Service Requests

Usage Limits: The Oracle Fusion Engagement Cloud Professional Offering Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User)
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

Usage Limits: The Oracle Fusion Engagement Cloud Standard Offering Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Absolute Limit of 7,500,000 API Operations per day/site (regardless of the number of Authorized Users purchased). API Operation consumption limited to Engagement Cloud Named Users. API Operations are defined as Service transactions and Service communication channels.
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	110,000	200	N/A

The maximum number of Records that may be uploaded and stored within your Fusion Engagement Cloud Standard Offering environment is one hundred and ten thousand (110,000) times the total number of Hosted Named User licenses purchased by You under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named User licenses under this Ordering Document, Your total storage capacity within your Fusion CRM Base Standard Offering environment for all such Hosted Named Users is eleven million (11,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion Engagement Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to two hundred (200) megabytes of file attachments per Hosted Named Users licensed under Your Ordering Document. (For example, if you have purchased one hundred (100) Hosted Fusion Named User licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 20 gigabytes.)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Engagement Cloud Enterprise Offering Cloud Service- Hosted Named User

Applicable Part # B87346

Users of the Oracle Fusion Engagement Cloud Enterprise Offering Cloud Service are authorized to access the following modules:

- Fusion CX Platform;
- Fusion Customer Center;
- Fusion Opportunity Management;
- Fusion Territory Management;
- Fusion Lead Management;
- Fusion Sales Revenue Forecasting;
- Oracle Social Network;
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Customer Relationship Management for Lotus Notes

example, if You have purchased one hundred (100) Hosted Named User licenses under Your Ordering Document, your total storage capacity within your Fusion CRM Base Enterprise Offering environment for all such Hosted Named Users is eighteen million (18,000,000) Records.) The maximum aggregate quantity of files that may be stored within Your Fusion CRM Base Cloud Service environment for all Your Hosted Named Users, regardless of the number of Records, is equal to four hundred (400) megabytes of file attachments per Hosted Named User licensed under Your Ordering Document. (For example, if You have purchased one hundred (100) Hosted Named Users licenses under Your Ordering Document, the maximum aggregate quantity of files that may be stored is 40 gigabytes.)

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Engagement Cloud Industry Offering Cloud Service - Hosted Named User

Applicable Part # B87345

Users of the Oracle Fusion Engagement Cloud Industry Offering Cloud Service are authorized to access the following modules:

- Fusion CX Platform;
- Fusion Customer Center;
- Fusion Opportunity Management;
- Fusion Territory Management;
- Fusion Lead Management;
- Fusion Sales Forecasting;
- Oracle Social Network;
- Fusion Customer Relationship Management for Microsoft Outlook;
- Fusion Customer Relationship Management for Lotus Notes
- Fusion Customer Relationship Management for Gmail
- Fusion Mobile Sales;
- Oracle Enterprise Mobile
- Fusion Mobile Sales Call Report App;
- Fusion Quota Management;
- Fusion Sales Campaigns;
- Fusion Sales Catalog;
- Fusion Incentive Compensation;
- Fusion Sales Predictor;
- Fusion Opportunity Landscape;
- Fusion Enterprise Contracts Management;
- Fusion Customer Hub;
- Fusion Customer Data Steward;
- Fusion Voice Cloud Service for Sales Cloud;
- Fusion Mobilytics;
- Lightbox; and
- Business Intelligence Mobile Application Designer

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Loyalty Standard Edition Cloud Service- Hosted 1,000 Active Members

Applicable Part # B87856

Users of the Oracle Loyalty Standard Edition Cloud Service are authorized to access the following modules:

- Loyalty Program Management
- Loyalty Membership Management
- Loyalty Promotions Management
- Loyalty Transactions Engine
- Loyalty Bulk Membership Administration
- Hosted Loyalty User (Loyalty Manager and Administrator)

As part of the Oracle Loyalty Standard Edition Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service for every 1,000 Hosted Active Members

Usage Limits: The Oracle Loyalty Standard Edition Cloud Service is subject to usage limits based on:

- A maximum number of 1,000 Hosted Active Members as defined in your order.
- 10 External API requests per Active Member per 12 months.
- Peak capacity per the below table:

Member Volume	Included Number of External API Requests	Transaction Peak Capacity Limit (Transactions per hour)
500k	5MM	13k
1MM	10MM	27k
2MM	20MM	54k
5MM	50MM	136k
10MM	100MM	273k

- Oracle will provision 2 environments for this Oracle Cloud service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per 1,000 Hosted Active Members:

File Storage (MB)	Bandwidth

Oracle Fusion Financials Cloud Service- Hosted Named User

Applicable Part # B69711

Users of the Oracle Fusion Financials Cloud Service are authorized to access the following module:

- Oracle Fusion Financials
- Oracle Fusion Reports Center
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Financial Reporting Compliance Cloud Service - Hosted Named User

Applicable Part # B81510

Users of the Oracle Fusion Financial Reporting Compliance Cloud Service are authorized to access the following module:

- Fusion Financial Reporting Compliance

Usage Limits: The Oracle Fusion Financial Reporting Compliance Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Accounting Hub Cloud Service - Hosted 1,000 Records

Applicable Part # B87855

Users of the Oracle Accounting Hub Cloud Service - Hosted 1,000 Records are authorized to access the following module:

- Oracle Accounting Hub Cloud Service

Usage Limits: The Oracle Accounting Hub Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted 1,000 Records
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Advanced Collections Cloud Service- Hosted Named User

Applicable Part # B69714

Users of the Oracle Fusion Advanced Collections Cloud Service are authorized the access the following module:

- Oracle Fusion Advanced Collections
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Advanced Collections Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts..

Fusion Automated Invoice Processing Cloud Service-Hosted 1,000 Records

Users of the Oracle Fusion Revenue Management Cloud Service are authorized to access the following modules:

- Oracle Fusion Revenue Management Cloud Service
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Revenue Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence Cloud Service- Hosted Named User

Applicable Part # B84576

Users of the Oracle Fusion Transactional Business Intelligence Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits: The Oracle Fusion Transactional Business Intelligence Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion Transactional Business Intelligence Cloud Service uses the storage provided under your applicable Oracle Fusion Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Purchasing Cloud Services- Hosted Named User

- Oracle Fusion Supplier Qualification Management
- Oracle Transactional Business Intelligence for Procurement

Usage Limits: The Oracle Fusion Supplier Qualification Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following metrics shall apply per Hosted Named User

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	200,000	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Supplier Network Adapter for Partners Cloud Service- 500 Hosted Trading Partners

Applicable Part # B85692

Users of the Oracle Supplier Network Adapter for Partners Cloud Service are authorized to access the following module:

- Oracle Supplier Network

Usage Limits: The Oracle Supplier Network Adapter for Partners Cloud Service is subject to usage limits based upon:

- a maximum number of 500 Hosted Trading Partners as set forth in Your order

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Sourcing Cloud Service- Hosted Named User

Applicable Part # B69719

Usage Limits: The Oracle Fusion Self Service Procurement Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Time and Labor for Projects Cloud Service-Hosted Named User

Applicable Part # B78901

Users of the Oracle Fusion Time and Labor for Projects Cloud Service are authorized to access the following modules:

- Oracle Fusion Time and Labor for Projects Cloud Service

Usage Limits: The Oracle Fusion Time and Labor for Projects Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named user) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Project Financials Cloud Service- Hosted Named User

Applicable Part # B84628

Users of the Oracle Fusion Project Financials Cloud Service are authorized to access the following module:

Users of the Oracle Fusion Project Management Cloud Service are authorized to access the following modules:

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation

Usage Limits: The Oracle Fusion Project Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Project Resource Management Cloud Service-Hosted Managed Resource

Applicable Part # B73404

Users of the Oracle Fusion Project Resource Management Cloud Service are authorized to access the following modules:

- Oracle Fusion Project Management
- Oracle Fusion Project Foundation

Usage Limits: The Oracle Fusion Project Resource Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Managed Resource) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Task Management Cloud Service- Hosted Named User

Applicable Part # B73405

Oracle Fusion Inventory Management Cloud Service- Hosted Named User

Applicable Part # B69729

Users of the Oracle Fusion Inventory Management Cloud Service are authorized to access the following module:

- Oracle Fusion Inventory Management
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Inventory Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Product Development Cloud Service - Hosted Named User

Applicable Part # B78968

Users of the Oracle Fusion Product Development Cloud Service are authorized to access the following modules:

- Oracle Fusion Product Catalog Management Cloud Service (EGO)
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Product Development Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Product Hub Cloud Service-Hosted 1,000 Records

Applicable Part # B69730

Users of the Oracle Fusion Product Hub Cloud Service are authorized to access the following module:

- Oracle Fusion Product Hub
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Product Hub Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Product Hub Portal Cloud Service-Hosted 1,000 Records

Applicable Part # B75256

Users of the Oracle Fusion Product Hub Portal Cloud Service are authorized to access the following modules:

- Oracle Fusion Product Hub Portal Cloud Service

Usage Limits: The Oracle Fusion Product Hub Portal Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 2 environments for this Oracle Cloud Enterprise service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Order Management Cloud Service - Hosted 1000 Order Lines

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Order Promising Cloud Service - Hosted 1000 Order Lines

Applicable Part # B81265

Users of the Oracle Fusion Order Promising Cloud Service are authorized to access the following module:

- Fusion Order Promising

Usage Limits: The Oracle Fusion Order Promising Cloud Service is subject to usage limits based upon:

- a maximum number of 1000 Order Lines
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Order Promising Cloud Service - Hosted Named User

Applicable Part # B81266

Users of the Oracle Fusion Order Promising Cloud Service are authorized to access the following module:

- Fusion Order Promising
- Oracle Fusion Transactional Business Intelligence for Supply Chain Management

Usage Limits: The Oracle Fusion Order Promising Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Maps Cloud Service for PeopleSoft – Hosted Employee

Applicable Part # B85253

- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Maps Cloud Service Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Maps Cloud Service for JD Edwards – $M in Revenue

Applicable Part # B86800

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for JD Edwards. With this Cloud Service, licensed JD Edwards products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in JD Edwards products.

Usage Limits:

- a maximum number of $ M in Revenue as set forth in Your order.

JD Edwards applications may deliver features that access the cloud service, but You may also customize JD Edwards application access to the service provided they comply with the following restrictions:

- Maps and other results of queries against the service may not be printed in commercial media (newspapers or magazines) or broadcast on television.
- The JD Edwards application may not perform real time tracking using this cloud service.
- This cloud service may not be used to optimize the routing of multiple moving assets traveling to multiple locations.
- The service must be used in conjunction with an Oracle product, not as a standalone offering

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Maps Cloud Service Enterprise Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Maps Cloud Service for PeopleSoft – $ M in Revenue

Applicable Part # B85254

Users of the Oracle Maps Cloud Service for PeopleSoft have access to the following module: Oracle Maps Cloud Service for Peoplesoft. With this Cloud Service, licensed PeopleSoft products may display maps (and overlay related information on the maps), geocode addresses, and present driving directions for use in PeopleSoft products.

Usage Limits:
This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosted and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Maps Cloud Service for Asset Optimization – Hosted Managed Resource

Applicable Part # B86910

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits:
This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosted and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Maps Cloud Service for Asset Optimization – 100 Appointments

Applicable Part # B86911

Users of the Oracle Maps Cloud Service for Asset Optimization have access to the following module: Oracle Maps Cloud Service for Asset Optimization. With this Cloud Service, users of Oracle applications that already use Oracle Maps Cloud Service to provide geocoding and mapping, may perform many to many optimization analysis based on results of the service.

Usage Limits:
This cloud service must only be used with Oracle applications that already use Oracle Maps Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosted and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Configurator Modeling Cloud Service - Hosted Named User

Applicable Part # B85240

Users of the Oracle Fusion Configurator Modeling Cloud Service are authorized to access the following module:

- Oracle Fusion Configurator

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Planning Central Cloud Service - Hosted 1000 Planned Item Locations

Applicable Part # B85244

Users of the Oracle Fusion Planning Central Cloud Service are authorized to access the following module:

- Oracle Fusion Planning Central

Usage Limits: The Oracle Fusion Planning Central Cloud Service is subject to usage limits based upon:

- a maximum number of Hosted 1000 Planned Item Locations

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Planning Central User Cloud Service - Hosted Named User

Applicable Part # B85245

Users of the Oracle Fusion Planning Central User Cloud Service are authorized to access the following module:

- Oracle Fusion Planning Central

Usage Limits: The Oracle Fusion Planning Central User Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Student Management Cloud Service - Hosted FTE Student

Applicable Part # B86932

Users of the Oracle Fusion Student Management Cloud Service are authorized to access the following module:

- Oracle Fusion Campus Community
- Oracle Fusion Student Financials
- Oracle Fusion Student Records
- Oracle Transactional Business Intelligence

As part of the Oracle Fusion Student Management Cloud Service you are authorized to access the following modules only for the purposes set forth herein:

- Accounts Receivable to support the creation and management of the student account modeled as a customer in AR and the corresponding generated financial transactions modeled using core transactions in AR limited to invoices, credit memos, receipts, payment application, and refunds.
- Payments solely to support the processing of student payments (credit card and AFT) for any course offered via Oracle Fusion Student Management Cloud Service.

Usage Limits: The Oracle Fusion Student Management Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted FTE Student) as set forth in Your order.

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment (amongst the modules included in this Cloud Service) is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Fusion Enterprise Contracts Cloud Service - Hosted Named User

Applicable Part # B86732

Users of the Oracle Fusion Enterprise Contracts Cloud Service are authorized to access the following module:

Oracle Adaptive Intelligent Offers- Hosted Named User

Part #: B87112

Users of Oracle Adaptive Intelligent Offers Hosted Named User are authorized to access the following module and features:

- Oracle Adaptive Intelligent Offers Cloud Service

Usage Limits: The Oracle Adaptive Intelligent Offers Management Cloud Service is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of Authorized Users (Hosted Named User) as set forth in Your order.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Adaptive Intelligent Offers - 1000 Offer Visits

Part #: B87113

Users of the Oracle Adaptive Intelligent Offers– 1000 Offer Visits are authorized to access the following module and features:

- Oracle Adaptive Intelligent Offers

Usage Limits: The Oracle Adaptive Intelligent Offers – 1000 Offer Visits is subject to the following usage limits:

- Oracle will provision one (1) production instance and one (1) test instance of this Oracle Cloud Service to You.
- a maximum number of 1000 Offer Visits as set forth in Your order.

If Your use of the Oracle Adaptive Intelligent Offers - 1000 Offer Visits exceeds the Quantity specified above (whether such excess usage occurs during or after the Service Period in this order), or if You have increased the Quantity under this order, You agree to pay, and Oracle will invoice You monthly in arrears, additional fees which will be calculated based on the Unit Net Price of Your current Quantity.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts

The Oracle Sales Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Voice for Midsize Cloud Service – Hosted Named User

Applicable Part # B85776

Users of the Oracle Voice for Midsize Cloud Service for Oracle Sales Cloud are authorized to access the following module:

- Oracle Fusion Voice Cloud Service for Oracle Sales Cloud

Usage Limits

- Oracle will make the Oracle Fusion Voice Cloud Service for Oracle Sales Cloud client application available for download at the Apple Apps Store https://itunes.apple.com/us/genre/mobile- software-applications/id36.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Enterprise Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Enterprise Contracts Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85777

Users of the Oracle Enterprise Contracts Management for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts Management

Usage Limits

- The Oracle Enterprise Contracts Management for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which can be viewed at www.oracle.com/contracts.

Oracle Incentive Compensation for Midsize Cloud Service – Hosted Compensated Individual

Applicable Part # B85778

Users of the Oracle Incentive Compensation for Midsize Cloud Service are authorized to access the following module:

maximum number of authorized users (Hosted Named User) as defined in your order.

- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Sales Campaigns for Midsize Cloud Service – Hosted Named User

Applicable Part # B85781

Users of the Oracle Sales Campaigns for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Sales Campaigns

Usage Limits

- The Oracle Sales Campaigns for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery policies, which you can view at www.oracle.com/contracts.

Oracle Marketing for Midsize Cloud Service

Applicable Part # B85782

Users of the Oracle Marketing for Midsize Cloud Service are authorized to access the following modules:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration
- System Management
- Oracle Cloud Support
- Oracle Eloqua Marketing Users (10 Hosted Named Users)
- Oracle Eloqua Integration API Cloud Service

Usage Limits

- The Oracle Marketing for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- The service comes with 10,000 contacts. Additional contacts can be purchased separately.
- Oracle will provision one production environment for this Oracle Cloud Service feature.

