

THIS AGREEMENT WILL BE POSTED ON THE CPS WEBSITE.

FY2024 EXTENSION OF LICENSE, SERVICES AND MAINTENANCE AGREEMENT

(Oracle America, Inc.-Software for CPS Finance and HR)

This FY2024 Extension of the License, Services and Maintenance Agreement (the “**FY2024 Extension**”) is entered into as of July 1, 2023 (“**Effective Date**”) by and between the Board of Education of the City of Chicago, and body politic and corporate, commonly known as the Chicago Public Schools, with office located 42 West Madison Street, Chicago, IL 60602 (the “**Board**” or “**CPS**”) and Oracle America, Inc., with offices located 500 Oracle Parkway, Redwood, CA 94065. (“**Oracle**”). The Board and Oracle shall be referred to collectively herein as the “**Parties**” or individually as “**Party**.”

RECITALS:

- A. The Board and Oracle entered into that certain License, Services and Maintenance Agreement for a term commencing October 1, 2005 and continuing through June 30, 2006 (“**Original Agreement**”) (authorized by Board Report: 05-1026-PR6). Since then, the Board has extended the term of the Original Agreement on an annual basis. The Original Agreement and subsequent extension agreements shall be collectively referred to herein as the (“**Existing Agreement**”); and
- B. This item was originally presented to the Board’s Single/Source Committee on April 16, 2023 and approved by the Chief Procurement Officer; and
- C. The Parties now desire to extend the term of the Existing Agreement for a period commencing on July 1, 2023 and continuing through June 30, 2024 and Oracle accepts this extension on the terms and conditions set forth below. The Existing Agreement and this FY2024 Extension shall be referred to herein as the “**Agreement**.”

NOW THEREFORE, in consideration of the foregoing Recitals, which are incorporated into and made a part of this FY2024 Extension by this reference, and the mutual covenants contained herein, the Parties agree as follows:

1. **Definitions:** Any and all capitalized terms contained in this FY2024 Extension, and not defined herein, shall have the definition as set forth in the Existing Agreement.
2. **FY2024 Extension Term:** The Parties agree to extend the Existing Agreement for a period commencing on July 1, 2023 and continuing through June 30, 2024 (“**FY2024 Extension Period**”), unless terminated sooner as provided in the Existing Agreement.
3. **Scope of Services:** During the FY2024 Extension Period, Oracle shall provide the Software and Services set forth and described in the Scope of Services attached hereto and incorporated herein as **Exhibit A-1** which replaces **Group Exhibit A** attached to the FY2023 Extension, in accordance with the terms of the Existing Agreement, as may be modified or amended by this FY2024 Extension.
4. **Compensation:** During the FY2024 Extension Period, Oracle shall be paid in accordance with the fees set forth in the Ordering Documents of the Scope of Service attached hereto and incorporated herein as **Exhibit A-1** which replaces **Group Exhibit A** attached to the FY2023 Extension. The maximum compensation payable to Oracle during the FY2024 Extension Period shall not exceed the amount stated in the Board Report, which is referenced on the signature page of this FY2024 Extension, as may be amended (“**Maximum Compensation Amount**”). It is understood and agreed that the Maximum Compensation Amount is a ‘not-to-exceed amount’ and is not a guaranteed payment. The Board shall not reimburse for any expenses.

Compensation shall be based on actual Services performed during the FY2024 Extension Period and the Board shall not be obligated to pay for any Services or other deliverables not in compliance with the Agreement. In the event the Agreement is terminated early, the Board shall only be obligated to pay the fees incurred up to the effective date of termination and Oracle shall promptly refund to the Board any payments received from Services and deliverables not provided. If Oracle overcharges, in addition to all other remedies, the Board shall be entitled to a refund in the amount of the overcharge, plus interest at the rate of 3% per month from the date the overcharge was paid by the Board until the date refund is made. The Board has the right to offset any overcharge against any amounts due to Oracle under this or any other agreement between

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Oracle and the Board.

5. **Entire Agreement:** Except to the extent expressly amended herein, all other terms and conditions of the Existing Agreement shall continue in full force and effect during the FY2024 Extension Period.

