SINGLE SOURCE AWARD **BID # SS-13771-23**

Subject: Oracle EBS Market Driven Support

Department: Information Technologies Division

Description of Purchase:
Recommend approval to retroact the period of service from January 1, 2023 through date of award.

Recommend approval of Single Source Award with Oracle America, Inc. to purchase technical support for Oracle EBusiness Suite version 12.1.3. The technical support services will provide business continuity, increased stability, allowing time to complete the Oracle Cloud Human Resources implementation. Period of service will be from date of award through December 31, 2023. The requested total expenditure not to exceed $75,000.00.

Funding Source: 53101.113002.546620.000000.00000493.00000.0000000, to be executed by purchase order(s).

Single Source Award To: Oracle America, Inc.

Price Justification: See Attached

Total Award: $75,000.00 **Requisition #** FAIT-5002030-23

Attachments: Agency Memo, Single Source Form; Vendor Letter, Vendor Quote

Certification as to Single Source: Kenneth Lathrop, Chief of Information Technologies Division/CIO

THE ABOVE PURCHASE IS RECOMMENDED FOR AWARD IN ACCORDANCE WITH CHAPTER 126.206.

ANALYST: Ruben Ola

Dustin Freeman, Chief
Procurement Division

APPROVAL OF GENERAL GOVERNMENT AWARDS COMMITTEE
"ALL AWARD ACTIONS SUBJECT TO LAWFULLY APPROPRIATED FUNDS"

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY

DATE: _____

APPROVED _____ **DISAPPROVED** _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

FORM GB-114, Revised 12/2007

City of Jacksonville, Florida

Lenny Curry, Mayor

Information Technologies Division
Ed Ball Building
214 N. Hogan Street, Suite 900
Jacksonville, Florida 32202

ONE CITY. ONE JACKSONVILLE.

DATE: November 21, 2022

TO: Dustin L. Freeman, Chief of Procurement Division

VIA: Patrick "Joey" Greive, Director of Finance and Administration / CFO

Marcia N. Saulo — Digitally signed by Marcia N. Saulo Date: 2022.12.20 14:26:21 -05'00'

THRU: Kenneth E. Lathrop, Chief of Information Technologies / CIO

Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2022.12.06 13:27:31 -05'00'

FROM: Paul Freeman, Enterprise Applications Manager

Paul Freeman — Digitally signed by Paul Freeman Date: 2022.12.02 11:33:22 -05'00'

RE: **Oracle EBS Market Driven Support - Single Source Request**

The Information Technologies Division (ITD), requests approval to purchase technical support for Oracle E-Business Suite version 12.1.3. from Oracle America, Inc. The City of Jacksonville has not fully implemented the Oracle Cloud Human Resources, Payroll, Benefits and Time and Attendance. The transition path for migrating to the Cloud environment, requires the technical support, for fixes, tax updates, or security patches for the current Oracle application. The technical support services will provide business continuity, increased stability, allowing time to complete the Oracle Cloud Human Resources implementation.

The period of coverage will begin January 1, 2023, through December 31, 2023. Services will be procured via Purchase Order.

Oracle America, Inc. is the sole source supplier of the technical support services, including proprietary program updates created by Oracle, and no other supplier is authorized to resell its products and services. Oracle America, Inc. submitted a sole source letter confirming its status.

The total not-to-exceed amount for this request is $75,000.00.

Tracy Geake — Digitally signed by Tracy Geake Date: 2022.12.06 10:42:08 -05'00'

FUNDING SOURCE: 53101.113002.546620.000000.00000493.00000.0000000

Your favorable consideration of ITD's request is appreciated.

Attachments: Oracle Single Source Letter and Quote #21013382
Single Source Request Form

CC: Elizabeth Brown, IT Operations Manager
Thomas Ossi, Technology Contract and Records Manager
Andre Conyers, IT Contract Administrator
Michael Turner, ERP Team Lead

JUSTIFICATION FOR SINGLE SOURCE (JSS)

Pursuant to the City of Jacksonville Procurement Code§ 126.206 & § 126.312, when requesting a purchase from a vendor subject to the referenced sections, please complete this form to justify your request and submit to Procurement with applicable attachments.

1. Requesting Agency:	Information Technologies
2. Nature and/or description of the requirement being requested. ***Identify each item, component or service being procured. (Attach quote/proposal):*** ***Why does the City need these particular goods or services?***	The Information Technologies Division (ITD) requests approval to purchase sustaining technical support for Oracle E-Business Suite version 12.1.3 from Oracle America,Inc. City has not fully implemented Oracle Cloud Human Resources, Payroll, Benefits, and Time and Attendance. The City requires the technical support for fixes,tax updates, and security patches for our current application. The period of coverage for Oracle EBS Market Driven Support will begin January 1, 2023 through December 31, 2023.
3. Provide a detailed justification as to why the requested goods/services can only be efficiently and effectively procured through the recommended Single Source vendor:	Oracle America, Inc. owns the source code to all Oracle programs utilized for the Oracle HR/Payroll application and is the sole authorized source to provide maintenance and technical support to the City of Jacksonville, FL.
4. Date of Request	11/21/2022

5. Summary of Market Research

[Provide a description of the market research performed, how it was performed, by whom, and market research results. Please spell out acronyms.]