Oracle Cloud Policies
The Oracle Configure, Price, and Quote for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Service for Midsize Cloud Service

Applicable Part # B85784

The Oracle Service for Midsize Cloud Service includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform. The Oracle Service Cloud for Midsize Cloud Service feature includes a number of Universal Tier Sessions set forth in your order and defined below.

Web Experience functionality includes:

- Oracle RightNow Email Management Cloud Service – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Oracle RightNow App Builder Experience Designer Cloud Service - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters
- Business rules, escalations, and routing
- Interaction management including unified multichannel management, basic screen-pop and Offer Advisor
- Oracle RightNow Asset Management and Product Tracking Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service including service and common configuration capabilities, Oracle RightNow Contextual Workspaces Cloud Service, and Oracle RightNow Opportunity Tracking Cloud Service
- Oracle RightNow Mobile Agent App Cloud Service, which is a native iPad application that supports incident management and the ability to view information about contacts, organizations, and staff

Engage functionality includes:

- Oracle RightNow Analytics Cloud Service – inline role-based reports, dashboards & homepages, report design center, analytics explorer, custom dashboard designer, comparison reports and historical data trending, fixed / run-time filtering, data exceptions, hierarchical drilldowns, conditional formatting, column definitions, custom scripting, advanced charting, and scheduled reports

Platform functionality includes:

- Oracle RightNow Mission Critical Cloud Service – Oracle RightNow Cloud Platform Cloud Service.
- Oracle RightNow App Builder Custom Objects Cloud Service – Provides the ability to extend the Oracle RightNow CX Cloud Service data model to accommodate additional business processes.

[2]Allocated per organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

[4]Allocated per user purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

[6]Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

[7]Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Upgrade Support

This Oracle Service Cloud for Midsize Cloud Service offering includes "like for like upgrade support" for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site to achieve functional parity, although the code itself can be modified to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions
Communication of major release changes	• The Technical Migration Manager (TMM) will direct the Customer to the Upgrade Guide, Release Notes, Workstation / System Requirements	• Consultation, coaching, or training around new features and functionality • Configuration of new features or functionality
General support of upgrade process questions via incident	• The Customer can submit incidents to Customer Care and they will be routed to the TMM accordingly. • Examples of incidents would be timeline, UAT, cutover, next steps, and so on.	• Product related questions such as "how to configure a new feature"
Kickoff meeting to outline important upgrade topics	• The TMM will present a kickoff PowerPoint presentation to discuss the upgrade process and next steps.	
Management of pre and post cutover incidents to ensure proper routing to either Technical Migration Manager, Customer Care, or Upgrade Engineering	• Support package service level targets apply, as outlined in the Oracle Cloud Support Policy within the Oracle Cloud Hosting and Delivery Policies and/or Service Description for Oracle Cloud Priority Service or legacy Oracle RightNow Customer Care Packages. • Post-cutover incidents are to be submitted within 30 days after upgrade.	• Management of non upgrade related issues • Management of incidents submitted more than 30 days after upgrade.

purchase of Billable Sessions, but will not be provisioned until professional services are purchased to implement the community features (Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook or Oracle RightNow Community Cloud Service). One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.

- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every one Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Compliance Implications

- Consumption of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions is based on the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above.
- If during a particular session the consumer utilizes only applications classified as "Universal Tier 1", then the session will count as a "Universal Tier 1 Session" for compliance purposes. If other tiers are purchased and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

The terms referenced in the Oracle Service Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Customer Service and Support Cloud Services Descriptions and Metrics, which you can view at www.oracle.com/contracts.

Oracle Cloud Policies

The Oracle Service Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Transactional Business Intelligence for Midsize Cloud Service – Hosted Named User

Applicable Part # B85785

Users of the Oracle Transactional Business Intelligence for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits

- The Oracle Transactional Business Intelligence for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud application. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Eloqua Marketing Basic Additional Contacts Cloud Service – 500 Contacts

Oracle Employee Wellness Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85789

Users of the Oracle Employee Wellness Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Employee Wellness Cloud for Midsize Cloud Service

Users of Oracle Employee Wellness Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- The Oracle Employee Wellness Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	NA

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Time and Labor for Midsize Cloud Service – Hosted Named User

Applicable Part # B85790

Users of the Oracle Time and Labor for Midsize Cloud Service are authorized to access the following modules:

- Oracle Time and Labor for Midsize Cloud Service

Usage Limits

- The Oracle Time and Labor for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named user) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise service. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth

Users of Oracle Workforce Compensation for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals that are managed or tracked by this program.

Usage Limits

- The Oracle Workforce Compensation for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Base Cloud for Midsize Cloud Service – Hosted Employee

Applicable Part # B85793

Users of the Oracle Human Capital Management Base Cloud for Midsize Cloud Service are authorized to access the following modules or functionalities:

- Oracle Fusion Global Human Resources
- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Fusion Benefits
- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Career Development
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle Human Capital Management Base Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Employee) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply per Hosted Employee:

- Oracle Fusion Performance Management

Users of Oracle HCM Performance Management Cloud for Midsize Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners, and any other individuals who are managed or tracked by this program.

Usage Limits

- Oracle Fusion Performance Management Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The following usage limits apply Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	NA

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Human Capital Management Expenses Cloud for Midsize Cloud Service – Hosted Expense Report

Applicable Part # B85796

Users of the Oracle HCM Expenses Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Expenses

Usage Limits

- The Oracle HCM Expenses Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized expense reports (Hosted Expense Report).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for non-production use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service

Applicable Part # B85663

Users of the Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing Cloud Service
- Oracle Fusion Financials Cloud Service
- Oracle Fusion Financials Report Center
- Oracle Transaction Business Intelligence for ERP
- Oracle Planning and Budgeting Cloud Service

Usage Limits

- The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Employee) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Service feature excepting Oracle Planning and Budgeting Cloud Service. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB.

Oracle Cloud Policies
The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to the Oracle Cloud Enterprise Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle ERP Financials for Midsize Cloud Service – Hosted Named User

Applicable Part # BB85664

Users of the Oracle ERP Financials for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Financials
- Oracle Fusion Reports Center
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle ERP Financials for Midsize Cloud Service Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

can view at www.oracle.com/contracts.

Oracle ERP Financial Reports Center for Midsize Cloud Service – Hosted Named User

Applicable Part #B85666

Users of the Oracle ERP Financial Reports Center for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Reports Center

Usage Limits

- The Oracle ERP Financial Reports Center for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Transactional Business Intelligence Cloud for Midsize Cloud Service – Hosted Named User

Applicable Part # B85667

Users of the Oracle Transactional Business Intelligence Cloud for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence

Usage Limits

- The Oracle Transactional Business Intelligence for Midsize Cloud Service is subject to usage limits based upon a maximum number of authorized users (Hosted Named User).
- Oracle will provision two environments for this Oracle Cloud application. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Automated Invoice Processing for Midsize Cloud Service – Hosted 1,000 Records

Applicable Part # B85668

for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts..

Oracle Revenue Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85671

Users of the Oracle Revenue Management for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Revenue Management Cloud Service
- Oracle Transactional Business Intelligence

Usage Limits

- The Oracle Revenue Management for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User) as defined in your order.
- Oracle will provision two environments for this Oracle Cloud Enterprise service. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Supplier Portal for Midsize Cloud Service – Hosted Named User

Applicable Part # B85672

Users of the Oracle Supplier Portal for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Supplier Portal

Usage Limits

The Oracle Supplier Portal for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).
Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Supplier Qualification Management for Midsize Cloud Service – Hosted Named User

Applicable Part # B85673

Applicable Part # B85675

Users of the Oracle Procurement Contracts for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Procurement Contracts
- Oracle Fusion Enterprise Contracts Management

Usage Limits

The Oracle Procurement Contracts for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).

Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle Self Service Procurement for Midsize Cloud Service – Hosted Named User

Applicable Part # B85676

Users of the Oracle Self-Service Procurement for Midsize Cloud Service are authorized to access the following module:

- Oracle Fusion Self Service Procurement

Usage Limits

The Oracle Self Service Procurement for Midsize Cloud Service is subject to usage limits based on a maximum number of authorized users (Hosted Named User).

Oracle will provision two environments for this Oracle Cloud Enterprise Applications. One is dedicated for production use and the second is dedicated as a stage environment for nonproduction use.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which you can view at www.oracle.com/contracts.

Oracle WebCenter Forms Recognition for Midsize Cloud Service – Hosted 1,000 Records

Applicable Part # B87331

Users of the Oracle WebCenter Forms Recognition for Midsize Cloud Service are authorized to access the following module:

Oracle Enterprise Planning and Budgeting Cloud Service-Hosted Named User

Applicable Part #: B85698

Users of the Oracle Enterprise Planning and Budgeting Cloud Service are authorized to access the following module or functionality:

- Oracle Enterprise Planning and Budgeting Cloud Service
- Oracle Planning and Budgeting Cloud Service
- Oracle Strategic Modeling
- Oracle Financial Statement Planning
- Oracle Capital Expenditure Planning
- Oracle Workforce Planning
- Oracle Project Financial Planning

Usage Limits: The Oracle Enterprise Planning and Budgeting Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Enterprise Planning and Budgeting Cloud service cannot exceed 150GB

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses.

Oracle Planning and Budgeting Cloud Service-Hosted Named User

Applicable Part # B73946

Users of the Oracle Planning and Budgeting Cloud Service are authorized to access the following module:

- Oracle Planning and Budgeting Cloud Service

Usage Limits: The Oracle Planning and Budgeting Cloud Service is subject to usage limits based upon:

a maximum number of Authorized Users (Hosted Named User)

Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses

Option: Oracle Workforce Planning– Hosted Named User

Applicable Part # B86761

Oracle Workforce Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Workforce Planning have access to the following module:

- Oracle Workforce Planning

Usage Limits: The Oracle Workforce Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Workforce Planning Option uses storage provided by the Oracle Planning and Budgeting Cloud Service
-

NOTE: STRATEGIC MODELING IS NOT LICENSED FOR USE WITH THIS OPTION

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses

Option: Oracle Project Financial Planning– Hosted Named User

Applicable Part # B86762

Oracle Project Financial Planning is an option to the Oracle Planning and Budgeting Cloud Service

Users of Oracle Project Financial Planning have access to the following module:

- Oracle Project Financial Planning

Usage Limits: The Oracle Project Financial Planning Option is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- No additional storage is provided. The Oracle Project Financial Planning Option uses storage provided by the Oracle Planning and Budgeting Cloud Service

NOTE: STRATEGIC MODELING IS NOT LICENSED FOR USE WITH THIS OPTION

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses.

The Oracle Enterprise Performance Management for United States Government Cloud Service is available only in the United States.

The Oracle Enterprise Performance Management for United States Government Cloud Service is only available for the following:

- Planning and Budgeting Cloud Service and the associated options:
  - Financial Statement Planning
  - Capital Expenditure Planning
  - Workforce Planning
  - Project Financial Planning
- Enterprise Planning and Budgeting Cloud Service
- Enterprise Performance Reporting Cloud Service and the associated option:
  - Disclosure Management for Enterprise Performance Reporting Cloud Service
- Account Reconciliation Cloud Service and the associated option:
  - Transaction Matching for Account Reconciliation Cloud Service
- Financial Consolidation and Close Service
- Profitability and Cost Management Cloud Service
- Tax Reporting Cloud Service
- Additional Storage for Enterprise Performance Management Cloud Service

The Oracle Enterprise Performance Management for United State Government Cloud Service does not scan uploaded files for viruses.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Financial Consolidation and Close Cloud Service-Hosted Named User

Applicable Part #: B85802

Users of the Oracle Financial Consolidation and Close Cloud Service are authorized to access the following module:

- Oracle Financial Consolidation and Close Cloud Service

Usage Limits: The Oracle Financial Consolidation and Close Cloud is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- The maximum allowable file storage per instance for the Oracle Financial Consolidation and Close Cloud service cannot exceed 150GB

Oracle Cloud Policies

Usage Limits: The Oracle Tax Reporting Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- Oracle will provision 2 environments for this Cloud Service. One environment is dedicated to for production use and the second environment dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Tax Reporting Cloud Service cannot exceed 150GB

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses

Oracle Profitability and Cost Management Cloud Service – Hosted Named User

Applicable Part # B86152

Users of Oracle Profitability and Cost Management Cloud Service have access to the following module:

- Oracle Profitability and Cost Management Cloud Service

Usage Limits: The Oracle Profitability and Cost Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined your order
- Oracle will provision 2 environments for this Cloud Service. One environment is dedicated to for production use and the second environment dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The maximum allowable file storage per environment for the Oracle Profitability and Cost Management Cloud Service cannot exceed 150GB

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts; however, this Cloud Service does not scan uploaded files for viruses.

Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service - Hosted Environment

Applicable Part # B87840

Users of Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option have access to the following module:

- Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option

Usage Limits: The Oracle Disclosure Management for Enterprise Performance Reporting Cloud Service option is subject to usage limits based on:

Performance Reporting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Enterprise Performance Reporting Cloud Service.

Planning and Budgeting Cloud Service also apply to Oracle Additional Environments for Oracle Planning and Budgeting Cloud Service. Each Additional Environments for Oracle Planning and Budgeting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Planning and Budgeting Cloud Service. Additional Environments for Oracle Planning and Budgeting Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies: Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Financial Consolidation and Close Cloud Service

Applicable Part # B88579

Oracle Additional Environments for Oracle Financial Consolidation and Close Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Additional Environments for Oracle Financial Consolidation and Close Cloud Service is the same as the schedule for the associated Oracle Financial Consolidation and Close Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Financial Consolidation and Close Cloud Service also apply to Oracle Additional Environments for Oracle Financial Consolidation and Close Cloud Service. Each Additional Environments for Oracle Financial Consolidation and Close Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle
Cloud Ordering Document for Oracle Financial Consolidation and Close Cloud Service. Additional Environments for Oracle Financial Consolidation and Close Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies: Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Environments for Oracle Account Reconciliation Cloud Service

Applicable Part # B88580

Oracle Additional Environments for Oracle Account Reconciliation Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the

Oracle Additional Environments for Oracle Tax Reporting Cloud Service provides for the hosting and maintenance of two additional environments, which are a reasonably similar replica of Your Production Service Environment, for nonproduction use such as development, training and testing, but not for Production operations or stress testing. In addition, the subscription may be used for Standby purposes and production use in the event of a service disruption at the Production Service Environment. The maintenance or update schedule for the Additional Environments for Oracle Tax Reporting Cloud Service is the same as the schedule for the associated Oracle Tax Reporting Cloud Service environments. Additional licensed options and or modules that have been purchased for the associated Oracle Tax Reporting Cloud Service also apply to Oracle Additional Environments for Oracle Tax Reporting Cloud Service. Each Additional Environments for Oracle Tax Reporting Cloud Service must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document for Oracle Tax Reporting Cloud Service. Additional Environments for Oracle Tax Reporting Cloud Service will automatically terminate at the end of the Service Period.

Oracle Cloud Policies: Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Enterprise Performance Management for United Kingdom Government Cloud Service

Applicable Part Number: B88524

Available in United Kingdom Only

For Oracle Enterprise Performance Management for United Kingdom Government Cloud, Your Content is hosted within a UK based primary data center.

Access to customer's transactional data will be restricted to UK Nationals residing in UK.

The Oracle Enterprise Performance Management for United Kingdom Government Cloud Service includes support from a UK Cloud Operations public sector compliance analyst to assist You with Your initial assessment against the Supplier Assurance Framework and Cloud Security Principles. Oracle will maintain this Cloud Service to meet the requirements of ISO 27001 and in alignment with the Cloud Security Principles.

This offering includes the following

- ISO 27001 Certification
- Cyber Essentials Plus Certification

Limitations

The Oracle Enterprise Performance Management for United Kingdom Government Cloud Service does not scan uploaded files for viruses.

Oracle Transportation Management Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78950

Users of the Oracle Transportation Management Cloud Service are authorized to access the following module:

- Oracle Transportation Management Cloud Service

Usage Limits: The Oracle Transportation Management Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management)
- Oracle will provision 2 instances per deployment (Production and Non-Production)
- Additional instances may be purchased subject to additional fees
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M Freight Under Management	60,000	N/A	N/A

Record count is based on the total number of Order Base Lines, Order Base Ship Units, Order Release Lines, Shipment Stops, Invoice Lines, Tracking Events, and Claim Lines stored in the database.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Option: Oracle Transportation Operational Planning Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78951

Users of the Oracle Transportation Operational Planning Cloud Service are authorized to access the following module:

- Oracle Transportation Operational Planning Cloud Service

Usage Limits: The Oracle Transportation Operational Planning Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non Production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Transportation Operational Planning Cloud Service uses the storage provided under your Oracle Transportation Management Cloud Service.