6. **Counterparts and Electronic Signatures:** This FY2024 Extension may be executed in any number of counterparts, each of which shall be deemed to be an original, but all of which together shall constitute but one document. A signature delivered by facsimile or other electronic means shall be considered binding on both Parties.

7. **Board Approval:** This FY2024 Extension is subject to approval by the members of the Board of Education of the City of Chicago.

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IN WITNESS WHEREOF, the Parties have caused this FY2024 Extension to be executed by their duly authorized representatives as of the Effective Date.

**BOARD OF EDUCATION
OF THE CITY OF CHICAGO**

^{DS}
ES

ORACLE AMERICA, INC.

DocuSigned by:
Jianan Shi
By: D5029923484041E
Jianan Shi, President

DocuSigned by:
Rick Carrillo
By: 8170D49EB292478...

Name: Rick Carrillo

Title: Deal Specialist, Americas SSC, Deal Management

DocuSigned by:
Susan J. Narrajos
Attest: ADCB249319B6449
Susan J. Narrajos, Secretary

Date: 24-Jul-2023 | 9:16 AM CDT

Date: July 27, 2023 | 12:58:09 PM CDT

DocuSigned by:
Pedro Martinez
By: AA17786A4B2446C...
Pedro Martinez, Chief Executive Officer

Board Report No. 23-0628-PR10

Approved as to Legal Form: ^{DS}*CO* ^{DS}*IDE* ^{DS}*ES*

DocuSigned by:
Ruchi Verma
By: 56B562E0FFA44C9...
Ruchi Verma, General Counsel

Attachment:

Exhibit A-1 – Scope of Services for FY2024 Extension

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EXHIBIT A-1
SCOPE OF SERVICES

FY2024 EXTENSION

Board's Project Manager: Muppalla, Prakash

Phone: 773-553-5643

Email Address: pmuppalla@cps.edu

Vendor's Project Manager: James Haake

Phone: 630-988-4625

Email Address: james.haake@oracle.com

Period of Performance: 07/01/2023 through 06/30/2024

This Scope of Services will be conducted pursuant to the terms and conditions of that FY2024 Extension of the License, Services and Maintenance Agreement ("**FY2024 Extension**") dated 07/01/2023 by and between The Board of Education of the City of Chicago (the "**Board**"), commonly known as The Chicago Public Schools ("**CPS**") and Oracle America, Inc. ("**Oracle**"). Defined terms used in this Scope of Services will have the same meanings as those ascribed to such terms in the FY2024 Extension. In the event of a conflict between the FY2024 Extension and this Scope of Services, the FY2024 Extension shall control.

I. Scope of Services:

A.

1. The District has used Oracle software products since 2004. The tools are used on a daily basis by all schools and many administrative staff across the District. These software products are installed by ITS on CPS hardware, but the development of product software updates patches and bug fixes remains the responsibility of Oracle. In order to obtain and install critical security, functionality, and infrastructure updates to these systems the District must pay an annual fee to Oracle for the right to receive these updates. In addition, the District must ensure that it owns the appropriate number of Oracle licenses for all of our users of this software. The Information and Technology Services (ITS) Department centrally funds this cost for the district.
2. Oracle provides the most comprehensive suite of integrated enterprise business applications, including but not limited to, Oracle General Ledger, Payables, Payments, Receivables, Treasury, Cash Management, Fixed Assets, Enterprise Asset Management, Project and Grants Accounting, Purchasing, iProcurement, iSupplier Portal, EPM, Human Resources, PeopleSoft, Oracle WCC etc., and provides a platform to host 40+ in-house vertical applications to deliver an integrated solution to 750 organizations/units and over 1,000 locations at Chicago School District.

- B.** The District's core financial management systems, including our General Ledger, Procurement, PeopleSoft, Business Intelligence, and Hyperion Budgeting platforms all must be patched or upgraded frequently. This contract allows the District to obtain and install these patches or software upgrades on time and Vendor provides 24/7 support.

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C.

1. Oracle Enterprise applications/software is proprietary software from Oracle which provides Financials (EBS) and Human Resources (Peoplesoft) solutions/support for the CPS school district and record keeping.
2.
 - a) Oracle provides product and security patches for Oracle ERP and HCM systems Quarterly and also provides on-demand security, and TAX updates/patches to keep the system healthy to maintain data integrity.
 - b) This is not a Professional services contract. It is 100% an annual software support renewal.