[Oracle America, Inc. is the only authorized vendor to provide technical support services and proprietary program updates created by Oracle. The vendor submitted a sole source letter to confirm its status to the City of Jacksonville.]

6. Other Documentation (Check and attach all that apply)

√ Supplier Quote

☐ Single Source Memo signed by Director

☐ **Other** [Click here to list other documentation.]

ORACLE

Oracle Advanced Customer Support Services
6020 West Oaks Blvd, suite 200
Rocklin, CA 95765

November 17, 2022

Paul Freeman
City of Jacksonville
Information Technologies Division
214 N. Hogan Street
Jacksonville, FL 32202
904.255.8062

Dear Paul,

This letter is to confirm that Oracle has the unique expertise and capabilities to support Oracle program licenses. Oracle creates the proprietary program updates that may be provided as part of Oracle's technical support services. As the sole source of technical support services (including the proprietary program updates created by Oracle), Oracle offers the services to Oracle customers for purchase on an annual basis. For more detailed information about Oracle's technical support services, refer to Oracle's technical support policies at http://www.oracle.com/us/support/policies/index.html.

Please contact me should you have questions.

Regards,

Tim Kempski

Tim Kempski
ACS SALES, Oracle Support Services Oracle
America, Inc.
Oracle Advanced Customer Support Services
6020 West Oaks Blvd, suite 200
Rocklin, CA 9576
678-836-3902

ORACLE

9-Feb-22

Tom Ossi
City of Jacksonville
117 West Duval Street
JACKSONVILLE
FL 32202
United States

Dear Tom Ossi

Please find attached an ordering document for technical support services. The technical support services, identified in the ordering document, may be ordered by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 2-Dec-22.

Have a question about your renewal? Call or email Oracle at tim.kempski@oracle.com.

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	21013382	**Oracle Contact Information:** Tim Kempski	
Offer Expires:	31-Dec-22	**Telephone:**	
		Fax:	
		Email:	tim.kempski@oracle.com
CUSTOMER: City of Jacksonville			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	Tom Ossi	**Account Contact:**	Tom Ossi
Account Name:	City of Jacksonville	**Account Name:**	City of Jacksonville
Address:	117 West Duval Street JACKSONVILLE FL 32202 United States	**Address:**	117 West Duval Street, Suite 375 JACKSONVILLE FL 32202 United States
Telephone:	904 255-8820	**Telephone:**	904-255-8820
Fax:		**Fax:**	
E-mail:	tossi@coj.net	**E-mail:**	tossi@coj.net

"You" and "Your" as referenced in this ordering document refers to the Customer identified in the table above.

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 21013382, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Business Critical Fixes and Limited Updates for Oracle E-Business Suite - Large**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
HUMAN RESOURCES 11.0	2630513	8000	EMPLOYE E	FULL USE	1-Jan-23	31-Dec-23	0.00
PAYROLL 11.0	2630513	8000	EMPLOYE E	FULL USE	1-Jan-23	31-Dec-23	0.00
TIME MANAGEMENT 11.0	2630513	8000	EMPLOYE E	FULL USE	1-Jan-23	31-Dec-23	0.00
WEB EMPLOYEES 11.0	2630513	1	COMPUT ER	FULL USE	1-Jan-23	31-Dec-23	0.00
Oracle Advanced Benefits - Person Perpetual	3075417	9000		FULL USE	1-Jan-23	31-Dec-23	75,000.00

Program Technical Support Fees: USD 75,000.00

Total Price: USD 75,000.00

Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this ordering document, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this ordering document. Under Oracle's Lifetime Support Policy, the support level for an Oracle product, if applicable, may change during the term of the services purchased under this ordering document. If extended support is offered, an additional fee will be charged for such support if ordered. If You would like to purchase extended support please contact Your Oracle Support Sales Representative identified on the first page of this ordering document.
- If Oracle accepts Your order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this ordering document will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply for the applicable programs and/or hardware for which You are purchasing technical support services.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, City of Jacksonville represents that Customer has authorized City of Jacksonville to execute this ordering document on Customer's behalf and to bind Customer to the terms described herein. City of Jacksonville agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. City of Jacksonville agrees to advise Customer of the terms of this ordering document as well as any communications received from Oracle regarding the services.

If the Customer and the Customer Bill To name identified in the General Information table above are not the same, Customer agrees that: a) Customer has the ultimate responsibility for payments under this ordering document; and b) any failure of City of Jacksonville to make timely payment per the terms of this ordering document shall be deemed a breach by Customer and, in addition to any other remedies available to Oracle, Oracle may terminate Customer's technical support service under this ordering document.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies may be accessed at http://www.oracle.com/us/support/policies/index.html.