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Option: Oracle Transportation Intelligence Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78954

Users of the Oracle Transportation Intelligence Cloud Service are authorized to access the following module:

- Oracle Transportation Intelligence Cloud Service

Usage Limits: The Oracle Transportation Intelligence Cloud Service is subject to usage limits based upon:

- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Transportation Intelligence Cloud Service uses the storage provided under your Oracle Transportation Management Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Option: Oracle Logistics Inventory Visibility Cloud Service- Hosted $M Freight Under Management

Applicable Part # B78955

Users of the Oracle Logistics Inventory Visibility Cloud Service are authorized to access the following module:

- Oracle Logistics Inventory Visibility Cloud Service

Usage Limits: The Oracle Logistics Inventory Visibility Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Logistics Inventory Visibility Cloud Service uses the storage provided under your Oracle Transportation Management Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fleet Management Cloud Service --Hosted $M Freight Under Management

Applicable Part # B85328

Users of the Oracle Fleet Management Cloud Service are authorized to access the following module:

- Oracle Fleet Management Cloud Service

Usage Limits: The Oracle Fleet Management Cloud Service is subject to usage limits based upon:

- A maximum amount of freight under management (Hosted $M Freight Under Management).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non-Production).
- Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fleet Management Cloud Service uses the storage provided under your Oracle Fleet Management Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

ORACLE GLOBAL TRADE MANAGEMENT CLOUD SERVICE - SERVICE DESCRIPTIONS

Oracle Global Trade Management Cloud Service – Hosted $M in Revenue

Applicable Part # B78961

Users of the Oracle Global Trade Management Cloud Service,are authorized to access the following module:

- Oracle Global Trade Management Cloud Service

Usage Limits: The Oracle Global Trade Management Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue).
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non- Production).
- Additional instances may be purchased subject to additional fees.
- See table below for usage limits allocated per licensed metric

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted $M in Revenue	5,000	N/A	N/A

Record count is based on the total number of GTM Parties and GTM Transaction Lines stored in the database.

Option: Oracle Customs Management Cloud Service- Hosted $M in Revenue

Applicable Part # B78964

Users of the Oracle Customs Management Cloud Service are authorized to access the following module:

- Oracle Customs Management Cloud Service

Usage Limits: The Oracle Customs Management Cloud Service is subject to usage limits based upon:

- A maximum amount of revenue (Hosted $M in Application Annual Revenue)
- Oracle will provision 2 instances for this Oracle Cloud Service (Production and Non Production).
- Additional instances may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Customs Management Cloud Service uses the storage provided under your Oracle Global Trade Management Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

OPTIONAL CLOUD SERVICES FOR ORACLE TRANSPORTATION MANAGEMENT AND ORACLE GLOBAL TRANSPORTATION MANAGEMENT – SERVICE DESCRIPTIONS

Additional Test Environment for Oracle Transportation Management and Global Trade Management Cloud Service- Test Environment

Applicable Part # B78958

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits: The Oracle Additional Test Environment defined above is subject to usage limits based upon:

- A maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
    - Future expansions of Your Oracle Cloud Services may result in additional fees

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be

- A maximum number of VPN Connections as defined in Your order

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service

Applicable Part # B79965

Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE)

Usage Limits: The Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Transparent Data Encryption for Oracle Transportation and Global Trade Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Transparent Data Encryption for Transportation and Global Trade Management Security Cloud Service uses the storage provided under Your existing Oracle Transportation Management and/or Global Trade Management Cloud Service, as applicable.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service

Applicable Part # B84598

Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Transportation and Global Trade Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided.

Oracle Cloud Policies:

NOTE: A typical instance of Oracle Internet of Things Production Monitoring Cloud Service is deemed to be able to handle around 6250 assets. For extra compute power (e.g. due to frequent KPI/Predictive calculations), additional hosted named user licenses are required.

Usage Limits

- a maximum number of Authorized Users (Hosted Named User)
- 100 GB of message storage included with a single instance of Oracle Internet of Things Production Monitoring Cloud Service. Purchasing additional block storage in the underlying Compute Service may allow expanding message storage capacity.

THIS ORACLE CLOUD SERVICE IS NOT INTENDED TO HOLD SENSITIVE OR REGULATED INFORMATION. YOU MUST NOT USE THE CLOUD SERVICES TO STORE OR PROCESS ANY HEALTH, PAYMENT CARD OR SIMILARLY SENSITIVE INFORMATION THAT IMPOSES SPECIFIC DATA SECURITY OBLIGATIONS FOR THE PROCESSING OF SUCH DATA.

Third Party Web Sites, Platforms and Services

This Oracle Internet of Things Cloud Service may enable You to link to, transmit Your Content or Third Party Content to, or otherwise access, other Web sites, platforms or services of third parties. Oracle does not control and is not responsible for such third party Web sites or platforms or services. You bear all risks associated with access to and use of such third party Web sites, platforms, and services and are solely responsible for entering into and compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Internet of Things Asset Monitoring Cloud Service – Hosted Named User

Part # B87146

Users of the Oracle Internet of Things Asset Monitoring Cloud Service are authorized to access the following modules and features:

- Real-time location and health monitoring of assets
- Spatial analytics to detect asset misplacement and theft
- Incident creation and management for faults detected in assets
- Oracle Internet of Things Cloud Service – Enterprise for the purpose of running Oracle Internet of Things Asset Monitoring Cloud Service

NOTE: A typical instance of Oracle Internet of Things Asset Monitoring Cloud Service is deemed to be able to handle around 6250 assets. For extra compute power (e.g. due to frequent KPI/Predictive calculations), additional hosted named user licenses are required

Usage Limits

- a maximum number of Authorized Users (Hosted Named User)

Usage Limits: The Oracle Service Contracts Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Named User (1 Authorized User)	N/A	20	N/A

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Quality Management Cloud Service-Hosted Named User

Applicable Part # B87860

Users of the Oracle Quality Management Cloud Service are authorized to access the following modules:

- Oracle Quality Management Cloud Service

Usage Limits: The Oracle Quality Management Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Demand Management Cloud Service - Hosted Named User

Applicable Part # B87765

Users of the Oracle Demand Management Cloud Service are authorized to access the following module:

- A maximum number of Hosted Named Users as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Supply Planning Cloud Service - 1,000 Planned Item Locations

Applicable Part # B87768

Users of the Oracle Supply Planning Cloud Service are authorized to access the following module:

- Oracle Supply Planning

Usage Limits: The Oracle Supply Planning Cloud Service is subject to usage limits based upon:

- A maximum number of 1,000 Planned Item Locations as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

Oracle Sales and Operations Planning Cloud Service - Hosted Named User

Applicable Part # B87769

Users of the Oracle Sales and Operations Planning Cloud Service are authorized to access the following module:

- Oracle Sales and Operations Planning

Usage Limits: The Oracle Sales and Operations Planning Cloud Service is subject to usage limits based upon:

- A maximum number of Hosted Named Users as set forth in Your order.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non- production

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts

SERVICE DESCRIPTIONS—ADVANCED CUSTOMER SUPPORT

Oracle Cloud Priority Support for SaaS

Applicable Part # B86668, B86669

DESCRIPTIONS FOR THIS PART CAN BE FOUND AT WWW.ORACLE.COM/CONTRACTS UNDER THE HEADING ORACLE CLOUD ADVANCED CUSTOMER SUPPORT SERVICE
(direct link is http://www.oracle.com/us/corporate/contracts/oracle-cloud-priority-support-3226276.pdf)

Oracle Fusion for Retail Services Cloud Service

Applicable SKU: B84481

Available in United States Only

The Oracle Fusion for Retail Services Cloud Service is designed to help customers in the retail services industry meet their business, security, and control requirements. Oracle Fusion for Retail Services Cloud Service provides an update cadence to help minimize any disruptions to Oracle retail customers' environments. The Oracle Fusion for Retail Services Cloud Service is operated from Oracle's North America Data Center region.

For the purposes of this Cloud Service the following shall apply notwithstanding anything to the contrary in the applicable Oracle policies and practices:

- Oracle Cloud Change Management Policy:
  - No scheduled maintenance to Production environments during the entire weekend of National[3] US holidays (e.g. Memorial Day) – referred to as 'No Maintenance Periods'
    - The No Maintenance Periods will apply accordingly to:
      - The following Saturday and Sunday, if the National US holiday falls on Thursday or Friday
      - Otherwise, the preceding Saturday and Sunday, if the National US holiday falls on any other week day.
    - The following won't be subject to the No Maintenance Periods noted above:
      - Unplanned Emergency Maintenance, including security updates and requested exception updates.
        - Statutory updates (e.g. Tax statutory calculations ...etc.)
      - Infrastructure Maintenance (e.g. replace hot swappable hardware) where deemed by Oracle as not service impacting.
    - Scheduled maintenance that would normally occur during these No Maintenance Periods will be rescheduled for the following weekend, even if that weekend would otherwise be a No Maintenance Period as well.
  - Scheduled maintenance to commence on Saturday at 21:00 local data center time (excludes release upgrades, which Oracle will schedule separately with the customer).
- Notice of Maintenance:
  - Oracle will notify customers of all Emergency Maintenance during the No Maintenance Periods noted previously.
  - Customers cannot opt out from having security updates applied to their environments.
  - Customers do not need to acknowledge these notifications.

Usage Limits:

The Oracle Fusion for Retail Services Cloud Service is subject to usage limits based on:

Oracle Additional Storage for Oracle Fusion Cloud Service - Hosted Month

Applicable Part # B84491

Oracle Additional Storage for Oracle Fusion Cloud Service increases storage per month to the customer's total storage capacity under their Cloud Service contract.

Usage Limits: The Oracle Fusion Additional Storage Cloud Service is subject to usage limits based on:

- The following usage limits apply per Hosted Fusion Month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Month	50,000	300	N/A

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Test Environment for Oracle Fusion Cloud Service-Test Environment

Applicable Part #: B84490

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Non-Certified Federation Server SSO Enablement for Oracle Fusion Cloud Service Setup Fee -- Environment

Applicable Part # B85989

This offering includes the following:

•Oracle Transparent Data Encryption (TDE)

•Oracle Database Vault

•Data Masking

• ISO 27001 Certification

• Cyber Essentials Plus Certification

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion for United States Government Cloud Service
Applicable SKUs: B87366

Available in United States Only

The Oracle U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.

ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP authorization results and reserves the right to manage the cloud service as appropriate to meet FedRAMP requirements.

Encryption at rest, Oracle Transparent Data Encryption (TDE) and Oracle Database Vault are included with this offering.

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Break Glass for Fusion Cloud Service also allows You to control the master encryption key of Your Oracle Fusion Cloud Services Transparent Data Encryption (TDE) enabled database. By use of this service, You can generate a qualified master key to replace a system generated key and can revoke or reset it later. Oracle requires use of the TDE master key to operate the database of the Oracle Fusion Cloud Service. If the TDE master key is revoked or reset by You, the database will shut down and the services that depend on it will become inaccessible, and no one, including Oracle, will be able to access encrypted data or perform any operation that requires access to Your database. You must provide the right version of the TDE master key to Oracle to restore service and database access or to restore an old backup.

Usage Limits: Oracle Break Glass for Fusion Cloud Service is subject to usage limits based on:

- The number of environments in Your Oracle Fusion Cloud Services in existence at the time Oracle Break Glass for Fusion Cloud Service is ordered. Additional fees may apply for the use of Oracle Break Glass for additional environments and future expansions of Your Oracle Fusion Cloud Services.
- Oracle Break Glass for Fusion Cloud Service is available for environments that are on Release11 and above.
- Oracle will publish maintenance notifications in Cloud Portal – You are required to check these notifications before performing any action related to managing TDE Master Keys, to avoid conflicts with scheduled activity.

Pre-requisites: As a pre-requisite for Oracle Break Glass, You must purchase and maintain, for the duration of the associated Oracle Fusion Cloud Service, Oracle Transparent Data Encryption (TDE) offering.

Disclaimer: The Oracle Cloud Services and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, may be adversely impacted if requested access for Oracle personnel is delayed or denied, and in such case, Oracle is not responsible for such impacts, including any related service level credits.

The Oracle Fusion Cloud Services and related service performance, including but not limited to Target System Availability Level, scheduled maintenance periods, and service request response times, will be adversely impacted if You do not provide to Oracle the correct version of Your TDE master key in a timely manner, and in such case, Oracle is not responsible for such impacts, including any related service level credits. If You submit a service request to Oracle for support regarding an issue involving data (e.g., loading issues, duplications, etc.), You will ensure that such service request contains only randomized data and not any of Your Content.

Oracle will require the correct TDE master key to recover data if an event constitutes a disaster, it is solely Your responsibility to keep the history of the TDE master key. Failure to provide Oracle with the correct TDE master key will result in data backup being unrecoverable. If the TDE master key is lost, access to the database will no longer be possible, resulting in a complete loss of data.

Oracle Cloud Policies:

Your order for this Oracle Database Vault and Oracle Break Glass Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Integration Access Cloud Service - Each

Applicable Part # B82730

Users of the Oracle Integration Access Cloud Service are authorized to access the following:

    - If no recommendations are needed because the initial Load Test demonstrated acceptable levels of performance, then a second Load Test cycle iteration will not be performed.
- Creation of a Load Test report.

Customer Responsibilities:

- Identify a point of contact to work with the TOM.
- Identify Business Flows, with valid dataset to support the scripted Load Testing.
- Identify one target test environment that is fully configured to support load testing effort.
    - The target test environment will be re-sized to support in scope Business Flows only.

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of Business Flows Purchased. Additional flows may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Load Testing Cloud Service for Fusion – Five Business Flows - Each

Applicable Part # B86075

Oracle Additional Load Testing Cloud Service for Fusion consists of:

- Oracle Load Testing Cloud Service for Fusion Management

Oracle Load Testing Cloud Service for Fusion is subject to usage limits based on:

- A maximum number of additional Business Flows Purchased.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Integration Cloud Service for Oracle SaaS Midsize – Hosted Environment

Applicable Part # B87609

Users of the Oracle Integration Cloud Service for Oracle SaaS Midsize are authorized to access the following module:

- Oracle Integration Cloud Service

The users of this Service are required to purchase and maintain subscription to at least one of the Oracle SaaS Midsize offerings (e.g. Oracle Customer Experience Cloud for Midsize Cloud Service, Oracle Sales Cloud for Midsize Cloud Service, etc)

Usage Limits: The Oracle Integration Cloud Service for Oracle SaaS Midsize is subject to the following quantities:

terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Fusion for Financial Services Cloud Service - Each

Applicable SKU: B87369

Available in United States and EMEA Only

The Oracle Financial Services (FS) Cloud Service is a Fusion Software-as-a-Service offering designed to help customers in the financial services industry meet their business, security, and control requirements.

The Oracle FS Cloud Service is operated from Oracle's North America and EMEA Data Center Region. The Oracle FS Cloud Service is operated only by authorized employees of Oracle and its affiliates; no third party subcontractors are used in the delivery of the Oracle FS Cloud Service, except for the storage of encrypted backup tapes.

This offering includes the following:

- Oracle Transparent Data Encryption (TDE)
- Oracle Database Vault and BreakGlass
- Data Masking

All customer User access to data within this Oracle Cloud Service is subject to username/password or Single Sign- On, using identity federation via SAML 2.0 token assertion.

Usage Limits:

The Oracle FS Cloud Service is subject to usage limits based on:

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

- No additional storage is provided. The Oracle FS Cloud Service uses the storage provided under your existing Fusion Base Cloud Service.

Oracle Cloud Policies
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Digital Customer Service – 100 Daily Visitor Sessions
Applicable Part # B87853

Oracle Digital Customer Service provides access to the following module or function:

- Digital Customer Service
- Application Builder Cloud Service

- a maximum number of Hosted 1,000 Records as defined in your order.
- Oracle will provision 1 environment for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- Database storage 5,000 GB
- File storage 5,000 GB

Termination

When the Oracle Application Performance Monitoring Cloud Service is terminated, the Customer Data associated with the service will remain active for an additional 60 days. During this time, the customer can view their data but the service cannot be used for production purposes. After the 60 day period, the service will become unavailable for the customer and all Customer Data will be deleted.