II. Deliverables:

- A. This is yearly software support for any break fixes/updates and it is tracked by using service tickets with the Oracle support team.
- B. All Oracle support services are 24/7 from 07/01/2023 to 06/30/2024
- C. All services are tracked at the Oracle support ticket level (SR#)
- D. The Oracle support team will provide 24/7 services to keep the CPS financial system uptime at 99.9%
- E. Vendor provides Quarterly Database and application security patches.

III. Performance:

Response time for Service Requests ("SR-1") is within one hour. System uptime is 99.9%. Oracle support experts will provide premier support for Oracle software patches/ fixes to keep the financial system up and running 24/7. They also provide personalized and proactive support capabilities that help reduce unplanned downtime and improve system stability.

IV. Payment:

All Oracle Software payments are scheduled quarterly starting from 07/01/2023.

V. Remedies or Mitigations:

The CPS team will create an Oracle SR#1 ticket with the Oracle support team and also, escalate it to the Oracle product development team depending on the issue criticality with the software/functionality. If no response is received within 1 hour, the CPS team will escalate it to the Oracle account manager to speed up the process/deliverables.

ORDERING DOCUMENTS ATTACHED AND MADE PART OF THIS SCOPE OF SERVICES



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number P-05-02841-000--25 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	P-05-02841-000--25	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	501 West 35th Street 3rd Floor - 310 Chicago IL 60616 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number P-05-02841-000--25, to Oracle per the General Information section 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	14482537	60000	VALUE		1-Jul-23	30-Jun-24	0.00
PeopleSoft Enterprise Benefits Administration - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	36,596.83
PeopleSoft Enterprise Candidate Gateway - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	7,844.54
PeopleSoft Enterprise Community Portal - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	13,892.10
PeopleSoft Enterprise Directory Interface - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise eBenefits - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise eCompensation - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise eCompensation Manager Desktop - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise Enterprise Learning Management - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	41,824.26
PeopleSoft Enterprise ePay - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.68
PeopleSoft Enterprise ePerformance - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	20,913.61
PeopleSoft Enterprise eProfile - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise eProfile Manager Desktop - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise HCM Portal Pack - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	5,230.69
PeopleSoft Enterprise HCM Warehouse - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	8,364.73

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 HelpDesk for Employee Self Service - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	11,925.49
PeopleSoft Enterprise HelpDesk for Human Resources - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	47,699.29
PeopleSoft Enterprise Human Resources - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	41,824.59
PeopleSoft Enterprise Online Marketing - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	27,784.14
PeopleSoft Enterprise Payroll For North America - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	37,558.76
PeopleSoft Enterprise Talent Acquisition Manager - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	23,527.50
PeopleSoft Enterprise Time And Labor - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	36,596.83
PeopleSoft Enterprise Workforce Planning - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	7,321.13
PeopleSoft Enterprise Workforce Rewards - Employee Count Perpetual	14482537	60000	VALUE		1-Jul-23	30-Jun-24	7,321.13

Program Technical Support Fees: USD 412,840.44

Total Price: USD 412,840.44

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: P-05-02841-000--25
- Total Price: USD 412,840.44 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: P-05-02841-000--25
- Total Price: USD 412,840.44 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 6386463 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	6386463	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	Information & Technology Services (12510) 125 South Clark Street-3rd floor Chicago IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 6386463, to Oracle per the General Information section 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
Oracle iProcurement - Nonstandard User	19665687	150000		FULL USE	1-Jul-23	30-Jun-24	68,800.40
Program Technical Support Fees:							USD 68,800.40

