

MEETING DATE: 11/10/08

AGENDA ITEM: Authorization to Renew the Annual Software Maintenance Contract with Oracle (Redwood Shores, CA) to Support the City's Enterprise Financial System.

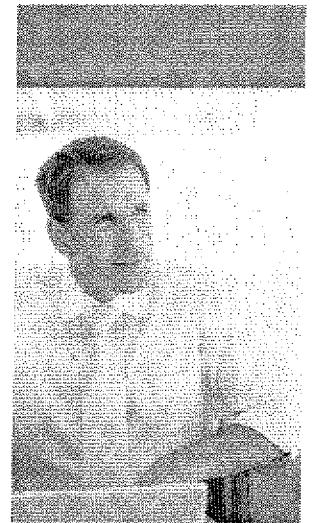
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ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Applications



ORACLE

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ORACLE IS THE INFORMATION COMPANY

Oracle Applications

Maximize your support investment, unlock the full value of your Oracle products, and control your upgrade strategy—with the industry's leading support policy.

Simple, predictable, flexible, and the most comprehensive support policy available, the Oracle Lifetime Support Policy helps drive your business success. Oracle's industry-leading support policy covers your entire technology environment, from database to middleware to applications—an industry first, only from Oracle.

Oracle's Lifetime Support Policy also puts you in control of your upgrade strategy. Our flexible support policy stages make it easier for you to plan and budget for Oracle's exclusive product upgrades. You'll enjoy continued peace of mind, knowing that we'll always be there to support your business. When it's time to upgrade, you'll have rights to major product releases, so you can benefit from Oracle's technology leadership and keep pace with the world of business.

Expect lifetime support. Expect control of your technology future—with Oracle's Lifetime Support Policy.

Oracle Lifetime Support: From Five Years to Forever

Oracle Lifetime Support Policy

With Oracle Support, you know up front and with certainty how long your Oracle products are supported. The Lifetime Support Policy provides access to technical experts for as long as you license your Oracle products and consists of three support stages: Premier Support, Extended Support, and Sustaining Support. It delivers maximum value by providing you with rights to major product releases so you can take full advantage of technology and product enhancements. Your technology and your business keep moving forward together.

Premier Support provides a standard five-year support policy for Oracle Technology and Oracle Applications products. You can extend support for an additional three years with Extended Support for specific releases or receive indefinite technical support with Sustaining Support.

Premier Support

As an Oracle customer, you can expect the best with Premier Support, our award-winning, next-generation support program. Premier Support provides you with maintenance and support of your Oracle Database, Oracle Fusion Middleware, and Oracle Applications for five years from their general availability date. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most new third-party products/versions
- Certification with most new Oracle products

Extended Support

Your technology future is assured with Oracle's Extended Support. Extended Support lets you stay competitive, with the freedom to upgrade on your timetable. If you take advantage of Extended Support, it provides you with an extra three years of support for specific Oracle releases for an additional fee. You benefit from

- Major product and technology releases
- Technical support
- Updates, fixes, security alerts, data fixes, and critical patch updates
- Tax, legal, and regulatory updates
- Upgrade scripts
- Certification with most existing third-party products/versions
- Certification with most existing Oracle products

Extended Support may not include certification with some new third-party products/versions.

Sustaining Support

Sustaining Support puts you in control of your upgrade strategy. When Premier Support expires, if you choose not to purchase Extended Support, or when Extended Support expires, Sustaining Support will be available for as long as you license your Oracle products. With Sustaining Support, you receive technical support, including access to our online support tools, knowledgebases, and technical support experts. You benefit from

- Major product and technology releases
- Technical support
- Access to Oracle *MetaLink*/PeopleSoft Customer Connection/BEA eSupport Portal/BID Portal
- Fixes, updates, and critical patch updates created during the Premier Support stage
- Upgrade scripts created during the Premier Support stage

Sustaining Support does not include

- New updates, fixes, security alerts, data fixes, and critical patch updates
- New tax, legal, and regulatory updates
- New upgrade scripts
- Certification with new third-party products/versions
- Certification with new Oracle products

For more specifics on Premier Support, Extended Support, and Sustaining Support, please refer to Oracle's "Technical Support Policies."

Oracle Applications Unlimited:
The Choice is Yours

Oracle Applications Unlimited and the Lifetime Support Policy represent our commitment to deliver an Oracle Superior Ownership Experience by protecting and extending your investment through enhancements to the products and solutions you have licensed. Oracle Applications Unlimited gives you the option to do what is best for your business: continue to derive value from your existing applications or upgrade to next-generation Oracle Applications, such as those built on Oracle Fusion Middleware, when it makes business sense.