The data collected and stored, the features offered and the terms referenced in this Service Description are described in the Program Documentation for this service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

20	55,000
50	140,000
100	280,000
200	560,000
300	840,000

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Commerce Standard Edition Cloud Service – 1000 Revenue

Applicable Part #: B87813

Users of Oracle Commerce Standard Edition Cloud Service are authorized to access the following modules and features:

- Commerce Standard Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Edition Cloud Service is subject to usage limits as follows:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard Edition includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum amount of 1,000 Revenue as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order. Oracle Commerce Standard Edition includes one million (1,000,0000) Requests for the Oracle Commerce External API Access Cloud Service.
- Oracle will provision 3 environments for this Oracle Cloud Service. One environment is dedicated for production use, a second environment is dedicated as a stage environment for non-production use and a third environment is dedicated as a development environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per instance of Commerce Standard Edition Cloud Service across all environments:

File Storage (GB)

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Commerce Peak Capacity Extension Cloud Service – 10,000 Page Views per Hour

Applicable Part #: B81003

This Oracle Commerce Peak Capacity Extension Cloud Service increases the Peak Capacity Limit of your Oracle Commerce Standard Edition Cloud Service in the amount stated in your order. You are required to purchase and maintain the Oracle Commerce Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Commerce Agent Console Cloud Service – Additional User – Hosted Named User

Applicable Part #: B82520

Users of Oracle Commerce Cloud Agent Console Cloud Service are authorized to access the following modules and features:

- Commerce Agent Console Cloud Service

You are required to purchase and maintain the Oracle Commerce Cloud Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Commerce Agent Console Cloud Service is subject to usage limits as follows:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Commerce External API Access Cloud Service - 1000 Requests

Applicable Part #: B82521

Users of Oracle Commerce External API Access Cloud Service are authorized to access the following modules and features:

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Commerce External API Access Peak Capacity Extension Cloud Service – 10,000 Requests per Hour

Applicable Part #: B82522

This Oracle Commerce External API Access Peak Capacity Extension Cloud Service increases the Peak Capacity Limit of your Oracle Commerce External API Access Cloud Service in the amount stated in your order. You are required to purchase and maintain Oracle Commerce External API Access Cloud Service for the duration of this Oracle Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Commerce Assisted Selling Application Cloud Service – Hosted Named User

Applicable Part #: B85345

Users of Oracle Commerce Assisted Selling Application Cloud Service are authorized to access the following modules and features:

- Oracle Commerce Assisted Selling Application Cloud Service You are required to download an

iOS application to use this Cloud Service. **Service Level Targets**

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week.

Target System Availability
99.9%

Usage Limits: The Oracle Commerce Assisted Selling Application Cloud Service is subject to usage limits as follows:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order

Oracle Cloud Policies:

stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week.

Target System Availability
99.9%

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Storefront for Commerce Cloud Service-Each

Applicable Part #: B86734

Users of Oracle Additional Storefront for Commerce Cloud Service are authorized to access the following modules and features:

- Additional Storefront for Commerce Cloud Service
- Additional Domain for Commerce Cloud Service

You are required to purchase and maintain the Oracle Commerce Standard Edition Cloud Service for the duration of this Oracle Cloud Service.

Usage Limits: The Oracle Additional for Commerce Cloud Service is subject to usage limits as follows:

- a maximum number additional Storefronts as set forth in Your order.

Oracle Cloud Policies:

100	280,000
200	560,000
300	840,000

Service Level Targets

The Target System Availability Level for this service is set forth below. The measurement period is 0400 ET to 0000 ET, 7 days a week.

Target System Availability
99.9%

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Commerce Standard Edition Cloud Service – $1000 Revenue

Applicable Part #: B81002

Users of Oracle Commerce Standard Edition Cloud Service are authorized to access the following modules and features:

- Commerce Standard Edition Cloud Service
- Oracle Commerce Agent Console Cloud Service (includes ten (10) Hosted Named Users)

Usage Limits: The Oracle Commerce Standard Edition Cloud Service is subject to usage limits as follows:

- a maximum number of Oracle Commerce Agent Console Cloud Service Authorized Users (Hosted Named User) as defined in your order. Oracle Commerce Standard Edition includes ten (10) Authorized Users (Hosted Named User) for the Oracle Commerce Agent Console Cloud Service.
- a maximum amount of $1,000 Revenue as defined in your order.
- a maximum number of Oracle Commerce External API Access Requests as defined in your order. Oracle Commerce Standard Edition includes one million (1,000,0000) Requests for the Oracle Commerce External API Access Cloud Service.
- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per $1,000 Revenue across both environments:

WAREHOUSE MANAGMENT

Additional Test Environment for Warehouse Management Cloud Service – Test Environment

Applicable Part # B87752

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, that is a reasonably similar replica of a Production Service Environment. The Additional Test Environment is designed for non-production use such as development, training and testing activities but may not be used for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and will automatically terminate at the end of the Service Period of the associated Oracle Cloud Ordering Document.

Usage Limits: Your use of the Oracle Additional Test Environment defined above is subject to usage limits based upon:

- A maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time

Expansions of Your Oracle Cloud Services beyond your number of Authorized Users may result in additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Warehouse Management Business Intelligence Cloud Service - Hosted 1,000 Warehouse Transactions

Applicable Part # B87751

Users of the Oracle Warehouse Management Business Intelligence Cloud Service are authorized to access the following modules:

- Oracle Warehouse Management Business Intelligence Cloud Service

Usage Limits: Your use of the Oracle Warehouse Management Business Intelligence Cloud Service is subject to usage limits based on:

- A maximum number of Hosted 1,000 Warehouse Transactions as defined in Your order.
- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Management Business Intelligence Cloud Service uses the storage provided under your Oracle Warehouse Management Enterprise Edition Cloud Service.

- Oracle will provision two (2) environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Warehouse Workforce Management Cloud Service uses the storage provided under your Oracle Warehouse Management Enterprise Edition Cloud Service.

Customers are responsible for managing and enforcing their end-user devices security controls, so that antivirus checks are performed on data or files before importing them or uploading data into the Services environment(s) or downloading it from the Services environment(s).

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Virtual Private Network for Warehouse Management Cloud Service – VPN Connection

Applicable Part # B87753

Under this Cloud Service, Oracle provides one LAN-to-LAN IPSEC based software VPN connection designed for the encrypted transmission of data between the Oracle Cloud Service firewalls and the firewall at Your facilities.

Usage Limits: Your use of the Virtual Private Network for Warehouse Management Cloud Service is subject to usage limits based upon:

- A maximum number of VPN Connections as defined in Your order

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Virtual Private Network Setup for Warehouse Management Cloud Service – VPN Connection

Applicable Part # B87748

The Per VPN Connection Setup Fee applies to each Virtual Private Network for Warehouse Management Cloud Service. For the Per Customer Set Up Fee, Oracle will setup and configure the software based VPN between Your facilities and this Oracle Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

compliance with separate terms with such third party. Oracle is not responsible for the security, protection or confidentiality of such content (including obligations in the Hosting and Delivery Policies and Data Processing Agreement and Oracle's Privacy Policy, which may be viewed at www.oracle.com/contracts) that is transmitted to such third parties.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Customer Hub for Organizations Cloud Service-Hosted 1,000 Records

Applicable Part # B69739

Users of the Oracle Fusion Customer Hub for Organizations Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Hub for Organizations

Usage Limits: The Oracle Fusion Customer Hub for Organizations Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Records (Hosted 1,000 Records)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per Hosted 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Customer Hub for Persons Cloud Service- Hosted 1,000 Records

Applicable Part # B69740

Users of the Oracle Fusion Customer Hub for Persons Cloud Service are authorized to access the following module:

- Oracle Fusion Customer Hub for Persons

Usage Limits: The Oracle Fusion Customer Hub for Persons Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Records (Hosted 1,000 Records)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- See table below for usage limits allocated per Hosted 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth

production use. Additional environments may be purchased subject to additional fees.

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Workforce Predictions Cloud Service- Hosted Named User

Applicable Part # B67297

Users of the Oracle Fusion Workforce Predictions Cloud Service are authorized to access the following module:

- Oracle Fusion Workforce Predictions

Users of Oracle Fusion Workforce Predictions Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Workforce Predictions Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Customer Management Foundation for Organizations Cloud Service- Hosted 1,000 Records

Hosted 1,000 Records (1 Authorized Record)	20,000	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Payroll Interface Cloud Service - Hosted Named User

Applicable Part # B67292

Users of the Oracle Fusion Payroll Interface Cloud Service are authorized to access the following module:

- Oracle Fusion Payroll Interface
    - Oracle Fusion Cash Management (restricted-use)

Users of Oracle Fusion Payroll Interface Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Payroll Interface Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Advanced Data Security Cloud Services for Fusion CRM Cloud Service

Applicable Part # B72130

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Advanced Data Security for Oracle Fusion Cloud Service uses the storage provided under Your existing Oracle Fusion Cloud Services.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Audit Vault for Oracle Fusion Human Capital Management Cloud Service

Applicable Part # B73416

Oracle Audit Vault for Oracle Fusion Human Capital Management Cloud Service is available to You if You have purchased Oracle Fusion Human Capital Management Cloud Service.

Usage Limits: The Oracle Audit Vault for Oracle Fusion Human Capital Management Cloud Service is subject to usage limits based on:

Database Storage	100GB / 13 month rolling period
File Storage	100GB / 13 month rolling period
Service Request Limits	Maximum of 48 Service Request may be submitted to obtain audit data within any 12 month period

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Advanced Data Security Cloud Services for Fusion Enterprise Resource Planning Cloud Service

Applicable Part # B72131

Oracle Advanced Data Security for Oracle Fusion Cloud Services consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE) and
- Oracle Database Vault

Usage Limits: The Oracle Advanced Data Security for Oracle Fusion Cloud Services defined above are subject to usage limits based on:

- Oracle Advanced Data Security must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	N/A	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Customer Relationship Management Cloud Service- Hosted Named User

Applicable Part # B67270

Users of the Oracle Fusion Transactional Business Intelligence for Customer Relationship Management Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Customer Relationship Management

Usage Limits: The Oracle Fusion Transactional Business Intelligence for Customer Relationship Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Fusion Transactional Business Intelligence for Customer Relationship Management Cloud Service uses the storage provided under your Fusion CRM Base Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Human Capital Management Cloud Service-Hosted Employee

Applicable Part # B67289

Users of the Oracle Fusion Transactional Business Intelligence for Human Capital Management Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Human Capital Management

Usage Limits: The Oracle Fusion Transactional Business Intelligence for Human Capital Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order

Applicable Part # B69726

Users of the Oracle Fusion Project Contracts Cloud Service are authorized to access the following module:

- Oracle Fusion Project Contracts

Usage Limits: The Oracle Fusion Project Contracts Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Enterprise Contracts Management Base Cloud Service- Hosted Named User

Applicable Part # B71267

Users of the Oracle Fusion Enterprise Contracts Management Base Cloud Service are authorized to access the following module:

- Oracle Fusion Enterprise Contracts Management

Usage Limits: The Oracle Fusion Enterprise Contracts Management Base Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Fusion Enterprise Contracts Management Base Cloud Service uses the storage provided under your Fusion Procurement Contracts Cloud Service or Fusion Project Contracts Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Project Performance Reporting Cloud Service- Hosted Named User

Applicable Part # B69727

Usage Limits: The Oracle Fusion Marketing Enterprise Edition Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Customer (Records)	Email (per annum)	Bandwidth
Hosted Named User (1 Authorized User)	15,000	100	5,000	10,000 per annum	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Marketing, Additional Volume Cloud Service -10,000 Hosted Cutomer Records per Month

Applicable Part # B70648

The Oracle Fusion Marketing, Additional Volume Cloud Service provides additional Database Storage (Records) and Customer (Records) for customers already subscribing to Oracle Fusion Marketing Enterprise Edition Cloud Service.

Usage Limits: The Oracle Fusion Marketing Enterprise Edition Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Records (10,000 Hosted Customer Records per month) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per 10,000 Hosted Customer Records per month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Customer (Records)	Email	Bandwidth

Usage Limits: The Oracle Fusion Reports Center Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion Reports Center Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Financials Cloud Service- Hosted Named User

Applicable Part # B69716

Users of the Oracle Fusion Transactional Business Intelligence for Financials Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Financials

Usage Limits: The Oracle Fusion Transactional Business Intelligence for Financials Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Oracle Fusion Transactional Business Intelligence for Financials Cloud Service uses the storage provided under your Oracle Fusion Financials Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Procurement Cloud Service- Hosted Named User

Applicable Part # B69722

- Oracle Fusion Project Billing

Usage Limits: The Oracle Fusion Project Billing Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Projects Cloud Service- Hosted Named User

Applicable Part # B69728

Users of the Oracle Fusion Transactional Business Intelligence for Projects Cloud Service are authorized to access the following module:

- Oracle Fusion Transactional Business Intelligence for Projects

Usage Limits: The Oracle Fusion Transactional Business Intelligence for Projects Cloud Service is subject to usage limits based upon:

- a maximum number of Authorized Users (Hosted Named User)
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

No additional storage is provided. The Oracle Fusion Transactional Business Intelligence for Projects Cloud Service uses the storage provided under your Oracle Fusion Project Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Transactional Business Intelligence for Supply Chain Cloud Service- Hosted Named User

Applicable Part # B69731

Users of the Oracle Fusion Transactional Business Intelligence for Supply Chain Management Cloud Service are authorized to access the following module:

Licensed Metric	Database Storage (Records)	File Storage (GB)	Bandwidth
Hosted Employee (1 Authorized User)	N/A	1000 GB	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Enterprise Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Virtual Private Network for Fusion CRM Cloud Service-VPN Connection

Applicable Part # B70794

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and Your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections as defined in Your order

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Virtual Private Network for Fusion Human Capital Management Cloud Service-VPN Connection

Applicable Part # B70795

Oracle offers a LAN-to-LAN IPSEC based software VPN Connection allowing for the encryption of all data between Oracle's data center firewalls, where Oracle Cloud Services are hosted, and Your firewall.

Usage Limits: The Oracle Virtual Private Network for Fusion Cloud Services is subject to usage limits based upon:

- A maximum number of VPN Connections as defined in Your order

Oracle Cloud Policies:

Oracle Additional Test Environment for Oracle Fusion Human Capital Management Cloud Service –Test Environment

Applicable Part #: B70788

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Additional Test Environment for Oracle Fusion Enterprise Resource Planning Cloud Service-Test Environment

Applicable Part #: B70789

An Oracle Additional Test Environment provides for the hosting and maintenance of an additional Test Environment, which is a reasonably similar replica of Your Production Service Environment for non-production use such as development, training and testing activities but not for Production operations or stress testing. Certain programs and optional services may not be able to run in the Additional Test Environment. The maintenance or upgrade schedule for the Additional Test Environment is the same as the schedule for Your Stage Service Environment.

Each Additional Test Environment must be contracted for a minimum of twelve (12) months and associated to a new or existing Oracle Cloud Ordering Document. Additional Test Environments will automatically terminate at the end of the Service Period.

Usage Limits: The Oracle Additional Test Environment for Oracle Fusion Cloud Services defined above are subject to usage limits based upon:

- a maximum number of two hundred and fifty (250) Authorized Users with no more than twenty (20) concurrent users accessing the system at any one time
- Future expansions of Your Oracle Cloud Services may be subject to additional fees.

Oracle Fusion Additional Storage for Fusion Enterprise Resource Planning Cloud Service - Hosted Fusion Month

Applicable Part # B79006

Oracle Fusion Additional Storage Cloud Service increases storage per month to the customer's total storage capacity under their Cloud Service contract.

Usage Limits: The Oracle Fusion Additional Storage Cloud Service is subject to usage limits based on:

- The following usage limits apply per Hosted Fusion Month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Fusion Month	50,000	300	N/A

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Role Optimizer for Fusion Customer Relationship Management Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B78947

Users of the Oracle Role Optimizer for Fusion Customer Relationship Management Security Cloud Service are authorized to access the following modules:

- Role Optimizer for Oracle Fusion Customer Relationship Management Security Cloud Service

Usage Limits: The Role Optimizer for Fusion Customer Relationship Management Security Cloud Service is subject to usage limits based upon:

Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Role Optimizer for Fusion Enterprise Resource Planning Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B78949

Users of the Oracle Role Optimizer for Fusion Enterprise Resource Planning Security Cloud Service are authorized to access the following modules:

- Oracle Fusion Data Quality Address Cleansing

Usage Limits: The Oracle Fusion Data Quality Address Cleansing Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Records (Hosted 1,000 Records) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- No additional storage is provided. The Fusion Data Quality Address Cleansing Cloud Service uses the storage provided under your Fusion CRM Customer Data Management Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Data Quality Matching Cloud Service-Hosted 1,000 Records

Applicable Part # B8211

Users of the Oracle Fusion Data Quality Matching Cloud Service are authorized to access the following module:

- Oracle Fusion Data Quality Matching

Usage Limits: The Oracle Fusion Data Quality Matching Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Records (Hosted 1,000 Records) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted 1,000 Records:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted 1,000 Records (1 Authorized Record)	20,000	N/A	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

- Oracle Fusion Absence Management
- Oracle Fusion Workforce Predictions
- Oracle Fusion Workforce Modeling Cloud Service
- Oracle Payroll Interface
- Oracle Fusion Career Development
- Oracle Transactional Business Intelligence

Usage Limits: The Oracle Fusion Human Capital Management Base Cloud Service is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Employee) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Employee:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Employee (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Non-Certified Federation Server for Oracle Fusion Cloud Service - Environment

Applicable Part # B84599

Oracle shall facilitate and test Your Oracle Fusion application Services Environment with Your non- certified, SAML2.0 compliant federation server for SSO implementation. The time from provisioning of the application Services Environment to SSO readiness shall take approximately six weeks. If You order this service for multiple environments, SSO readiness for additional environments shall take approximately 3 weeks for each additional environment.