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Business Intelligence Management Pack - Processor Perpetual	19665687	8		FULL USE	1-Jul-23	30-Jun-24	7,192.05
Oracle Business Intelligence Suite Enterprise Edition Plus - Named User Plus Perpetual	19665687	25		FULL USE	1-Jul-23	30-Jun-24	3,908.76
Oracle Business Intelligence Suite Enterprise Edition Plus - Processor Perpetual	19665687	8		FULL USE	1-Jul-23	30-Jun-24	138,369.29
Oracle Financials - Application User Perpetual	19665687	1376		FULL USE	1-Jul-23	30-Jun-24	580,073.92
Oracle Internet Application Server Enterprise Edition - Named User Plus Perpetual	19665687	160		FULL USE	1-Jul-23	30-Jun-24	20,149.14
Oracle Internet Application Server Standard Edition - Named User Plus Perpetual	19665687	40		FULL USE	1-Jul-23	30-Jun-24	1,655.14
Oracle Internet Application Server Standard Edition - Processor Perpetual	19665687	2		FULL USE	1-Jul-23	30-Jun-24	4,137.80
Oracle iSupplier Portal for Oracle Purchasing - Application User Perpetual	19665687	4		FULL USE	1-Jul-23	30-Jun-24	3,374.37
Oracle Project Billing for Oracle Project Costing - Application User Perpetual	19665687	1		FULL USE	1-Jul-23	30-Jun-24	320.61
Oracle Purchasing - Application User Perpetual	19665687	4		FULL USE	1-Jul-23	30-Jun-24	1,686.28
Oracle SOA Suite for Oracle Middleware - Named User Plus Perpetual	19665687	120		FULL USE	1-Jul-23	30-Jun-24	25,905.94

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	19665687	4		FULL USE	1-Jul-23	30-Jun-24	41,377.64
Oracle WebCenter Content - Named User Plus Perpetual	19665687	40		FULL USE	1-Jul-23	30-Jun-24	24,826.61
Oracle WebCenter Imaging - Named User Plus Perpetual	19665687	110		FULL USE	1-Jul-23	30-Jun-24	36,412.30
Oracle WebCenter Imaging - Processor Perpetual	19665687	2		FULL USE	1-Jul-23	30-Jun-24	66,204.16
Oracle WebLogic Server Enterprise Edition - Named User Plus Perpetual	19665687	70		FULL USE	1-Jul-23	30-Jun-24	6,296.62
Oracle WebLogic Suite - Named User Plus Perpetual	19665687	40		FULL USE	1-Jul-23	30-Jun-24	6,476.50

Program Technical Support Fees: USD 968,367.13

Total Price: USD 1,037,167.53

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 6386463
- Total Price: USD 1,037,167.53 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 6386463
- Total Price: USD 1,037,167.53 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 5143756 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	5143756	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S. CLARK ST CHICAGO IL 60646 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 5143756, to Oracle per the General Information section 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
Oracle WebCenter Applications Adapter for Oracle E-Business Suite - Processor Perpetual	18072071	9		FULL USE	1-Jul-23	30-Jun-24	32,076.00
Oracle WebCenter Content - Processor Perpetual	18072071	8		FULL USE	1-Jul-23	30-Jun-24	245,916.00
Oracle WebCenter Universal Content Management - Named User Plus Perpetual	18072071	20		FULL USE	1-Jul-23	30-Jun-24	8,197.20

Program Technical Support Fees: USD 286,189.20

Total Price: USD 286,189.20

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 5143756
- Total Price: USD 286,189.20 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 5143756
- Total Price: USD 286,189.20 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 5047541 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	5047541	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S Clark St Chicago IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 5047541, to Oracle per the General Information section 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
Oracle WebLogic Suite - Processor Perpetual	17923775	11		FULL USE	1-Jul-23	30-Jun-24	34,141.13

Program Technical Support Fees: USD 34,141.13

Total Price: USD 34,141.13

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 5047541
- Total Price: USD 34,141.13 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 5047541
- Total Price: USD 34,141.13 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 4133749 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	4133749	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S Clark St Chicago IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 4133749, to Oracle per the General Information section 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
Management Pack for WebLogic Server - Nonstandard User	16806980	16		FULL USE	1-Jul-23	30-Jun-24	7,100.64
Oracle Management Pack Plus for SOA - Nonstandard User	16806980	8		FULL USE	1-Jul-23	30-Jun-24	5,605.76
Program Technical Support Fees:							USD 12,706.40