The choice is yours.

Oracle Lifetime Support: Coverage for Oracle Applications

Oracle's PeopleSoft Enterprise Applications Releases

Support does not follow the Lifetime Support Policy.

Release will have a direct upgrade to an application built on Oracle Fusion Middleware.

Unless otherwise noted, each stage of support is provided through the last day of the month noted on the included charts.

For further information regarding specific releases, please refer to Oracle *MetaLink*, PeopleSoft Customer Connection, BEA eSupport, or BID Portal.

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
SA 7.6 ANZ	Aug 1999	Aug 2008	Aug 2008	Not Offered	Indefinite
HRMS 8.0 SP1	Dec 2000	Mar 2007	Mar 2007	Not Offered	Indefinite
FMS 8.0 Argentina	Aug 2001	Aug 2007	Aug 2007	Not Offered	Indefinite
FMS 8.0 Brazil	Dec 2001	Jun 2007	Jun 2007	Not Offered	Indefinite
SA/GR 8.0	Aug 2001	Aug 2008	Aug 2008	Not Offered	Indefinite
CRM 8.1	Dec 2001	Dec 2006	Dec 2007	Not Offered	Indefinite
EPM 8.3	Dec 2001	Dec 2006	N/A*	Not Offered	Indefinite
HRMS 8.3	Nov 2001	Mar 2007	Mar 2008	Not Offered	Indefinite
FMS 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
SCM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
CRM 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
Portal Solutions 8.4	Mar 2002	Mar 2007	Mar 2008	Not Offered	Indefinite
ESA 8.4	Jul 2002	Jul 2007	Jul 2008	Not Offered	Indefinite
CRM 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
EPM 8.8	Dec 2002	Dec 2007	N/A*	Dec 2010	Indefinite
HRMS 8.8	Dec 2002	Dec 2007	Dec 2008	Dec 2010	Indefinite
SCM 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
FMS/ESA 8.8	Dec 2003	Dec 2008	Dec 2009	Dec 2011	Indefinite
Portal Solutions 8.8	Mar 2003	Mar 2008	Mar 2009	Mar 2011	Indefinite
ELS 8.81	Sep 2003	Sep 2008	Sep 2009	Sep 2011	Indefinite
CRM 8.9	Jun 2004	Jun 2009	Jun 2010	Jun 2012	Indefinite
HRMS/CS 8.9	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
Portal Solutions 8.9	Mar 2005	Mar 2010	Mar 2011	Mar 2013	Indefinite
FMS/ESA 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
SCM 8.9	Aug 2005	Aug 2010	Aug 2011	Aug 2013	Indefinite
EPM 8.9	Apr 2005	Apr 2010	N/A*	Apr 2013	Indefinite
HRMS/CS 8.9 ANZ	Sep 2005	Sep 2010	Sep 2011	Sep 2013	Indefinite
FMS 8.9 Brazil	Dec 2005	Dec 2010	Dec 2011	Dec 2013	Indefinite
FMS 8.9 Argentina	Feb 2006	Feb 2011	Feb 2012	Feb 2014	Indefinite
ELS 9.0	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite
EPM 9.0	Aug 2006	Aug 2011	N/A*	Aug 2014	Indefinite

Oracle's PeopleSoft Enterprise Applications Releases (continued)

Release	GA Date	Updates, Patches, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
CRM 9.0	Aug 2006	Aug 2011	Aug 2012	Aug 2014	Indefinite
FMS/ESA 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
SCM 9.0	Sep 2006	Sep 2011	Sep 2012	Sep 2014	Indefinite
Portal Solutions 9.0	Oct 2006	Oct 2011	Oct 2012	Oct 2014	Indefinite
HRMS/CS 9.0	Dec 2006	Dec 2011	Dec 2012	Dec 2014	Indefinite
Oracle Fusion Campus Solutions Intelligence for PeopleSoft	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Financial Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Human Resources Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Public Sector Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Supply Chain Intelligence for PeopleSoft Enterprise	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite
Oracle Fusion Intelligence for JD Edwards EnterpriseOne	Feb 2007	Aug 2011	Not Available*	Aug 2014	Indefinite