Usage Limits: Oracle Non-Certified Federation Server for Oracle Fusion Cloud Service is subject to usage limits based upon:

- A maximum number of environments as defined in Your order

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery

may be viewed at www.oracle.com/contracts.

Oracle Transparent Data Encryption for Oracle Fusion Enterprise Resource Planning Security Cloud Service

Applicable Part # B78946

Oracle Transparent Data Encryption for Oracle Fusion Enterprise Resource Planning Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Transparent Data Encryption (TDE)

Usage Limits: The Oracle Transparent Data Encryption for Oracle Fusion Enterprise Resource Planning Security Cloud Service defined above is subject to usage limits based on:

- Oracle Transparent Data Encryption for Oracle Fusion Enterprise Resource Planning Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Transparent Data Encryption for Oracle Fusion Enterprise Resource Planning Security Cloud Service uses the storage provided under Your existing Oracle Fusion Enterprise Resource Planning Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service

Applicable Part # B78941

Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service consists of the installation and configuration of the following Oracle database security option:

- Oracle Database Vault

Usage Limits: The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Database Vault for Oracle Fusion Customer Relationship Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Customer Relationship Management Security Cloud Service.

Oracle Cloud Policies:

Resource Planning Security Cloud Service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service

Applicable Part # B81268

Oracle DataMasking for Oracle Fusion Human Capital Management Security Cloud Service consists of the installation and configuration of the following Oracle database security options:

- Oracle Data Masking

Usage Limits: The Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service defined above is subject to usage limits based on:

- Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service must be purchased for all supported environments under your Cloud Services order. Future expansions of Your Oracle Cloud Services may be subject to additional fees.
- No additional storage is provided. The Oracle Data Masking for Oracle Fusion Human Capital Management Security Cloud Service uses the storage provided under Your existing Oracle Fusion Human Capital Management Cloud Service.

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Role Optimizer Security Cloud Service - Percent of Annual Subscription Fee

Applicable Part # B84493

Users of the Oracle Role Optimizer Security Cloud Service are authorized to access the following modules:

- Oracle Role Optimizer Security Cloud Service

Usage Limits: The Oracle Role Optimizer Security Cloud Service is subject to usage limits based upon:

Oracle will provision 2 environments for this Oracle Cloud Enterprise Application. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.

- Oracle will provision 2 environments for this Oracle Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non - production use. Additional environments may be purchased subject to additional fees.

- Your use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service is limited to employee data from the following data sources (each, a "data source"): Oracle Human Capital Management Base Cloud Service and options, and Oracle Talent Management Base Cloud Service and options

- If you wish to use employee data from an additional data source, then you must purchase separately the appropriate data source adapter:

    - Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – E-Business Suite Data Source

    - Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service - PeopleSoft Data Source

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source

- The following usage limits apply per Hosted Employee across both environments except as noted:

License Metric	Database Storage (Records)	File Storage (GB) per subscription	Bandwidth
Hosted Employee	N/A	1000GB	N/A

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source – Hosted Employee

Applicable Part # B79784

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source are authorized to access the following module:

> Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – E-Business Data Source is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order
- Your use of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – PeopleSoft Data Source is limited to loading employee data from one (1) PeopleSoft application

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Section 3 (Oracle Cloud Services Disaster Recovery Policy) of the Oracle Cloud Hosting and Delivery Policies is replaced by the following:

In the event of a declared disaster, Oracle will activate processes to recover the production environment of the Oracle Cloud Service in an alternative Data Center location. Although Oracle will work to recover the service promptly, the nature of the disaster may affect the time period within which the service can be recovered; however, Oracle will work to restore production data from the most recent available backup made prior to the onset of the disaster.

Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source – Hosted Employee

Applicable Part # B79884

Users of the Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source are authorized to access the following module:

> Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – Additional Data Source

Usage Limits: The Oracle Transactional Business Intelligence Enterprise for Human Capital Management Cloud Service – E-Business Data Source is subject to usage limits based on:

Oracle Integration Cloud Service for Oracle Delivered Application Integration – Hosted Connection

Applicable Part # B83709

Users of the Oracle Integration Cloud Service for Oracle Delivered Application Integration are authorized to access the following module:

- Oracle Integration Cloud Service

Usage Limits: The Oracle Integration Cloud Service for Oracle Delivered Application Integration is subject to the following quantities:

- This Oracle Cloud Service provides at minimum two (2) Connections per month. You may separately purchase up to an additional eight (8) Connections per month, up to a maximum of ten (10) total Connections per month.
- A maximum usage of up to one hundred thousand (100,000) messages per Connection per day. The size of a message may not exceed a maximum of 512 KB.

The terms referenced in this Service Description are described in the Program Documentation for this service.

Oracle Cloud Policies:

Your order for this Oracle Cloud Service is subject to the *Oracle Cloud Hosting and Delivery Policies*, which may be viewed at www.oracle.com/contracts, excepting as follows: when an instance of the Oracle Integrations Cloud Service is terminated, the instance will remain active for an additional 60 days, during which time service administrators (as configured by you) can retrieve and re-organize Your Content for collection purposes, but the instance can no longer be used for production purposes. After the 60 day period, the service instance will become unavailable and all Your Content will be deleted.

Oracle Fusion Additional Storage Cloud Service

Applicable Part # B67300

Fusion Additional Storage Cloud Service increases storage per month to the customer's total storage capacity under their Cloud Service contract.

Usage Limits: The Oracle Fusion Additional Storage Cloud Service is subject to usage limits based on:

- The following usage limits apply per Hosted Fusion Month:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Fusion Month	50,000	300	N/A

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

3. 90% of Severity 3 SRs and Incidents within the next local business day; and
4. 90% of Severity 4 SRs and Incidents within the next local business day.

c. Oracle will initiate internal escalations for Severity 1 and Severity 2 SRs and Severity 1 and Severity 2 Incidents according to the Service Request Response Guidelines; and

d. Oracle will communicate SRs and Incidents to Oracle Product Development, as appropriate.

3. Other.

a. If you renew Oracle Cloud Priority Service, your renewal fee for such services will be based on the Oracle Cloud Priority Service pricing policies in effect at the time of renewal.

b. Oracle Cloud Priority Service may not be available for all programs.

MIDSIZE SERVICE DESCRIPTIONS

Oracle Customer Experience Cloud for Midsize Cloud Service

Applicable Part # B83704

Users of the Oracle Customer Experience Cloud for Midsize Cloud Service are authorized to access the following features. Usage limits are defined at the feature level and as set forth in Your order. Oracle Cloud Policies are defined at the feature level.

FEATURES

Oracle Sales Cloud for Midsize Cloud Service

Applicable Part # B83705

Users of the Oracle Sales Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Common Customer Relationship Management
- Oracle Fusion Customer Center
- Oracle Fusion Opportunity Management
- Oracle Fusion Territory Management
- Oracle Fusion Lead Management
- Oracle Fusion Revenue Forecasting
- Oracle Social Network
- Oracle Fusion Customer Relationship Management for Microsoft Outlook
- Oracle Fusion Mobile Sales
- Oracle Fusion Sales Catalog
- Oracle Fusion Customer Data Steward Cloud Service
- Oracle Fusion Customer Hub Cloud Service
- Oracle Transactional Business Intelligence

As part of the Oracle Sales Cloud for Midsize Cloud Service, you will also receive one Hosted Named User of Oracle Fusion Applications Extensibility Framework Cloud Service.

Licensed Metric	Database Storage (Records)	File Storage (MB)
Hosted Employee (1 Authorized User)	5	200

Oracle Cloud Policies:
The Oracle Human Capital Management Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service

Applicable Part # B83857

Users of the Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service are authorized to access the following modules:

- Oracle Fusion Purchasing Cloud Service
- Oracle Fusion Financials Cloud Service
    - Oracle Fusion Financials Report Center
- Oracle Transaction Business Intelligence for ERP
- Oracle Planning and Budgeting Cloud Service

Usage Limits: The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Employee) as defined in your order

Oracle will provision 2 environments for this Oracle Cloud Service feature excepting Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.

- Oracle will provision 2 environments for Oracle Planning and Budgeting Cloud Service. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use.
- The maximum allowable file storage for the Oracle Planning and Budgeting Cloud Service cannot exceed 150GB

Oracle Cloud Policies:
The Oracle Enterprise Resource Planning Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Marketing Cloud for Midsize Cloud Service

Applicable Part # B83706

Users of the Oracle Marketing Cloud for Midsize Cloud Service are authorized to access the following modules:

- Campaign Management
- Contact Management
- Lead Management
- Marketing Effectiveness
- CRM Integration

- A maximum number of Authorized Users (Hosted Named User) as defined in your order.
- Oracle will provision 1 production environment for this Oracle Cloud Service feature. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (GB)
Hosted Named User (1 Authorized User)	N/A	10

The terms referenced in the Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service not defined herein are defined in the Oracle BigMachines CPQ Cloud Service - Service Descriptions, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:

The Oracle Configure, Price, and Quote Cloud for Midsize Cloud Service is subject to the Oracle Cloud Enterprise
Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Service Cloud for Midsize Cloud Service

Applicable Part # B83708

The Oracle Service Cloud for Midsize Cloud Service includes access to select features from the following modules: Web Experience, Contact Center Experience, Engage, and Platform. The Oracle Service Cloud for Midsize Cloud Service feature includes a number of Universal Tier Sessions set forth in Your order and defined below.

Web Experience functionality includes

- Oracle RightNow Email Management Cloud Service – Auto-Acknowledgement, Standard Response Template, Web Forms, Outlook Integration
- Oracle RightNow App Builder Experience Designer Cloud Service - Customer Portal Studio including development framework, widgets, and Dreamweaver extension

Contact Center Experience includes:

- Case and SLA management (dynamic agent desktop including a consolidated view of all customer interactions, configurable workspaces, customizable hot keys, standard text responses, and customizable views and filters
- Business rules, escalations and routing
- Interaction management including unified multi-channel management, basic screen-pop and Offer Advisor
- Oracle RightNow Asset Management and Product Tracking Cloud Service
- Oracle RightNow App Builder Experience Designer Cloud Service including service and common configuration capabilities Oracle RightNow Contextual Workspaces Cloud Service and Oracle RightNow Opportunity Tracking Cloud Service

Monthly Bandwidth	120 MB per User[1]
Oracle RightNow Emails Sent Cloud Service	1,000 Emails Sent per Month[2]
Oracle RightNow Connect Cloud Service	15,000 API Operations per User per Month[4]
	Absolute Limit of 7,500,000 per day (regardless of the number of Authorized Users purchased).
Oracle RightNow App Builder Custom Objects Cloud Service	Maximum of 5 Custom Objects per Instance. Menu-Only custom objects are not included in this allocation. Menu-only custom objects can be created to meet the needs of the deployment as long as the total number of custom objects and menu-only custom objects is less than 200 per instance.
Incident Archiving (Default)	Under the default setting, Incident Archiving will archive incidents closed more than 365 days and permanently delete (purge) archived incidents closed for more than 1,825 days[6,7].

[1]Allocated per User purchased, to be added together into a pool of available capacity and monitored based upon
the total number allocated across all users.

[2]Allocated per Organization, does not scale with the number of users purchased. Transactions must be used within each month of the committed contract.

[4]Allocated per User purchased, to be added together into a pool of available transactions to be used within each month of the committed contract.

[6]Archiving and purging of incident settings is the customer's responsibility and will be adjusted and controlled by the customer to fit their specific data retention policies and or requirements.

[7]Incident Archiving will automatically be enabled for new customers on 15.2 or higher and will be optional for existing customers on 15.2 or later.

Upgrade Support:

This Oracle Service Cloud for Midsize Cloud Service offering includes 'like for like upgrade support' for the full subscription. Code written by Oracle on the production site will be applied to the upgrade site in order to achieve functional parity, although the code itself may be modified in order to be compliant with specific version requirements and available managed frameworks. A managed framework is a software interface that supports a customer-specific configuration or customization, such as user interface development and system integration.

Deliverable	Assumptions	Exclusions

RightNow Feedback Cloud Service, Oracle RightNow Outreach Cloud Service, Oracle RightNow Mobile Cloud Service, Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook, and Oracle RightNow Community Cloud Service capabilities delivered through a web page. Consumers also may access the Oracle RightNow Connect Knowledge Foundation API Cloud Service.

End users may authenticate into Oracle Service Cloud for Midsize Cloud Service or to their preferred identity provider, submit questions and manage accounts, access self-service capabilities to search the knowledge base and receive relevant answers to their questions, participate in surveys and complete web forms, take their web customer service to the mobile web or to Facebook's global social network.

The Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is only available as an add-on to an Oracle RightNow Dynamic Agent Desktop Cloud Service License (Standard, Enterprise, Enterprise Contact Center, or Standalone Chat).

Usage Limits: Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions Service Period Pool is subject to usage limits based upon:

- A maximum number of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions per service period (starting on first day of the term) per Instance
- 1 Oracle RightNow Community Instance Cloud Service will be allocated to the customer for with the first purchase of Billable Sessions, but will not be provisioned until professional services are purchased to implement the community features (Oracle RightNow Comments on the KB Cloud Service, Oracle RightNow Customer Experience Cloud Service for Facebook or Oracle RightNow Community Cloud Service). One (1) Email box to be used for the Community Reply by Email feature will be allocated to the customer with the first purchase of billable sessions.
- Customer is entitled to 250 annual operations for the Oracle RightNow App Builder Connect PHP API Cloud Service for every 1 Billable Session purchased
- Customer is limited to 300 API Operations through the Oracle RightNow Connect Knowledge Foundation API Cloud Service per Billable Session.

Compliance Implications:

- Consumption of Oracle Service Cloud for Midsize Cloud Service Universal Tier 1 Sessions is based upon the consumer's utilization of the applications classified as "Universal Tier 1" as outlined above.
- If during a particular session, the consumer only utilizes applications classified as "Universal Tier 1", then the session will count as a "Universal Tier 1 Session" for compliance purposes. If other tiers are purchased, and applications classified in higher tiers are utilized during a particular session, the session will default to the highest tier value.

The terms referenced in the Oracle Service Cloud for Midsize Cloud Service not defined herein are defined in the Oracle Customer Service and Support Cloud Services Descriptions and Metrics which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:

The Oracle Service Cloud for Midsize Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Cloud Policies:
Not applicable.

