



8-Sep-21

Meagan Mason  
COLLIN COUNTY  
2300 Bloomdale Road  
McKinney  
TX 75071  
United States

Dear Meagan Mason

The technical support services provided under support service number 2861531 will expire, or have expired, on 30-Sep-21. Please find attached a quote for the renewal of these technical support services. If applicable, the attached quote may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the quote, by issuing a purchase order acceptable to Oracle in accordance with the Order Processing Details section of the quote on or before 15-Sep-21.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Oracle Premier Support Renewal Center  
Oracle Support Services  
E-mail: [renewals-noreply\\_ww@oracle.com](mailto:renewals-noreply_ww@oracle.com)  
Tel.: 1-888-545-4577  
Fax: 7197576040



**GENERAL INFORMATION**

<b>OFFER EXPIRATION</b>		<b>ORACLE:</b> Oracle America, Inc.	
<b>Support Service Number:</b>	2861531	<b>Oracle Support Sales Representative:</b>	Oracle Premier Support Renewal Center
<b>Offer Expires:</b>	30-Sep-21	<b>Telephone:</b>	1-888-545-4577
		<b>Fax:</b>	7197576040
		<b>E-mail:</b>	renewals-noreply_ww@oracle.com
<b>CUSTOMER: COLLIN COUNTY</b>			
<b>CUSTOMER QUOTE TO</b>		<b>CUSTOMER BILL TO</b>	
<b>Account Contact:</b>	Meagan Mason	<b>Account Contact:</b>	Accounts Payable
<b>Account Name:</b>	COLLIN COUNTY	<b>Account Name:</b>	COLLIN COUNTY
<b>Address:</b>	2300 Bloomdale Road McKinney TX 75071 United States	<b>Address:</b>	Auditor, 2300 Bloomdale Rd Ste 3100 Mckinney TX 75071 United States
<b>Telephone:</b>	1-972-548-4107	<b>Telephone:</b>	-916-315-6027
<b>Fax:</b>		<b>Fax:</b>	
<b>E-mail:</b>	mmason@co.collin.tx.us	<b>E-mail:</b>	accountspayable@collincountytexas.gov

"You" and "Your" as referenced in this quote 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 2861531, to Your Oracle Support Sales Representative identified in the table above.

## SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Micro Focus Visual COBOL for Windows	14803011	1		FULL	1-Oct-21	29-Oct-22	1,848.89
PeopleSoft Enterprise Absence Management - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Benefits Administration - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	14,698.89
PeopleSoft Enterprise Candidate Gateway - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	3,156.39
PeopleSoft Enterprise Directory Interface - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	3,301.63
PeopleSoft Enterprise eBenefits - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise eCompensation - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise eCompensation Manager Desktop - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise eDevelopment - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise Enterprise Learning Management - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	16,798.73
PeopleSoft Enterprise ePay - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise ePerformance - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	8,399.35
PeopleSoft Enterprise eProfile - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise eProfile Manager Desktop - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86
PeopleSoft Enterprise HCM Portal Pack - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86

<b>Program Technical Support Services</b>
<b>Service Level: Software Update License &amp; Support</b>

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise HCM Warehouse - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	8,399.35
PeopleSoft Enterprise HelpDesk for Human Resources - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	20,998.40
PeopleSoft Enterprise Human Resources - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	16,798.53
PeopleSoft Enterprise Interaction Hub - Reported Budget Perpetual	14803011	125000000		FULL	1-Oct-21	29-Oct-22	7,356.03
PeopleSoft Enterprise Payroll For North America - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	16,798.73
PeopleSoft Enterprise Scorecard - Reported Budget Perpetual	14803011	125000000		FULL	1-Oct-21	29-Oct-22	3,156.39
PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	9,455.87
PeopleSoft Enterprise Time And Labor - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	14,698.89
PeopleSoft Enterprise Workforce Planning - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	3,961.96
PeopleSoft Enterprise Workforce Rewards - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	3,961.96
PeopleSoft Enterprise Workforce Scorecard - Employee Count Perpetual	14803011	1650		FULL	1-Oct-21	29-Oct-22	2,099.86

**Program Technical Support Fees: USD 172,688.73**

<b>Program Technical Support Services</b>
<b>Service Level: Software Update License &amp; Support</b>

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise Absence Management - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Benefits Administration - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise Candidate Gateway - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Directory Interface - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eBenefits - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eCompensation - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eCompensation Manager Desktop - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eDevelopment - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Enterprise Learning Management - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise ePay - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise ePerformance - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eProfile - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise eProfile Manager Desktop - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise HCM Portal Pack - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise HCM Warehouse - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise HelpDesk for Human Resources - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Human Resources - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Interaction Hub - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Payroll For North America - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00