PeopleSoft Enterprise SA 7.6 ANZ, PeopleSoft Enterprise HRMS 8.0 SP1, PeopleSoft Enterprise FMS 8.0 Brazil, PeopleSoft Enterprise FMS 8.0 Argentina, PeopleSoft Enterprise SA/CR 8.0, and PeopleSoft Enterprise HRMS 8.3 reflect extensions to their Premier Support periods. PeopleSoft Enterprise releases 8.8, 8.9, and 9.0 will each have a direct path to applications built on Oracle Fusion Middleware. Oracle Fusion Intelligence products follow the same support time frame as the PeopleSoft EPM 9.0 application. Oracle's PeopleTools program, which was purchased in conjunction with an application program release, will be supported for as long as such application program release is supported. For PeopleTools, as in the past, you will need to continue to apply minor upgrades to stay current and under Premier Support. Patches and platform certifications for a PeopleTools minor release will only be created from when that release is generally available until 12 months after the next minor release is generally available.

*Tax, legal, and regulatory updates not applicable for EPM releases.

Oracle E-Business Suite Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.0.3	May 1999	Feb 2007	Not Offered	Jan 2009
11.1	May 2000	Jul 2006	Not Offered	Indefinite
11.2	Oct 2000	Jul 2006	Not Offered	Indefinite
11.3	Jan 2001	Jul 2006	Not Offered	Indefinite
11.4	Jun 2001	Jul 2006	Not Offered	Indefinite
11.5	Sep 2001	Jul 2006	Not Offered	Indefinite

Oracle E-Business Suite Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.6	Jan 2002	Jul 2006	Not Offered	Indefinite
11.7	May 2002	May 2007	Not Offered	Indefinite
11.8	Nov 2002	Nov 2007	Not Offered	Indefinite
11.9	Jun 2003	Jun 2008	Not Offered	Indefinite
11.10	Nov 2004	Nov 2010	Nov 2013	Indefinite
12	Jan 2007	Jan 2012	Jan 2015	Indefinite

Support retirement dates have already been announced for Releases 11.0.3 and 11.1 through 11.6.

Oracle E-Business Suite Releases 11.10 and 12 will each have a direct path to the applications built on Oracle Fusion Middleware. For the first year of Sustaining Support for release 11.8, Oracle will provide fixes for Severity 1 production bugs. The only legislative update that will be provided is for U.S. Tax Form 1099 for the 2008 tax year.

Oracle's JD Edwards EnterpriseOne Releases

Release	GA Date	Updates, Fixes, Security Alerts, and Upgrade Scripts	Tax, Legal, and Regulatory	Extended Support Ends	Sustaining Support Ends
Xe	Sep 2000	Dec 2013	Dec 2013	Not Offered	Indefinite
8	Jun 2002	Dec 2013	Dec 2013	Not Offered	Indefinite
8.9	Sep 2003	Sep 2008	Sep 2009	Not Offered	Indefinite
8.10	Jun 2004	Jun 2009	Jun 2010	Not Offered	Indefinite
8.11	Dec 2004	Dec 2009	Dec 2010	Dec 2012	Indefinite
8.12	Apr 2006	Apr 2011	Apr 2012	Apr 2014	Indefinite

JD Edwards EnterpriseOne Xe and 8 will receive Premier Support until 2013. JD Edwards EnterpriseOne Releases 8.11 and 8.12 will each have a direct path to applications built on Oracle Fusion Middleware. The support time frames for the 8.11 release also include Release 8.11SP1. Each JD Edwards EnterpriseOne Tools release expires no sooner than three months after a new JD Edwards EnterpriseOne Tools release becomes generally available. The last patch release date for an expired JD Edwards EnterpriseOne Tools release is noted in the Retirement Roadmap posted on Customer Connection. Customers may be required to update their JD Edwards EnterpriseOne Tools release to maintain support throughout the Applications support lifecycle. A chart indicating compatibility between JD Edwards EnterpriseOne Applications releases and JD Edwards EnterpriseOne Tools releases is maintained on Customer Connection.



29-Oct-08

Michele Williams
City of Culver
9770 Culver Boulevard
CULVER CITY
CA 90232
United States

Dear Michele Williams,

The technical support services and benefits provided under service contract number P-JD-M00815-000--73 will expire, or have expired, on 30-Nov-08. Please find attached an ordering document for the renewal of this service contract. If applicable, the attached ordering document may also include incremental technical support services newly acquired.