Oracle Fusion CRM/HCM Base Premium Cloud Service

Applicable SKUs: B81273, B81274

The Oracle Fusion Premium Cloud Service enables access to annual planning, best practice guidance, service analysis, monitoring and security as described herein. The Oracle Fusion Premium Cloud Service is managed by an Oracle Technical Operations Manager (TOM). The Fusion Premium Cloud Service offering includes the following modules and features:

- Preparation of a "52 Week Plan" operational plan that includes implementation activities, operational maintenance, critical business events, and financial goals
- Assistance with 3rd party public and private cloud integrations
- Pre go-live implementation review and assessment
- Go-live management and tracking of critical milestones
- Customized restore schedule
- Execution of functional health checks after change management activities or similar
- Prioritized production to test and test to test refreshes
- Daily delivery of end user and application performance reports
- Perform load test no more than once per year at a mutually agreed upon time on an environment with customer data and setup
- Personalized 1:1 review of SOC1 audit results, 3rd party penetration tests or similar once per year
- Named primary and secondary Point of Contact

Usage Limits:

The Oracle Fusion Premium Cloud Service is subject to usage limits based on: Fusion Cloud Service Descriptions v032816

Oracle Fusion CRM Base Standard Cloud Service - Premium Hosting – Hosted Named User

Applicable SKUs: B86342

The Oracle Fusion CRM Base Standard Cloud Service - Premium Hosting enables access to annual planning, best practice guidance, service analysis, monitoring and security as described herein. The Oracle Fusion CRM Base Standard Cloud Service - Premium Hosting is managed by an Oracle Technical Operations Manager (TOM). The Oracle Fusion CRM Base Standard Cloud Service - Premium Hosting offering includes the following modules and features:

- Preparation of a "52 Week Plan" operational plan that includes implementation activities, operational maintenance, critical business events, and financial goals
- Assistance with 3rd party public and private cloud integrations

- Personalized 1:1 review of SOC1 audit results, 3rd party penetration tests or similar once per year
- Named primary and secondary Point of Contact

Usage Limits:

The Oracle Fusion CRM Enterprise Cloud Service - Premium Hosting is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- No additional storage is provided.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Financials Cloud Service - Premium Hosting – Hosted Named User

Applicable SKUs: B86344

The Oracle Fusion Financials Cloud Service - Premium Hosting enables access to annual planning, best practice guidance, service analysis, monitoring and security as described herein. The Oracle Fusion Financials Cloud Service - Premium Hosting is managed by an Oracle Technical Operations Manager (TOM). The Oracle Fusion Financials Cloud Service - Premium Hosting offering includes the following modules and features:

- Preparation of a "52 Week Plan" operational plan that includes implementation activities, operational maintenance, critical business events, and financial goals
- Assistance with 3rd party public and private cloud integrations
- Pre go-live implementation review and assessment
- Go-live management and tracking of critical milestones
- Customized restore schedule
- Execution of functional health checks after change management activities or similar
- Prioritized production to test and test to test refreshes
- Daily delivery of end user and application performance reports
- Perform load test no more than once per year at a mutually agreed upon time on an environment with customer data and setup
- Personalized 1:1 review of SOC1 audit results, 3rd party penetration tests or similar once per year
- Named primary and secondary Point of Contact

Usage Limits:

The Oracle Fusion Financials Cloud Service - Premium Hosting is subject to usage limits based on:

- A maximum number of Authorized Users (Hosted Named User) as defined in your order
- No additional storage is provided.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion for CRM / ERP / HCM for United States Department of Defense Cloud Service

Applicable SKUs: B78140, B78144, B78148

Available in United States Only

The Oracle Department of Defense Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Department of Defense Enterprise Cloud Service Broker (ECSB) Cloud Security Model Impact Level 4 SaaS baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to the Risk Management Framework as defined by NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.

ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP and ECSB Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP and ECSB requirements and good practices for managing and structuring FedRAMP and ECSB authorization documentation packages. Oracle may, at its discretion, reuse suitable documentation to leverage prior assessments and FedRAMP and ECSB authorization results. Oracle reserves the right to manage the cloud service as appropriate to meet FedRAMP and ECSB requirements.

Encryption at rest, Oracle Transparent Data Encryption (TDE) and Oracle Database Vault are included with this offering.

The Oracle Cloud Service does not include any customizations. Any customizations will require a separate order for additional services.

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion for CRM / ERP / HCM for United States Government Cloud Service

Applicable SKUs: B78139, B78143, B78147

Available in United States Only

The Oracle U.S. Government Cloud Service provides customers with a software-as-a-service offering targeted to the control requirements of the Federal Risk and Authorization Management Program (FedRAMP) Moderate baseline.

The cloud service is hosted within U.S. data centers which provide an isolated hosting environment that aligns to U.S. Federal information security framework as defined by FISMA including NIST SP 800-37, NIST SP 800-53, and FIPS 199. Physical access requires 5 layers of security including biometric hand readers and visual verification by security guards. Oracle Global Support is included with this offering.

ATO support from an U.S. Cloud Operations public sector compliance analyst is included with this offering to assist customers who seek to complete the initial FedRAMP Agency ATO process. Thereafter, Oracle will work with customers to maintain the cloud service in compliance with the FedRAMP requirements and good practices for managing and structuring FedRAMP authorization documentation packages. Oracle may, at its discretion,

Oracle Cloud Policies

Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Talent Management Base Cloud Service- Hosted Named User

Applicable Part # B85801

Users of the Oracle Fusion Talent Management Cloud Service are authorized to access the following modules:

- Oracle Fusion Network at Work
- Oracle Fusion Workforce Directory Management
- Oracle Transactional Business Intelligence

Users of Oracle Fusion Talent Management Base Cloud Service are defined as the end users of the actual program as well as your employees, contractors, partners and any other individuals that are managed and/or tracked by this program.

Usage Limits: The Oracle Fusion Talent Management Base Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to additional fees.
- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Oracle Fusion Employee Wellness Cloud Service-Hosted Named User

Applicable Part # B81292

Users of the Oracle Fusion Employee Wellness Cloud Service are authorized to access the following modules:

- The following usage limits apply per Hosted Named User:

Licensed Metric	Database Storage (Records)	File Storage (MB)	Bandwidth
Hosted Named User (1 Authorized User)	5	200	N/A

Oracle Cloud Policies:
Your order for this Oracle Cloud Service is subject to the Oracle Cloud Hosting and Delivery Policies, which may be viewed at www.oracle.com/contracts.

Sales Performance Management Cloud Service-Hosted Named User

Applicable Part # B85213

Users of the Oracle Sales Performance Management Cloud Service are authorized to access the following modules:

- Territory Management
- Quota Management
- Incentive Compensation
- Sales Coaching
- Assessments
- Gamification
- Customer Data Management dashboard
- Data Quality – Matching
- Data Quality – Standardization
- Data Steward productivity tools
- Data import & file import
- Survivorship and agreement rules
- Manual merge and auto merge
- Linking
- Audit reporting
- Data Quality – Address Verification

Usage Limits: The Oracle Sales Performance Management Cloud Service is subject to usage limits based on:

- a maximum number of Authorized Users (Hosted Named User) as defined in your order
- Oracle will provision 2 environments for this Oracle Cloud Enterprise Applications. One environment is dedicated for production use and the second environment is dedicated as a stage environment for non-production use. Additional environments may be purchased subject to

Oracle SaaS Ordering Document

Partner Name	Applications Software Technology LLC	**Partner Contact**	Sandy Wade
Partner Address	1755 PARK ST STE 115 Naperville, IL-60563	**Phone Number** **Email Address**	630 778-1180 ap@astcorporation.com
End User Name	City of Jacksonville	**End User Technical Contact**	Michael Turner
End User Address	117 W Duval St Ste 400 JACKSONVILLE FL 32202	**Phone Number** **Email Address**	904 255 8413 mturner@coj.net

A. Programs and Program Related Service Offerings

The Following programs ("Oracle Software") are for use by the City of Jacksonville FL:

Part No.	Product	Qty	Term in Months
B86836	Oracle Fusion Financials Cloud Service - Hosted Named User	8500	12
B86838	Oracle Fusion Expenses Cloud Service - Hosted Expense Report	8500	12
B86840	Oracle Fusion Automated Invoice Processing Cloud Service - Hosted 1K Records	8500	12
B86841	Oracle Fusion WebCenter Forms Recognition Cloud Service - Hosted Employee	8500	12
B86843	Oracle Fusion Purchasing Cloud Service - Hosted Named User	8500	12
B86848	Oracle Fusion Self Service Procurement Cloud Service - Hosted Named User	8500	12
B86844	Oracle Fusion Supplier Portal Cloud Service - Hosted Named User	8500	12
B86845	Oracle Fusion Supplier Qualification Cloud Service – Hosted Named User	8500	12
B86846	Oracle Fusion Sourcing Cloud Service - Hosted Named User	8500	12
B86847	Oracle Fusion Procurement Contracts Cloud Service - Hosted Named User	8500	12
B86852	Oracle Fusion Project Management Cloud Service – Hosted Named User	8500	12
B86854	Oracle Fusion Task Management Cloud Service – Hosted Named User	8500	12
B86850	Oracle Fusion Project Financials Cloud Service - Hosted Named User	8500	12
B86849	Oracle Fusion Project Contract Billing Cloud Service - Hosted Named User	8500	12
B86855	Oracle Fusion Grants Management Cloud Service - Hosted Named User	8500	12
B86853	Oracle Fusion Project Resource Management Cloud Service – Hosted Named User	8500	12
B69279	Oracle Fusion Inventory Management Cloud Service – Hosted Named User	10	12
B85800	Oracle Fusion Human Capital Management Base Cloud Service – Hosted Employee	11000	12
B86334	Oracle Payroll Cloud Service for United States - Hosted Employee	11000	12
B75365	Oracle Fusion Time and Labor Cloud Service - Hosted Named User	5000	12
B84490	Oracle Additional Test Environment for Oracle Fusion Cloud Service - Each	4	12
B81291	Oracle Fusion Career Development Cloud Service - Hosted Employee	8500	12
B85242	Oracle Learning Cloud Service - Hosted Named User	8500	12
B87388	Oracle Fusion Human Resources Help Desk Cloud Service - Hosted Employee	8500	12
B67293	Oracle Fusion Performance Management Cloud Service - Hosted Named User	8500	12
B67294	Oracle Fusion Talent Review and Succession Management Cloud Service – Hosted Named User	8500	12
B67295	Oracle Fusion Workforce Compensation Cloud Service – Hosted	8500	12
B67291	Oracle Fusion Goal Management Cloud Service - Hosted Named User	8500	12

Exhibit 3

B85802	Oracle Financial Consolidation and Close Cloud Service- Hosted Named User	25	12
B88579	Oracle Additional Environments for Financial Consolidation and Close Cloud Service – Test Environment	1	12
B85698	Oracle Enterprise Planning and Budgeting Cloud Service - Hosted Named User	150	12
B88577	Oracle Additional Environments for Enterprise Planning and Budgeting Cloud Service – Test Environment	1	12
B79785	Oracle Enterprise Performance Reporting Cloud Service - Hosted Named User	25	12
B88576	Oracle Additional Environments for Enterprise Performance Reporting Cloud Service – Test Environment	1	12
B86152	Oracle Profitability and Cost Management Cloud Service – Hosted Named User	20	12
B88581	Oracle Additional Environment for Profitability and Cost Management Cloud Service – Test Environment	1	12
B88488	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service-Hosted Named User	50	12
B72236	Oracle RightNow Universal Core Service Tier 1 Sessions Monthly – 100 sessions – Monthly Capacity	100	12
B72233	Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly – 100 Sessions – Monthly Capacity	100	12
B68548	Oracle RightNow Emails Sent Monthly – 100 emails sent – Monthly Capacity	100	12
B82255	Oracle RightNow Non-Contact Center User Cloud Service Hosted Non-Contact Center Named User	1	12
B78442	Oracle Policy Automation Collaboration Cloud Service Hosted Named User	5	12
B86965	Oracle Policy Automation Agent Cloud Service Collaboration Cloud Service - Hosted Named User	10	12
B79885	Oracle Field Service Core Managed Cloud Services Hosted Named User	50	12
B79887	Oracle Field Service Mobility Cloud Service Hosted Named User	50	12
B79889	Oracle Field Service Routing Cloud Service Hosted Named User	50	12
B79893	Oracle Field Service Customer Communication Cloud Service - Hosted Named User	50	12
B88386	Oracle Social Cloud, Standard – Production Environment	1	12
B88389	Oracle Social Cloud, Standard – Message Data – 1,000 Messages	100	12
B70790	Oracle Additional Test Environment for Oracle RightNow Cloud Service - Test Environment	1	12
B87365	Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud	1	12
B85285	Oracle SOA Suite Cloud Service – Non-Metered – Hosted Environment	6	12
B83534	Oracle Database Cloud Service Enterprise Edition Extreme Performance – General Purpose – Non-Metered – Hosted Environment	1	12
B83543	Oracle Database Backup Service – Non-metered – TB Storage Capacity	1	12
B83456	Oracle Cloud Infrastructure – Object Storage Classic – Non-metered – TB Storage Capacity	1	12
B83455	Oracle Cloud Infrastructure – Block Storage Classic – Non-Metered	1	12
B83555	Oracle Java Cloud Service – Suite – High Memory – Non-Metered – Hosted Environment	6	12
B86141	Oracle Identity Cloud Service – Standard – Enterprise User – Non-metered – Hosted Named User	1000	12
B86144	Oracle Identity Cloud Service – Basic Enterprise User – Non-metered – Hosted Named User	7500	12
B86142	Oracle Identity Cloud Service – Standard – Non-Enterprise User – Non-Metered – Hosted Named User	2500	12
B86142	Oracle Identity Cloud Service – Standard – Non-Enterprise User – Non-Metered – Hosted Named User	1000	12
B86141	Oracle Identity Cloud Service – Standard – Enterprise User – Non-metered – Hosted Named User	100	12
B88801	Oracle Java Cloud Service – High Performance – Government - OCPU Per Hour	1488	12
B88797	Oracle Analytics Cloud – Enterprise – Government – OCPU Per Hour	7440	12

B88807	Oracle Database Backup Service – Storage Capacity – Government – Gigabyte Storage Capacity per Month	23552	12
B88809	Oracle Database Cloud Service – Enterprise Edition Extreme Performance - Government – OCPU per Hour	11160	12
B88833	Oracle Data Integration Platform Cloud – Enterprise – Government – OCPU per Hour	4464	12
B88788	Oracle Cloud Infrastructure – Block Storage Classic – Government – Gigabyte Storage Capacity per month	7168	12
B88796	Oracle Cloud infrastructure – Object Storage Classic – Government – Gigabyte Storage Capacity per Month	11264	12

B. TERMS FOR ORDERED CLOUD SERVICES

1. Oracle Contract Information

This ordering document incorporates by reference the terms of the end user agreement listed below:

End User Agreement: PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES:**"US-CSA-CPQ-684547"**.

2. Fees:

All fees payable are due as per the schedule of the Attachment C "**Software Payment Schedule**", to this ordering document. Once placed, your order is non-cancelable and the sums paid nonrefundable, except as otherwise provided herein.

3. Data Center Region:

The services environment and all of your data at all times will reside in the United States of America.

4. Offer Validity:

This order is valid through 19-MAR-2018 and shall become binding upon execution by you and acceptance by Oracle.

5. Opt Out of Auto Renewal

Notwithstanding any statement to the contrary in the Services Specifications, the parties expressly agree that the Cloud Services acquired under this order will not Auto-Renew.

6. Option Years

You shall have an option to renew the subscription for the services listed in the table above at the same usage limits for seven (7) additional 12-month renewal periods, each an "Option Year" for the fees as adjusted by the associated percentage increase over the immediately preceding year's fees listed below. Professional Services are not included in the Option Years.

- Option Year One: 0% increase
- Option Year Two: 0% increase
- Option Year Three: 0% increase
- Option Year Four: 0% increase
- Option Year Five: 4% increase
- Option Year Six: 4% increase
- Option Year Seven: 4% increase

The Cloud Services listed above may not be renewed at the Option Year pricing specified above if: (i) Oracle is no longer making such Cloud Services generally available to customers, or (ii) You are seeking to cancel or reduce the number of user licenses of the Cloud Services set forth in this ordering document.

7. Business Associate Agreement

The Business Associate Agreement attached hereto as Attachment 1 to Exhibit A to this order applies solely to the service item described in the table above section A as "Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud," and you shall provide the Business Associate Agreement to the end user to be executed by and between Oracle and the end user. Upon execution, the Business Associate Agreement shall be effective upon the Cloud Services Start Date. The Business Associate Agreement does not apply to any previous Cloud services or to any other items described in the table above section A.

When the Oracle Cloud services ordered under this order expire, terminate or are canceled for any reason within the terms of the agreement, the Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud service on this order will end.

You acknowledge and agree that the Business Associate Agreement is required in connection with the Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud service ordered under this order.