<b>Program Technical Support Services</b>
<b>Service Level: Software Update License &amp; Support</b>

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise Payroll Interface - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Time And Labor - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Workforce Planning - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Workforce Rewards - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Workforce Scorecard - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00

**Program Technical Support Fees: USD 0.00**

<b>Program Technical Support Services</b>
<b>Service Level: Software Update License &amp; Support</b>

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise Scorecard - Employee Count Perpetual	14803011	165		FULL USE	1-Oct-21	29-Oct-22	0.00

**Program Technical Support Fees: USD 0.00**

**Total Price: USD 172,688.73**  
Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this quote, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this quote .
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this quote. 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 quote. 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 quote.
- If Oracle accepts Your order, the start date set forth in the Service Detail table above shall serve as

the commencement date of the technical support services and the technical support services ordered under this quote will be provided through the end date specified in the table for the applicable programs and/ or hardware.

- If any of the fields listed in the Service Detail 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, COLLIN COUNTY represents that Customer has authorized COLLIN COUNTY to issue a purchase order for this quote on Customer's behalf and to bind Customer to the terms described herein. COLLIN COUNTY agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. COLLIN COUNTY agrees to advise Customer of the terms of this quote 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 quote; and b) any failure of COLLIN COUNTY to make timely payment per the terms of this quote 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 quote in accordance with the provisions set forth in the Contract for Products and Related Services between the State of Texas acting by and through the Department of Information Resources ("DIR") and Oracle America, Inc. ("Oracle"), effective July 30, 2018 (DIR Contract No. DIR-TSO-4158; Oracle Contract No. US-GMA-1889764) (the "DIR Agreement").

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 ordering technical support in accordance with this quote. 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 quote are governed by the terms and conditions of the DIR Agreement, which is incorporated herein by reference. 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.



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## **ORDER PROCESSING DETAILS**

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with a purchase order. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the DIR Agreement.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due in accordance with the terms of the DIR Agreement.

Oracle will issue an invoice to You upon receipt of a purchase order acceptable to Oracle. If You are not a tax exempt organization, 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 You are a tax exempt organization, a copy of Your tax exemption certificate must be submitted with Your purchase order.

### **Purchase Order**

For the technical support services on this quote, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 2861531
- Total Price: USD 172,688.73 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, COLLIN COUNTY agrees that the terms of this quote and the DIR Agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered under this quote.



8-Sep-21

Meagan Mason  
COLLIN COUNTY  
2300 Bloomdale Rd.  
Ste 3160  
Mckinney  
TX 75071  
United States

Dear Meagan Mason

The technical support services provided under support service number 20581437 will expire, or have expired, on 29-Oct-21. Please find attached a quote for the renewal of these technical support services. If applicable, the attached quote may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

To prevent interruption to and/ or termination of technical support services, please complete your order for the renewal of technical support services, identified in the quote, by issuing a purchase order acceptable to Oracle in accordance with the Order Processing Details section of the quote on or before 30-Sep-21.

If you have questions regarding your order or require further information, please contact me at the e-mail address or telephone number provided below.

Regards,

Oracle Premier Support Renewal Center  
Oracle Support Services  
E-mail: [renewals-noreply\\_ww@oracle.com](mailto:renewals-noreply_ww@oracle.com)  
Tel.: 1-888-545-4577  
Fax: 7197576040



**GENERAL INFORMATION**

<b>OFFER EXPIRATION</b>		<b>ORACLE:</b> Oracle America, Inc.	
<b>Support Service Number:</b>	20581437	<b>Oracle Support Sales Representative:</b>	Oracle Premier Support Renewal Center
<b>Offer Expires:</b>	29-Oct-21	<b>Telephone:</b>	1-888-545-4577
		<b>Fax:</b>	7197576040
		<b>E-mail:</b>	renewals-noreply_ww@oracle.com
<b>CUSTOMER: COLLIN COUNTY</b>			
<b>CUSTOMER QUOTE TO</b>		<b>CUSTOMER BILL TO</b>	
<b>Account Contact:</b>	Meagan Mason	<b>Account Contact:</b>	Meagan Mason
<b>Account Name:</b>	COLLIN COUNTY	<b>Account Name:</b>	COLLIN COUNTY
<b>Address:</b>	2300 Bloomdale Rd. Ste 3160 Mckinney TX 75071 United States	<b>Address:</b>	2300 Bloomdale Road McKinney TX 75071 United States
<b>Telephone:</b>	972 5484107	<b>Telephone:</b>	972-5484107
<b>Fax:</b>		<b>Fax:</b>	
<b>E-mail:</b>	mmason@co.collin.tx.us	<b>E-mail:</b>	mmason@co.collin.tx.us

"You" and "Your" as referenced in this quote 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 20581437, to Your Oracle Support Sales Representative identified in the table above.