To ensure that there is no interruption to the technical support services and benefits provided under service contract number P-JD-M00815-000--73, please order the technical support services on this ordering document by issuing an acceptable form of payment in accordance with the attached Order Processing Details section on or before 5-Nov-08.

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

Regards,

M. Aaron Anastasi
Oracle Support Services
E-mail: aaron.anastasi@oracle.com
Tel.: +19163154041
Fax: +19163155657



Ordering Document

Service Contract #: P-JD-M00815-000--73 Offer Expires: 30-Nov-08 Payment Terms: 30 NET from date of invoice Billing Terms: Quarterly in Arrears	Renewal Contact: M. Aaron Anastasi Telephone: +19163154041 Fax: +19163155657 E-mail: aaron.anastasi@oracle.com
CUSTOMER: City of Culver	
QUOTE TO Account Contact: Michele Williams Account Name: City of Culver Address: 9770 Culver Boulevard CULVER CITY CA 90232 United States Telephone: 310 253.5959 Fax: E-mail: michele.williams@culvercity.org	BILL TO Account Contact Accounts Payable Account Name: City of Culver Address: PO Box 507 CULVER CITY CA 90232 United States Telephone: Fax: E-mail: @

Oracle may provide certain information and notices about technical support via e-mail. Accordingly, please verify and update the Quote To and Bill To information above to ensure that such communications and notices are received from Oracle. If changes are required, please e-mail or fax the updated information to M. Aaron Anastasi at aaron.anastasi@oracle.com or +19163155657. Please also include service contract number P-JD-M00815-000--73 on such reply.

Service Details

Service Level: Software Update License & Support					End Date: 30-Nov-09	
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
JD Edwards EnterpriseOne Sales Order Entry	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Requirements Planning	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Suite Named Users	14488154	76	USER		1-Dec-08	56,555.18
Jd Edwards World Computer Assisted Design	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Advanced Pricing	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Human Resources Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Requirements Planning	14488154	1			1-Dec-08	0.00
Jd Edwards World Procurement	14488154	1			1-Dec-08	0.00
Jd Edwards World World Writer	14488154	1			1-Dec-08	0.00
Jd Edwards World Time Accounting	14488154	1			1-Dec-08	0.00
Jd Edwards World Dream Writer	14488154	1			1-Dec-08	0.00
Jd Edwards World Sales Order Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Warehouse Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Accounts Payable	14488154	1			1-Dec-08	0.00
Jd Edwards World Multi-Currency - Base	14488154	1			1-Dec-08	0.00
Jd Edwards World General Ledger	14488154	1			1-Dec-08	0.00
JD Edwards World Plant And Equipment Maintenance Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Worldvision Gui Self-Service U	14488154	295	USER		1-Dec-08	0.00
JD Edwards EnterpriseOne Accounts Receivable	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Bulk Stock Inventory	14488154	1			1-Dec-08	0.00
Jd Edwards World Fixed Assets	14488154	1			1-Dec-08	0.00
Jd Edwards World Cash Basis Accounting	14488154	1			1-Dec-08	0.00
JD Edwards World Financial	14488154	1			1-Dec-08	0.00

Service Level:	Software Update License & Support	End Date: 30-Nov-09
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Planning & Budgeting						
Jd Edwards World Financial Reporting	14488154	1			1-Dec-08	0.00
JD Edwards World FASTR	14488154	1			1-Dec-08	0.00
Jd Edwards World Multi-Site Consolidations	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Quality Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Address Book	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne General Ledger	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Foundation - Order Processing	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Foundation - Work Order	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne HCM Foundation	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Sales Order Processing	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Advanced Stock Valuation	14488154	1			1-Dec-08	0.00
JD Edwards World Case Foundation Environment/Tool Kit	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Us Payroll	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Project Costing	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Agreement Management	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Capital Asset Management	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Foundation - Address Book	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Accounts Payable	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Fixed Asset Accounting	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Contracts and Services Billing	14488154	1			1-Dec-08	0.00
Jd Edwards World Quality Management	14488154	1			1-Dec-08	0.00
JD Edwards World U.S. Payroll Processing	14488154	1			1-Dec-08	0.00
Jd Edwards World Work Order Management	14488154	1			1-Dec-08	0.00