8. Price Hold for Cloud Services:

During the services period, you may order additional quantities of the cloud services acquired under this ordering document in Section A above at the Unit Net Price specified in Attachment C "Software Payment Schedule" to this ordering document. This price hold does not apply to any renewals or extensions of the cloud services ordered under this ordering document except as provided in Section 6 above, to cloud services ordered pursuant to a separate Oracle discount or promotion, or to any cloud services other than those listed in the initial purchase under this ordering document. Notwithstanding the foregoing, for a period of 12 months from the effective date of this order, you shall be entitled to a price hold for the following products:

Part #	Product	Unit Net Price	Min Quantity	Term	Extended Price
B84256	Oracle Talent Acquisition Cloud Service - Hosted Employee	$0.64	8,500	12 months	$65,280.00
B82310	Oracle Taleo Scheduling Cloud Service - Hosted Employee	$0.06	8,500	12 months	$6,120.00
B84263	Oracle Taleo Assessments Delivery Cloud Service - Hosted Employee	$0.06	8,500	12 months	$6,120.00
B84262	Additional Test Environment for Oracle Taleo Cloud Service	$3,816.00	1	12 months	$3,816.00
B87540	Oracle CASB for SaaS - Non-Metered-Monitored Service User	$3.18	100	12 months	$3,816.00
B81263	Oracle Fusion Order Management Cloud Service - Hosted 1,000 Order Lines	$4.68	50	12 months	$2,805.00
B81264	Oracle Fusion Order Management User Cloud Service - Hosted Named User	$65.45	10	12 months	$7,854.00
B87675	Oracle Recruiting Cloud Service Hosted Employee	$0.94	8500	12 months	$95,370.00

C. Other

1. Modifications to the End User Agreement and other Order-Specific Terms

The terms and conditions set forth in the Exhibit A (End User Order Terms) to this ordering document are applicable to the Cloud Services listed in the tables above section A of the ordering document

2. Order of Precedence

In the event of inconsistencies between the terms contained in this ordering document and the agreement referenced above, this ordering document shall take precedence. This ordering document will control over the terms contained in any purchase order.

3. Entire Agreement

You acknowledge that your actions of completing this form and submitting it electronically constitute your execution of this ordering document and agreement to its terms. You agree that the End User agreement referenced in Section B, and this ordering document constitute the entire agreement between you and AST and Oracle with regard to the subject matter herein and as such, no other preprinted, non-negotiated or other terms and conditions on any document provided by You (e.g., on a purchase order or elsewhere) shall apply.

The signature below affirms your commitment to pay for the cloud services ordered in accordance with the terms of this ordering document.

Applications Software Technology LLC

By:_____
Shaji Zechariah
President

ATTEST: CITY OF JACKSONVILLE

By: _____
James R. McCain, Jr.
Corporation Secretary

By: _____
Lenny Curry
Mayor

In accordance with the *Ordinance Code*, of the CITY of Jacksonville, I do hereby certify that there is an unexpended, unencumbered, and un-impounded balance in the appropriation sufficient to cover the foregoing agreement; and that provision has been made for the payment of monies provided therein to be paid.

_____
Director of Finance
CITY Contract Number:_____

Form Approved:

_____
Office of General Counsel

Exhibit A

End User Order Terms

For purposes of this order the following special terms and conditions set forth in the following sections A, B, and C shall apply:

A. ADDITIONAL ORDER-SPECIFIC TERMS

1. **No Excess Obligation.** In the event sufficient budgeted funds are not available, the City may terminate this order immediately without penalty or expense; provided however: (a) that for the first year and each of the subsequent seven years of the initial eight year term and each year of the subsequent three year renewal option (if elected by the City), the City must provide an initial contract (for the first year) or contract amendment (for each subsequent year) for each of the term or terms of the order, and (b) the issuance of such initial contract or contract amendment shall signify to Oracle that all funds for the then proposed contract or contract amendment are fully appropriated and are available and no longer subject to any appropriations contingency at the time the initial contract or contract amendment is issued. Notwithstanding the foregoing, City agrees to pay for all services performed by Oracle prior to Oracle's receipt of notice of termination for non-appropriation.

2. **Service Level Credit.** The Oracle Cloud Service Level Objective Policy, within the Hosting and Delivery Policies and related Cloud Services Pillar documents applicable to the Cloud Services ordered by You, defines a Target Service Availability Level or Target Uptime objective and describes how Oracle calculates such availability. Subject to the terms of this Section and the applicable terms and definitions of the Oracle Cloud Service Level Objective Policy, You may receive a Service Credit in the event that the Service Availability Level or Service Uptime is below the defined target availability or uptime level in two (2) consecutive monthly reporting periods or more than five (5) monthly reporting periods in the past twelve months ("Missed Service Level"). If You have more than one production instance within a Service, the Service Availability Level or Service Uptime will be calculated as an average across all such production instances for a monthly reporting period. You or AST must submit a written request to Oracle (including reference to any applicable service request number) no later than thirty (30) days after the Missed Service Level occurs. Following receipt of Your request and confirmation of Your eligibility to receive a Service Credit (defined below), for each monthly reporting period within the Missed Service Level, AST will credit to Your account an amount equal to one (1) day of Applicable Cloud Services Fees (as defined in the following paragraph) for every 1/10th of a percentage point that the Service Availability Level is below the respective Target Service Availability Level or Target Uptime in the applicable monthly reporting period, up to a maximum credit of 10% of the Applicable Cloud Services Fees paid for that month ("Service Credit"). You shall be eligible to receive only one Service Credit per monthly reporting period of the Missed Service Level.

   For purpose of calculating the Service Credit, "Applicable Cloud Services Fees" means the prorated Cloud Services fees that You paid to AST for the particular Cloud Service for the applicable monthly reporting period in which the Missed Service Level occurred. "Applicable Cloud Services Fees" do not include the fees for other Cloud Services or Professional Services ordered by You, or for other production Services that did not experience Service Availability or Service Uptime Levels below the respective target level. The Service Credit will be provided only towards any outstanding balance for Cloud Services owed to Oracle under this order, and the remittance of such Service Credit will represent Your exclusive remedy, and Oracle's sole liability, for the Missed Service Level.

3. Option Years

(a) You shall have an option to renew directly with Oracle the subscription for the Cloud Services acquired on this order at the same usage limits for seven (7) additional 12-month renewal periods, each an "Option Year" for the fees listed below. Professional Services are not included in the Option Years.

- Option Year One: Total Cloud Services fees specified for initial 12-months Services Period under this order x 1.00
- Option Year Two: Total Cloud Services fees for Option Year One x 1.00
- Option Year Three: Total Cloud Services fees for Option Year Two x 1.00
- Option Year Four: Total Cloud Services fees for Option Year Three x 1.00
- Option Year Five: Total Cloud Services fees for Option Year Four x 1.04
- Option Year Six: Total Cloud Services fees for Option Year Five x 1.04

- Option Year Seven: Total Cloud Services fees for Option Year Six x 1.04

(b) The Cloud Services acquired on this order may not be renewed at the Option Year pricing specified above if: (i) Oracle is no longer making such Cloud Services generally available to customers, or (ii) You are seeking to cancel or reduce the number of user licenses of the Cloud Services set forth in this ordering document.

B. MODIFICATIONS TO THE AGREEMENT

For the purposes of this order with AST only, the following terms modify the terms of the Public Sector Agreement for Oracle Cloud Services by and between You and Oracle America, Inc. (the "**CSA**" or "**Agreement,**" Oracle reference number US-CSA-CPQ-684547):

1. Limitation of Liability. The provisions of Section 7 of the CSA are deleted in their entirety and replaced with the following:

LIMITATION OF LIABILITY

7.1. IN NO EVENT WILL EITHER PARTY OR ITS AFFILIATES BE LIABLE FOR ANY INDIRECT, CONSEQUENTIAL, INCIDENTAL, SPECIAL, PUNITIVE, OR EXEMPLARY DAMAGES, OR ANY LOSS OF REVENUE, PROFITS (EXCLUDING FEES UNDER THIS AGREEMENT), SALES, DATA, DATA USE, GOODWILL, OR REPUTATION.

7.2. EXCEPT FOR ORACLE'S INTELLECTUAL PROPERTY INFRINGEMENT INDEMNIFICATION OBLIGATIONS UNDER THIS AGREEMENT, IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND ORACLE'S AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT, WHETHER IN CONTRACT, TORT, OR OTHERWISE, EXCEED THE TOTAL AMOUNTS ACTUALLY PAID FOR THE SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY UNDER SUCH ORDER.

7.3 NOTWITHSTANDING SECTION 7.2, IN NO EVENT SHALL THE AGGREGATE LIABILITY OF ORACLE AND OUR AFFILIATES ARISING OUT OF OR RELATED TO THIS AGREEMENT FOR MISAPPROPRIATION OF YOUR PERSONAL DATA TO THE EXTENT CAUSED BY ORACLE'S BREACH OF ITS SECURITY PRACTICES DESCRIBED IN THE SERVICE SPECIFICATIONS (A "PERSONAL DATA MISAPPROPRIATION") EXCEED THE GREATER OF (A) TWO MILLION DOLLARS ($2,000,000), OR (B) TWO (2) TIMES THE TOTAL AMOUNTS PAID AND PAYABLE FOR THE SERVICES UNDER THE ORDER GIVING RISE TO THE LIABILITY DURING THE TWELVE (12) MONTHS IMMEDIATELY PRECEDING THE EVENT GIVING RISE TO SUCH LIABILITY UNDER SUCH ORDER. THE PARTIES AGREE THAT THE REFERENCES TO "DATA" AND "DATA USE" IN SECTION 7.1 ABOVE SHALL NOT BE DEEMED TO PROHIBIT YOU FROM SEEKING DAMAGES FOR A PERSONAL DATA MISAPPROPRIATION UNDER THE TERMS OF THE PRECEDING SENTENCE."

2. Indemnification. The provisions of Section 8 of the CSA are deleted in their entirety and replaced with the following: "8.

INDEMNIFICATION

8.1. If a third party makes a claim against You (the "Recipient"), that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "Material") furnished by Oracle (the "Provider") and used by the Recipient infringes the third party's intellectual property rights, the Provider, at the Provider's sole cost and expense, will to the extent not prohibited by law, defend the Recipient against the claim and indemnify the Recipient from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by the Provider, if the Recipient does the following:

a. notifies the Provider promptly in writing, not later than 30 days after the Recipient receives notice of the claim (or sooner if required by applicable law);
b. gives the Provider sole control of the defense and any settlement negotiations, to the extent permitted by law; and
c. gives the Provider the information, authority and assistance the Provider needs to defend against or settle the claim.

8.2. If the Provider believes or it is determined that any of the Material may have violated a third party's intellectual property rights, the Provider may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, the Provider may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees the Recipient may have paid to the other party for such

Material. If such return materially affects Oracle's ability to meet obligations under the relevant order, then Oracle may, upon 30 days prior written notice, terminate the order. If such Material is third party technology and the terms of the third party license do not allow Oracle to terminate the license, then Oracle may, upon 30 days prior written notice, end the Services associated with such Material and refund any unused, prepaid fees for such Services.

8.3. The Provider will not indemnify the Recipient if the Recipient (a) alters the Material or uses it outside the scope of use identified in the Provider's user or program documentation or Service Specifications, or (b) uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to the Recipient. The Provider will not indemnify the Recipient to the extent that an infringement claim is based upon any Material not furnished by the Provider. Oracle will not indemnify You to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to You within or by the Services (e.g., a social media post from a third party blog or forum, a third party Web page accessed via a hyperlink, marketing data from third party data providers, etc.).

8.4. This Section 8 provides the parties' exclusive remedy for any infringement claims or damages."

3. **Subcontractors.** The following sentence is added to the end of the existing paragraph in Section 5.3 of the Agreement:

"Subject to the terms and conditions of, and to the same extent as Oracle is responsible for the performance of its resources under, the Agreement, Oracle shall be responsible for the performance of Services under the Agreement by any subcontractors engaged by Oracle to perform such Services."

4. **Termination.** In Section 9.4 of the Agreement, the existing language is replaced with the following:

"9.4. If either You or Oracle materially breaches a term of this Agreement or any order and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the order under which the breach occurred. If Oracle terminates the order as specified in the preceding sentence, You must pay within 30 days all amounts that have accrued prior to such termination, as well as all sums remaining unpaid for the Services received under such order plus related taxes and expenses. Except for nonpayment of fees, the nonbreaching party may agree in its sole discretion to extend the 30 day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if You are in default under this Agreement, You may not use those Services ordered."

5. **Assignment.** In Section 22 of the Agreement, add the following new sentence to the existing paragraph:

"Except in the event of a merger, consolidation, acquisition, internal restructuring, or sale of all or substantially all of the assets of Oracle, Oracle may not assign this Agreement without Your prior written consent."

6. **Other.** The provisions of Section 17.4 of the CSA are deleted in their entirety and replaced with the following:

"17.4 Except for actions for nonpayment or breach of Oracle's proprietary rights, any action, regardless of form, arising out of or relating to this Agreement shall be brought by either party in accordance with the time limitations specified for contract claims under F.S. 95.11(2)(b)."

C. CITY OF JACKSONVILLE TERMS AND CONDITIONS FOR THE ORDER

1. **Maximum Indebtedness**. As required by Section 106.431, *Jacksonville Ordinance Code,* the maximum indebtedness of City for the first twelve (12) months of the Services Period specified in the ordering document shall not exceed the fixed sum of _____ ($_____)

2. **Retention of Records/Audit.** To the extent required by Section 126.108(a), Jacksonville Ordinance Code, contractor shall maintain business records directly pertinent to this Ordering Document ("Records") in accordance with contractor's legal or archival requirements, external accounting standards and regulatory requirements. Upon

reasonable written notice to contractor, at Your Cost, and provided that such audit does not unreasonably interfere with contractor's normal business operations, shall allow access and examination of the Records by You at all reasonable times until the expiration of three (3) years after final payment under the Ordering Document.

3. **Compliance with Laws.** As required by Section 126.108(b), Jacksonville Ordinance Code, contractor must comply with all applicable federal, state, and local laws, rules and regulations as the same exist or as may be amended from time to time. Such laws, rules, regulations, and ordinances may include, but are not limited to, Chapter 119, Florida Statutes (the Florida Public Records Law) and Section 286.011, Florida Statutes (the Florida Sunshine Law).

4. **Non-discrimination.** As required by Section 126.404, Jacksonville Ordinance Code, Oracle represents that it has adopted and will maintain throughout the term of the Ordering Document a policy of nondiscrimination or harassment against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other unlawful factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions and related terms and conditions of employment. Oracle agrees that, on written request, no more than once every 12 months, at Your cost, it will permit reasonable access to its records of employment, employment advertisement, application forms and other pertinent data and records, by the Executive Director of the Human Rights Commission, or successor agency or commission, for the purpose of investigation to ascertain compliance with the non-discrimination provisions of the Ordering Document; provided however, that Oracle shall not be required to produce, for inspection, records covering periods of time more than one (1) year prior to the effective date of the Ordering Document. Oracle agrees that, if any of the products or Services to be provided pursuant to the Ordering Document are to be provided by a subcontractor, the provisions of this Section shall be incorporated into and become a part of the subcontract.

5. **Conflicts of Interest.** Oracle acknowledges that Section 126.110 of the Jacksonville Ordinance Code requires that a public official who has a financial interest in a bid or contract make a disclosure at the time that the bid or contract is submitted or at the time that the public official acquires a financial interest in the bid or contract, including but not limited to the public official's name, public office or position held, bid or proposal number, and the position or relationship of the public official with the bidder or contractor.

6. **Taxes.** If You provide a valid certificate of tax exemption in advance of the date taxes are due, Oracle will not invoice You the taxes described in the Fees and Payment section of the Agreement. In no event shall You be liable for payment of taxes to Oracle if you provide a valid certificate of tax exemption."

ORACLE BUSINESS ASSOCIATE AGREEMENT

ORACLECONTRACTINFORMATION

This Business Associate Agreement amends the ordering document with footer CPQ-7008222 dated_____*{to be completed by Oracle}* and all amendments and addenda thereto (the "Ordering Document") between you and Oracle America, Inc.