Program Technical Support Services							
Service Level: Software Update License & Support							
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Application Change Management Pack for Oracle E-Business Suite - Named User Plus Perpetual	16806980	25		FULL USE	1-Jul-23	30-Jun-24	665.28
Application Change Management Pack for Oracle E-Business Suite - Processor Perpetual	16806980	24		FULL USE	1-Jul-23	30-Jun-24	31,933.44
Application Management Pack for E-Business Suite - Named User Plus Perpetual	16806980	25		FULL USE	1-Jul-23	30-Jun-24	665.28
Application Management Pack for E-Business Suite - Processor Perpetual	16806980	24		FULL USE	1-Jul-23	30-Jun-24	31,933.44
Management Pack for WebLogic Server - Named User Plus Perpetual	16806980	120		FULL USE	1-Jul-23	30-Jun-24	4,333.82
Oracle SOA Suite for Oracle Middleware - Named User Plus Perpetual	16806980	20		FULL USE	1-Jul-23	30-Jun-24	4,561.92
Oracle SOA Suite for Oracle Middleware - Processor Perpetual	16806980	4		FULL USE	1-Jul-23	30-Jun-24	43,718.40
Oracle WebCenter Capture - Processor Perpetual	16806980	5		FULL USE	1-Jul-23	30-Jun-24	6,652.80
Oracle WebLogic Suite - Named User Plus Perpetual	16806980	60		FULL USE	1-Jul-23	30-Jun-24	10,264.32
Program Technical Support Fees:							USD 134,728.70

Total Price: USD 147,435.10

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 4133749
- Total Price: USD 147,435.10 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 4133749
- Total Price: USD 147,435.10 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 3657633 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	3657633	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S Clark St CHICAGO IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 3657633, to Oracle per the General Information section 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
Oracle Business Intelligence Suite Enterprise Edition Plus - Named User Plus Perpetual	16405141	25		FULL USE	1-Jul-23	30-Jun-24	12,973.67
Oracle Database Enterprise Edition - Processor Perpetual	16405141	5		FULL USE	1-Jul-23	30-Jun-24	61,624.93
Oracle Financial Analytics Fusion Edition - Enterprise Employee Perpetual	16405141	500		FULL USE	1-Jul-23	30-Jun-24	2,004.02
Oracle Procurement and Spend Analytics, Fusion Edition - Enterprise Employee Perpetual	16405141	500		FULL USE	1-Jul-23	30-Jun-24	2,004.02
Oracle User Productivity Kit Standard - UPK Developer Perpetual	16405141	3		FULL USE	1-Jul-23	30-Jun-24	29,563.43
Oracle WebCenter Capture - Processor Perpetual	16405141	10		FULL USE	1-Jul-23	30-Jun-24	18,163.11
Oracle WebCenter Imaging - Named User Plus Perpetual	16405141	10		FULL USE	1-Jul-23	30-Jun-24	4,774.33
Oracle WebCenter Imaging - Processor Perpetual	16405141	6		FULL USE	1-Jul-23	30-Jun-24	143,229.36

Program Technical Support Fees: USD 274,336.87

Total Price: USD 274,336.87

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 3657633
- Total Price: USD 274,336.87 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 3657633
- Total Price: USD 274,336.87 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 2369702 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	2369702	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 South Clark St., 2nd Floor CHICAGO IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 2369702, to Oracle per the General Information section 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 eDevelopment - Employee Count Perpetual	14828313	60000		FULL	1-Jul-23	30-Jun-24	5,426.00

Program Technical Support Fees: USD 5,426.00

Total Price: USD 5,426.00

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 2369702
- Total Price: USD 5,426.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 2369702
- Total Price: USD 5,426.00 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 2081388 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	2081388	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S Clark St Chicago IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 2081388, to Oracle per the General Information section 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
Oracle iProcurement - Purchase Line Perpetual	15288334	300000		FULL USE	1-Jul-23	30-Jun-24	147,718.13
Oracle Procurement Contracts - Purchasing User Perpetual	15288334	40		FULL USE	1-Jul-23	30-Jun-24	23,615.25
Oracle User Productivity Kit Standard - UPK Developer Perpetual	15288334	2		FULL USE	1-Jul-23	30-Jun-24	3,906.18
Oracle User Productivity Kit - UPK Employee Perpetual	15288334	20000		FULL USE	1-Jul-23	30-Jun-24	32,551.42
PeopleSoft Enterprise UPK - Benefits Admin	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18
PeopleSoft Enterprise UPK Cont For Ent Rpt Tool-Hrms	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18
PeopleSoft Enterprise UPK - Ebenefits	15288334	1		FULL USE	1-Jul-23	30-Jun-24	1,953.07
PeopleSoft Enterprise UPK - Enterprsingmngmt	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18
PeopleSoft Enterprise UPK - Eperformance	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18
PeopleSoft Enterprise UPKfndmtls For Hcm	15288334	1		FULL USE	1-Jul-23	30-Jun-24	1,953.00
PeopleSoft Enterprise UPK - Human Resources	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18
PeopleSoft Enterprise UPK - Time And Labor	15288334	1		FULL USE	1-Jul-23	30-Jun-24	3,906.18