Service Level:	Software Update License & Support	End Date: 30-Nov-09
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Jd Edwards World Conversion Programs	14488154	1			1-Dec-08	0.00
Jd Edwards World Documentation	14488154	1			1-Dec-08	0.00
Jd Edwards World Electronic Mail	14488154	1			1-Dec-08	0.00
Jd Edwards World Technical Aids	14488154	1			1-Dec-08	0.00
JD Edwards World Enterprise Facility Planning	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Technology Foundation	14488154	1			1-Dec-08	0.00
Jd Edwards World Technical Foundation	14488154	1			1-Dec-08	0.00
Jd Edwards World Accounts Receivable	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Inventory Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Advanced Forecasting	14488154	1			1-Dec-08	0.00
Jd Edwards World Inventory Management	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Suite Moderate User	14488154	10	USER		1-Dec-08	1,650.02
Jd Edwards World Computer Operations	14488154	1			1-Dec-08	0.00
Jd Edwards World Electronic Burst & Bind	14488154	1			1-Dec-08	0.00
Jd Edwards World EDI	14488154	1			1-Dec-08	0.00
Jd Edwards World Agreement Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Security Officer	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Procurement and Subcontract Management	14488154	1			1-Dec-08	0.00
JD Edwards EnterpriseOne Suite Inquiry User	14488154	114	USER		1-Dec-08	7,972.54
Jd Edwards World Advanced Stock Valuation	14488154	1			1-Dec-08	0.00
Jd Edwards World Advanced Pricing	14488154	1			1-Dec-08	0.00
Jd Edwards World Bulk Stock Management	14488154	1			1-Dec-08	0.00
Jd Edwards World Human Resources Management	14488154	1			1-Dec-08	0.00
JD Edwards World Inventory / OP Base	14488154	1			1-Dec-08	0.00
Jd Edwards World Project Costing	14488154	1			1-Dec-08	0.00

Service Level: Software Update License & Support					End Date: 30-Nov-09	
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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
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Subtotal: USD 66,177.73

Total Amount: USD 66,177.73

plus applicable tax

Notes:

1. If any of the fields listed above are blank, the program licenses were acquired under a separate license model in which such field(s) does not apply.
2. If a change to the Service Details provided above is required, please contact M. Aaron Anastasi at +19163154041 or at aaron.anastasi@oracle.com and an updated ordering document will be provided in accordance with Oracle's technical support policies.

GENERAL TERMS

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

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

The technical support services acquired under this ordering document are governed by the terms and conditions of the license and services agreement that you executed when you acquired technical support from us or an authorized reseller. However, any use of the programs, which includes by definition the updates and other materials provided or made available by Oracle under technical support, is subject to the rights granted for the programs set forth in the order in which the programs were acquired.

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this ordering document. The current version of the technical support policies, including Oracle's reinstatement policy, may be accessed at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's reinstatement policy in effect at the time of reinstatement. Applicable reinstatement fees may apply in addition to the annual technical support fees.

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

Order Processing Details

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

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

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

PURCHASE ORDER, CHECK, CREDIT CARD CONFIRMATION

Purchase Order

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

- Service Contract #: P-JD-M00815-000--73
- Term of Service: 1-Dec-08 to 30-Nov-09
- Final Total: USD 66,177.73 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, City of Culver agrees and acknowledges that the terms of this ordering document are incorporated into City of Culver's purchase order and that the terms of this ordering document and the terms of the Customer's agreement with us supersede the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered.

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

Check

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

- Service Contract #: P-JD-M00815-000--73
- Term of Service: 1-Dec-08 to 30-Nov-09
- Final Total: USD 66,177.73 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, City of Culver agrees and acknowledges that the terms of this ordering document and the terms of the Customer's agreement with us shall apply to the technical support services ordered. No terms attached or submitted with the check shall apply.

Please mail check payments per the Remittance Details provided below.

Credit Card Confirmation

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

Service Contract #: P-JD-M00815-000--73
Term of Service: 1-Dec-08 to 30-Nov-09
Final Total: USD 66,177.73 (excluding applicable tax)

Credit Card Number

Expiration Date

Billing Address (associated with Credit Card)

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

Authorized Signature

Name

The credit card must be valid for the entire Term of Service above. In issuing this credit card confirmation, City of Culver agrees and acknowledges that the terms of this ordering document and the terms of the Customer's agreement with us shall apply to the technical support services ordered. No terms attached or submitted with the credit card confirmation shall apply.

REMITTANCE DETAILS

Purchase orders or credit card details for the technical support services ordered hereto should be sent to:

Attn: M. Aaron Anastasi
Oracle Support Services
Fax: +19163155657
E-mail: aaron.anastasi@oracle.com

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

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

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

All other States:

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