WHEREAS you represent that the Health Insurance Portability and Accountability Act of 1996 as amended by the Health Information Technology for Economic and Clinical Health Act of 2009 and all implementing regulations of the U.S. Department of Health & Human Services (collectively "HIPAA"), govern your use of Electronic Protected Health Information ("ePHI") (as defined by 45 C.F.R. § 160.103);

WHEREAS Oracle recognizes your obligations under HIPAA require service providers that create, receive, maintain or transmit ePHI to agree to certain contractual terms and conditions designed to maintain the privacy and security of such ePHI;

THEREFORE, the parties agree to the following:

a. In the event that the Ordering Document requires Oracle to access, receive, maintain or transmit your ePHI, Oracle will take the following measures designed to protect the privacy and security of such ePHI, unless otherwise required by law:

   i. Not use or further disclose such ePHI other than as permitted or required by the Ordering Document.

   ii. Use appropriate administrative, physical, and technical safeguards designed to protect the confidentiality, integrity, and availability of such ePHI and comply, where applicable to Oracle in its performance of the services, with 45 C.F.R. 164 Subpart C, to prevent the use or disclosure of such ePHI other than as provided under the Ordering Document; additional information concerning such measures may be specified in the Ordering Document.

   iii. Report to you any use or disclosure of such ePHI in violation of the terms of the Ordering Document of which Oracle becomes aware, including within 72 hours confirmed Breaches of Unsecured Protected Health Information as required by 45 C.F.R. § 164.410 (as those terms are defined by 45 C.F.R. § 164.402) and will report to you Security Incidents (as defined by 45 CFR 164.304). Such report shall include the identification of each individual, to the extent known by Oracle, whose unsecured protected health information has been, or is reasonably believed by Oracle to have been, accessed, acquired or disclosed during such breach. To the extent known, Oracle shall also provide you with: a brief description of what happened, including the date of the breach and the date of the discovery of the breach; a description of the types of unsecured ePHI that were involved in the breach; and a brief description of what Oracle is doing to investigate the breach, remediate its cause, and protect against any further breaches of the same or similar nature.

   iv. In accordance with 45 C.F.R. § 164.502(e)(1)(ii) and § 164.308(b)(2), ensure that any subcontractors that access, receive, maintain, or transmit such ePHI on Oracle's behalf in its provision of services under the Ordering Document agree in all material respects to the same restrictions and conditions that apply to Oracle with respect to such ePHI under the Ordering Document.

v. Make available to you any requests received by Oracle from individuals to inspect or obtain a copy of their ePHI in accordance with 45 C.F.R. § 164.524.

vi. Make available to you any requests received by Oracle from individuals to have their ePHI amended in accordance with 45 C.F.R. § 164.526.

vii. Make available to you any requests received by Oracle from individuals for an accounting of disclosures of ePHI in accordance with 45 C.F.R. § 164.528.

viii. Make its internal practices, books and records relating to the use and disclosure of such ePHI available to the Secretary of the United States Department of Health and Human Services or his or her designee for purposes of determining your compliance with 45 C.F.R. § 164 Subpart E .

ix. At the end of the services under the Ordering Document or upon termination thereof in accordance with its terms, if feasible and at your request, Oracle shall return or destroy any such ePHI then in its possession in any form, and retain no copies of such ePHI. If such return or destruction is not feasible, Oracle will extend the protections specified in the ordering document to such ePHI and limit further uses and disclosures to those purposes that make its return or destruction of such ePHI infeasible.

b. Additional Terms

i. You may terminate the applicable Ordering Document if Oracle is in material breach of the obligations stated in this Business Associate Agreement and fails to correct the breach within 30 days of written specification of the breach.

ii. If Oracle knows of a pattern of activity or practice of a subcontractor that constitutes a material breach of the subcontractor's obligation of the contract executed with Oracle in accordance with Section I.D above, Oracle will promptly require the subcontractor to cure the breach or end the violation, as applicable, and if such steps are unsuccessful, terminate the contract, if feasible.

iii. The terms and conditions of this Business Associate Agreement shall survive termination of the Ordering Document.

iv. When using or disclosing such ePHI or when requesting such ePHI from you, the parties shall make reasonable efforts to limit ePHI to the minimum necessary to accomplish the intended purposes of the use, disclosure or request.

v. You agree to follow any ePHI handling procedures that are specified in the Ordering

Document. Subject to the modifications herein, the Ordering Document shall remain in full force and effect.

The effective date of this Business Associate Agreement is_____, 2018. {*to be completed by Oracle*}.

City of Jacksonville	**Oracle America, Inc.**
Authorized Signature:_____	Authorized Signature: _____
Name: _____	Name:_____
Title: _____	Title: _____
Signature Date: _____	Signature Date: _____

2. SaaS Software Fee Details

Part#	Item	Qty	Term	Unit Price	Extended Price
B86836	Oracle Fusion Financials Cloud Service - Hosted Named User	8500	12	0.70	$71,400.00
B86838	Oracle Fusion Expenses Cloud Service - Hosted Expense Report	8500	12	0.07	$7,140.00
B86840	Oracle Fusion Automated Invoice Processing Cloud Service - Hosted 1K Records	8500	12	0.07	$7,140.00
B86841	Oracle Fusion WebCenter Forms Recognition Cloud Service - Hosted Employee	8500	12	0.07	$7,140.00
B86843	Oracle Fusion Purchasing Cloud Service - Hosted Named User	8500	12	0.56	$57,120.00
B86848	Oracle Fusion Self Service Procurement Cloud Service - Hosted Named User	8500	12	0.14	$14,280.00
B86844	Oracle Fusion Supplier Portal Cloud Service - Hosted Named User	8500	12	0.56	$57,120.00
B86845	Oracle Fusion Supplier Qualification Cloud Service – Hosted Named User	8500	12	0.56	$57,120.00
B86846	Oracle Fusion Sourcing Cloud Service - Hosted Named User	8500	12	0.56	$57,120.00
B86847	Oracle Fusion Procurement Contracts Cloud Service - Hosted Named User	8500	12	0.56	$57,120.00
B86852	Oracle Fusion Project Management Cloud Service – Hosted Named User	8500	12	0.28	$28,560.00
B86854	Oracle Fusion Task Management Cloud Service – Hosted Named User	8500	12	0.14	$14,280.00
B86850	Oracle Fusion Project Financials Cloud Service - Hosted Named User	8500	12	0.70	$71,400.00
B86849	Oracle Fusion Project Contract Billing Cloud Service - Hosted Named User	8500	12	0.56	$57,120.00
B86855	Oracle Fusion Grants Management Cloud Service - Hosted Named User	8500	12	0.35	$35,700.00
B86853	Oracle Fusion Project Resource Management Cloud Service – Hosted Named User	8500	12	0.14	$14,280.00
B69279	Oracle Fusion Inventory Management Cloud Service – Hosted Named User	10	12	24.50	$2,940.00
B85800	Oracle Fusion Human Capital Management Base Cloud Service – Hosted Employee	11000	12	0.91	$120,120.00
B86334	Oracle Payroll Cloud Service for United States - Hosted Employee	11000	12	0.49	$64,680.00
B75365	Oracle Fusion Time and Labor Cloud Service - Hosted Named User	5000	12	0.21	$12,600.00
B84490	Oracle Additional Test Environment for Oracle Fusion Cloud Service - Each	4	12	437.50	$21,000.00
B81291	Oracle Fusion Career Development Cloud Service - Hosted Employee	8500	12	0.07	$7,140.00
B85242	Oracle Learning Cloud Service - Hosted Named User	8500	12	0.34	$34,680.00
B87388	Oracle Fusion Human Resources Help Desk Cloud Service - Hosted Employee	8500	12	0.44	$44,880.00
B67293	Oracle Fusion Performance Management Cloud Service - Hosted Named User	8500	12	0.14	$14,280.00
B67294	Oracle Fusion Talent Review and Succession Management Cloud Service – Hosted Named User	8500	12	0.07	$7,140.00
B67295	Oracle Fusion Workforce Compensation Cloud Service – Hosted	8500	12	0.21	$21,420.00
B67291	Oracle Fusion Goal Management Cloud Service - Hosted Named User	8500	12	0.14	$14,280.00
B85802	Oracle Financial Consolidation and Close Cloud Service- Hosted Named User	25	12	27.50	$8,250.00
B88579	Oracle Additional Environments for Financial Consolidation and Close Cloud Service – Test Environment	1	12	275.00	$3,300.00
B85698	Oracle Enterprise Planning and Budgeting Cloud Service - Hosted Named User	150	12	17.50	$31,500.00
B88577	Oracle Additional Environments for Enterprise Planning and Budgeting Cloud Service – Test Environment	1	12	275.00	$3,300.00
B79785	Oracle Enterprise Performance Reporting Cloud Service - Hosted Named User	25	12	8.40	$2,520.00

2. SaaS Software Fee Details

Part#	Item	Qty	Term	Unit Price	Extended Price
B88576	Oracle Additional Environments for Enterprise Performance Reporting Cloud Service – Test Environment	1	12	275.00	$3,300.00
B86152	Oracle Profitability and Cost Management Cloud Service – Hosted Named User	20	12	35.00	$8,400.00
B88581	Oracle Additional Environment for Profitability and Cost Management Cloud Service – Test Environment	1	12	275.00	$3,300.00
B88488	Oracle RightNow Enterprise Contact Center Dynamic Agent Desktop Cloud Service, Hosted Named User	50	12	24.38	$14,625.00
B72236	Oracle RightNow Universal Core Service Tier 1 Sessions Monthly – 100 session – Monthly Capacity	100	12	24.38	$537.60
B72233	Oracle RightNow Universal Policy Automation Tier 3 Sessions Monthly – 100 Sessions – Monthly Capacity	100	12	2.31	$2,772.00
B68548	Oracle RightNow Emails Sent Monthly – 100 emails sent – Monthly Capacity	100	12	0.08	$100.80
B82255	Oracle RightNow Non-Contact Center User Cloud Service Hosted Non-Contact Center Named User	1	12	2.00	$24.00
B78442	Oracle Policy Automation Collaboration Cloud Service Hosted Named User	5	12	8.00	$480.00
B86965	Oracle Policy Automation Agent Cloud Service Collaboration Cloud Service - Hosted Named User	10	12	6.40	$768.00
B79885	Oracle Field Service Core Managed Cloud Services Hosted Named User	50	12	2.40	$1,440.00
B79887	Oracle Field Service Mobility Cloud Service Hosted Named User	50	12	2.00	$1,200.00
B79889	Oracle Field Service Routing Cloud Service Hosted Named User	50	12	2.00	$1,200.00
B79893	Oracle Field Service Customer Communication Cloud Service - Hosted Named User	50	12	1.60	$960.00
B88386	Oracle Social Cloud, Standard – Production Environment	1	12	52.00	$624.00
B88389	Oracle Social Cloud, Standard – Message Data – 1,000 Messages	100	12	0.17	$200.00
B87365	Oracle Additional Test Environment for Oracle RightNow Cloud Service - Test Environment	1	12	250.00	$3,000.01
B87365	Oracle HIPAA Advanced Security for Fusion SaaS in the Oracle Public Cloud	1	12	583.33	$7,000.00
B85285	Oracle SOA Suite Cloud Service – Non-Metered – Hosted Environment	6	12	1375.00	$99,000.00
B83534	Oracle Database Cloud Service Enterprise Edition Extreme Performance – General Purpose – Non-Metered – Hosted Environment	1	12	1250.00	$15,000.00
B83543	Oracle Database Backup Service – Non-metered – TB Storage Capacity	1	12	16.50	$198.00
B83456	Oracle Cloud Infrastructure – Object Storage Classic – Non-metered – TB Storage Capacity	1	12	15.00	$180.00
B83455	Oracle Cloud Infrastructure – Block Storage Classic – Non-Metered	1	12	25.00	$300.00
B83555	Oracle Java Cloud Service – Suite – High Memory – Non-Metered – Hosted Environment	6	12	0.00	$0.00
B86141	Oracle Identity Cloud Service – Standard – Enterprise User – Non-metered – Hosted Named User	1000	12	2.00	$24,000.00
B86144	Oracle Identity Cloud Service – Basic Enterprise User – Non-metered – Hosted Named User	7500	12	0.50	$45,000.00
B86142	Oracle Identity Cloud Service – Standard – Non-Enterprise User – Non-Metered – Hosted Named User	2500	12	0.01	$300.00
B86142	Oracle Identity Cloud Service – Standard – Non-Enterprise User – Non-Metered – Hosted Named User	1000	12	0.01	$120.00
B86141	Oracle Identity Cloud Service – Standard – Enterprise User – Non-metered – Hosted Named User	100	12	2.00	$2,400.00
B88801	Oracle Java Cloud Service – High Performance – Government - OCPU Per Hour	1488	12	0.48	$8,640.52

2. SaaS Software Fee Details

Part#	Item	Qty	Term	Unit Price	Extended Price
B88797	Oracle Analytics Cloud – Enterprise – Government – OCPU Per Hour	7440	12	2.02	$180,001.87
B88807	Oracle Database Backup Service – Storage Capacity – Government – Gigabyte Storage Capacity per Month	23552	12	0.02	$4,239.36
B88809	Oracle Database Cloud Service – Government – OCPU per Hour	11160	12	0.84	$112,499.50
B88833	Oracle Data Integration Platform Cloud – Enterprise – Government – OCPU per Hour	4464	12	1.34	$72,000.75
B88788	Oracle Cloud Infrastructure – Block Storage Classic – Government – Gigabyte Storage Capacity per month	7168	12	0.02	$1,827.84
B88796	Oracle Cloud infrastructure – Object Storage Classic – Government – Gigabyte Storage Capacity per Month	11264	12	0.01	$1,892.35
				Total	**$1,645,601.60**

SUBJECT: ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AS A SERVICE SOLUTION

BID #: ESC-0549-16 **OPEN DATE: 12/14/2016**

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract

AGENCY: Information Technologies Division

BASIS OF AWARD: Highest Scoring Bidder Based On Evaluation Criteria

NUMBER OF BIDS INVITED: (23) NUMBER RECEIVED: (8) OTHER: (1)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
On December 14, 2016, the City of Jacksonville, Procurement Division received eight (8) valid bid responses for subject bid. On May 4, 2017 approval was granted for Software Demonstrations/ Oral Interviews with the top four (4) scoring vendors: (1) Applications Software Technology Corporation (AST), (2) IBM Corporation, (3) Infor Public Sector, Inc., and (4) CGI Technologies and Solutions, Inc. The evaluation of the responses and Software Demonstrations/ Oral Interviews has been completed and scored as follows:

VENDOR / SOFTWARE PRODUCT	RESPONSE EVALUATION SCORE	DEMONSTRATION SCORE	TOTAL SCORE
Applications Software Technology Corporation (AST) / Oracle	890	875	1765
IBM Corporation / Workday	775	841	1616
CGI Technologies and Solutions, Inc. / CGI Advantage 360	765	822	1587
Infor Public Sector, Inc. / Infor Public Sector, Inc.	725	826	1551

Recommend approval to move forward with contract negotiations with the highest scoring vendor, Applications Software Technology Corporation (AST).

ATTACHMENTS: Recommendation Memo; Scoring Sheet; Evaluation Matrix, Previous Award

BUYER: CHELSEY FLEMING

RESPECTFULLY SUBMITTED GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: **Marlene Russell, Director of Organizational Effectiveness**

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 10/26/17

Marlene Russell

Teresa R. Eilhage

OTHER:

ACTION OF AWARDING AUTHORITY DATE 10/26/17

APPROVED DISAPPROVED

OTHER

SIGNATURE OF AUTHENTICATION

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of
Executive Order No. 2015-05

SUBJECT: ENTERPRISE RESOURCE PLANNING (ERP) SOFTWARE AS A SERVICE SOLUTION

BID #: ESC-0549-16 OPEN DATE: 12/14/2016

COMPETITIVE SEALED PROPOSAL EVALUATION COMMITTEE

KIND AND BASIS OF CONTRACT: Service Contract

AGENCY: Information Technologies Division

BASIS OF AWARD: Highest Scoring Bidder Based On Evaluation Criteria

NUMBER OF BIDS INVITED: (23) NUMBER RECEIVED: (8) OTHER: (1)

SUMMARY OF BIDS AND RECOMMENDED ACTIONS:
On December 14, 2016, the City of Jacksonville, Procurement Division received eight (8) responses for subject bid. The Evaluation Committee has completed their review and has recommend approval to move forward with Software Demonstrations/ Oral Interviews with the top four (4) scoring vendors, which are as follows. The ranking of first, second, third and fourth designates the order of qualification of these firms.

1. Applications Software Technology Corporation (AST)
2. IBM Corporation
3. Infor Public Sector, Inc.
4. CGI Technologies and Solutions, Inc.

ATTACHMENTS: Recommendation Memo; Scoring Sheet; Evaluation Matrix

BUYER _____ CHELSEY RENFROE

RESPECTFULLY SUBMITTED _____ GREGORY PEASE, CHIEF PROCUREMENT DIVISION

CONCURRENCE BY: Marlene Russell, Director of Organizational Effectiveness

(ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS)
ACTION OF CSPEC COMMITTEE ON RECOMMENDATIONS ABOVE

MEMBERS APPROVING 5 MEMBERS DISAPPROVING Ø DATE: 5/04/17

OTHER: _____

ACTION OF AWARDING AUTHORITY DATE 5/04/17

APPROVED _____ DISAPPROVED _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

Sam E. Mousa
Chief Administrative Officer
For: Mayor Lenny Curry
Under Authority of:
Executive Order No. 2015-05