The technical support services acquired under this ordering document are governed by the terms and conditions of the applicable agreement identified below ("agreement"):

- The agreement that You executed for technical support services for the programs and/ or hardware listed in the Service Details section above with Oracle or a vendor acquired by Oracle. Any use of the programs and/or hardware, which includes updates and other materials provided or made available by Oracle as a part of technical support services, is subject to the rights granted for the programs and/or hardware set forth in the order in which the programs and/or hardware were acquired; or
- If You do not have an existing agreement for technical support services with Oracle, You agree that the terms of the Online Transactional Oracle Master Agreement located at https://www.oracle.com/corporate/contracts/contract-documents/master-agreement.html, that is in effect at the time You accept Your renewal order, govern the provision of technical support services ordered under this renewal order, as well as Your rights to use updates and other materials provided or made available by Oracle under technical support services. If applicable, You should review the Online Transactional Oracle Master Agreement prior to entering into this renewal order.

This ordering document incorporates the agreement by reference. In the event of inconsistencies between the terms contained in this ordering document and the agreement, this ordering document shall take precedence.

ORDER PROCESSING DETAILS

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with details for payment (e.g., Your purchase order or payment confirmation for the order as detailed below) or an executed Oracle Financing contract. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the agreement.

Please note that if the pre-tax value of this renewal is USD $2,000 or less, the technical support services ordered must be paid by credit card; or You must renew Your support on the Oracle Store.

Technical Support fees are invoiced Full in Arrears. All fees payable to Oracle are due within 30 NET from date of invoice.

Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

"If City of Jacksonville is a tax exempt organization, a copy of City of Jacksonville's tax exemption certificate must be submitted with City of Jacksonville's purchase order, check, credit card or other acceptable form of payment."

PAYMENT DETAILS

Purchase Order
If You are submitting a purchase order for the payment of the renewal of the technical support services on this renewal order, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 21013382
- Total Price: USD 75,000.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, City of Jacksonville agrees that the terms of this renewal order and the agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document will apply to the technical support services renewed under this renewal order.

Please contact Oracle per the General Information section above to issue Your purchase order.

Credit Card
If You wish to use a credit card to pay for the renewal of the technical support services on this renewal order, please contact Oracle per the General Information section above. Please note that Oracle is unable to process credit card transactions of USD $100,000 or greater or transactions that are not in USD.

Check
If the technical support services on this ordering document will be ordered and paid by check, the check must include the following information:

- Support Service Number: 21013382

- Total Price: USD 75,000.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, City of Jacksonville agrees that only the terms of this ordering document and the agreement shall apply to the technical support services ordered under this ordering document. No terms attached or submitted with the check shall apply.

Please mail check payments in accordance with the Remittance Details section below.

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

Oracle America, Inc
PO Box 884471
Los Angeles, CA 90088-4471

All Other States:

Oracle America, Inc
PO Box 203448
Dallas, TX 75320-3448

Requisition FAIT-500230-23

Requisitioning BU	FAIT: Information Technologies	**Requisition Amount**	75,000 USD
Entered By	Andre Conyers	**Justification**	
Status	Approved	**Funds Status**	Reserved
Description	FY2023 - Oracle EBS Market Driven Technical Support - Annual Renewal. The period of coverage will begin January 1, 2023, through December 31, 2023.		
Emergency Requisition	No		

Attachments

Title	File Name or URL	Description
ORACLE -EBS Market Driven Supp	ORACLE -EBS Market Driven Support - Single Source Request Memo_ 11-21-2022__Signed (002) (1).pdf	
FW_ FY2023 - Oracle EBS Market	FW_ FY2023 - Oracle EBS Market Driven Technical Support - Annual Renewal.pdf	
ORACLE EBS -Justification for	ORACLE EBS -Justification for Single Source 11.21.2022.docx	
City of Jacksonville - MDS CY2	City of Jacksonville - MDS CY2023 - A4JFCF OKS#21013382 220208-002638.pdf	
CofJ sole source Nov2022.pdf	CofJ sole source Nov2022.pdf	

Lines

Line	Item	Description	Category Name	Quantity	UOM	Price	Amount (USD)	Status	Funds Status
1		FY2023 - Oracle EBS Market Driven Technical Support - Annual Renewal. The period of coverage will begin January 1, 2023, through December 31, 2023.	920.45 Software Maintenance/Support			USD	75,000	Approved	Reserved

Requester	Paul Freeman	**Supplier**	Oracle America, Inc.
Urgent	No	**Supplier Site**	Ordering
Requested Delivery Date	2/17/23	**Supplier Contact**	Mavis Waters
Deliver-to Location	Ed Ball 9th Floor Charge	**Contact Phone**	(301)6410728
Deliver-to Address	214 North Hogan Street, 9TH FLOOR, Jacksonville, FL 32202, Duval, United States	**Charge Account**	53101.113002.546620.000000.00000493.00000.0000000
Note to Buyer			

I CERTIFY THAT FUNDS FOR THIS PURCHASE WERE AUTHORIZED AND PROVIDED FOR IN THE CURRENT BUDGET.