## SERVICE DETAILS

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise Absence Management - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	0.00
PeopleSoft Enterprise Benefits Administration - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	584.01
PeopleSoft Enterprise Candidate Gateway - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	125.43
PeopleSoft Enterprise Directory Interface - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	489.94
PeopleSoft Enterprise eBenefits - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise Ecompensation - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise eCompensation Manager Desktop - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise eDevelopment - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise Enterprise Learning Management - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	666.32
PeopleSoft Enterprise ePay - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise ePerformance - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	333.15
PeopleSoft Enterprise eProfile - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise eProfile Manager Desktop - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28
PeopleSoft Enterprise HCM Portal Pack - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28

<b>Program Technical Support Services</b>
<b>Service Level: Software Update License &amp; Support</b>

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
PeopleSoft Enterprise HCM Warehouse - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	979.88
PeopleSoft Enterprise HelpDesk for Human Resources - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	830.94
PeopleSoft Enterprise Human Resources - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	666.32
PeopleSoft Enterprise Interaction Hub - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	582.04
PeopleSoft Enterprise Payroll For North America - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	666.32
PeopleSoft Enterprise Payroll Interface - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	333.15
PeopleSoft Enterprise Scorecard - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	250.84
PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	376.27
PeopleSoft Enterprise Time And Labor - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	584.01
PeopleSoft Enterprise Workforce Planning - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	587.91
PeopleSoft Enterprise Workforce Rewards - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	587.92
PeopleSoft Enterprise Workforce Scorecard - Employee Count Perpetual	14803011	165		FULL USE	30-Oct-21	29-Oct-22	84.28

**Program Technical Support Fees: USD 9,402.97**

**Total Price: USD 9,402.97**  
Plus applicable tax

Please note the following:

- If You have questions regarding the Service Details section of this quote, or believe that corrections are required, please contact Your Oracle Support Sales Representative identified on the first page of this quote .
- Please review Oracle's technical support policies, including the Lifetime Support Policy, before entering into this quote. 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 quote. 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 quote.

- If Oracle accepts Your order, the start date set forth in the Service Detail table above shall serve as the commencement date of the technical support services and the technical support services ordered under this quote will be provided through the end date specified in the table for the applicable programs and/ or hardware.
- If any of the fields listed in the Service Detail 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, COLLIN COUNTY represents that Customer has authorized COLLIN COUNTY to issue a purchase order for this quote on Customer's behalf and to bind Customer to the terms described herein. COLLIN COUNTY agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. COLLIN COUNTY agrees to advise Customer of the terms of this quote 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 quote; and b) any failure of COLLIN COUNTY to make timely payment per the terms of this quote 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 quote in accordance with the provisions set forth in the Contract for Products and Related Services between the State of Texas acting by and through the Department of Information Resources ("DIR") and Oracle America, Inc. ("Oracle"), effective July 30, 2018 (DIR Contract No. DIR-TSO-4158; Oracle Contract No. US-GMA-1889764) (the "DIR Agreement").

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 ordering technical support in accordance with this quote. 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 quote are governed by the terms and conditions of the DIR Agreement, which is incorporated herein by reference. 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.

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## **ORDER PROCESSING DETAILS**

Your order is subject to Oracle's acceptance. Your order is deemed to be placed when You provide Oracle with a purchase order. Once placed, Your order shall be non-cancelable and the sums paid nonrefundable, except as provided in the DIR Agreement.

Technical Support fees are invoiced Quarterly in Arrears. All fees payable to Oracle are due in accordance with the terms of the DIR Agreement.

Oracle will issue an invoice to You upon receipt of a purchase order acceptable to Oracle. If You are not a tax exempt organization, 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 You are a tax exempt organization, a copy of Your tax exemption certificate must be submitted with Your purchase order.

### **Purchase Order**

For the technical support services on this quote, the purchase order must be in a non-editable format (e.g., PDF) and include the following information:

- Support Service Number: 20581437
- Total Price: USD 9,402.97 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, COLLIN COUNTY agrees that the terms of this quote and the DIR Agreement supersede the terms in the purchase order or any other non-Oracle document, and no terms included in any such purchase order or other non-Oracle document shall apply to the technical support services ordered under this quote.