Program Technical Support Fees: USD 235,134.13

Total Price: USD 235,134.13

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 2081388
- Total Price: USD 235,134.13 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 2081388
- Total Price: USD 235,134.13 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



25-Mar-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 1867984 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 1-Jun-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	1867984	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	30-Jun-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 S Clark St CHICAGO IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773 -553-1300	Telephone:	7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 1867984, to Oracle per the General Information section 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
Financials - Financials User Perpetual	13906645	1036		FULL USE	1-Jul-23	30-Jun-24	563,435.60
Oracle E-Business Intelligence - Application User Perpetual	13906645	10		FULL USE	1-Jul-23	30-Jun-24	10,511.87
Oracle Grants - Application User Perpetual	13906645	630		FULL USE	1-Jul-23	30-Jun-24	31,535.58
Oracle Internet Developer Suite - Named User Plus Perpetual	13906645	27		FULL USE	1-Jul-23	30-Jun-24	41,205.43
Oracle iProcurement - Purchase Line Perpetual	13906645	200000		FULL USE	1-Jul-23	30-Jun-24	263,125.37
Oracle iSupplier Portal - Purchasing User Perpetual	13906645	40		FULL USE	1-Jul-23	30-Jun-24	84,147.49
Oracle Project Billing - Application User Perpetual	13906645	26		FULL USE	1-Jul-23	30-Jun-24	20,489.58
Oracle Project Costing - Application User Perpetual	13906645	27		FULL USE	1-Jul-23	30-Jun-24	28,382.01
Oracle Purchasing - Purchasing User Perpetual	13906645	40		FULL USE	1-Jul-23	30-Jun-24	42,047.45
Oracle Sourcing - Purchasing User Perpetual	13906645	15		FULL USE	1-Jul-23	30-Jun-24	31,555.31
Oracle Real Application Clusters - Named User Plus Perpetual	14465162	250		FULL USE	1-Jul-23	30-Jun-24	17,641.11

Program Technical Support Fees: USD 1,134,076.80

Total Price: USD 1,134,076.80

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 1867984
- Total Price: USD 1,134,076.80 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 1867984
- Total Price: USD 1,134,076.80 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



24-Jul-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 2654416 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 31-Jul-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 31-Jul-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	2654416	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	31-Jul-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	125 SOUTH CLARK STREET CHICAGO IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	-7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 2654416, to Oracle per the General Information section 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
Oracle User Productivity Kit Standard - UPK Developer Perpetual	15748619	2		FULL USE	1-Jul-23	30-Jun-24	8,465.84

Program Technical Support Fees: USD 8,465.84

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Websphere for PeopleSoft Enterprise (Mfr is International Business Machines Corporation; Third Party Program)	15748619	1		FULL USE	1-Jul-23	30-Jun-24	0.00

Program Technical Support Fees: USD 0.00

Total Price: USD 8,465.84

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 2654416
- Total Price: USD 8,465.84 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 2654416
- Total Price: USD 8,465.84 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



24-Jul-23

Dear Prakash Muppalla

A support service renewal is expired or about to expire.

The technical support services for support service number 5143036 will expire, or have expired on 30-Jun-23.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 31-Jul-23. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 31-Jul-23. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	5143036	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	31-Jul-23	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Board of Education of the City of Chicago			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppalla	Account Contact:	Accounts Payable
Account Name:	Board of Education of the City of Chicago	Account Name:	Board of Education of the City of Chicago
Address:	Information & Technology Services (12510) 125 South Clark Street-3rd floor Chicago IL 60603 United States	Address:	Chicago Public Schools 42 West Madison Street CHICAGO IL 60602 United States
Telephone:	773-553-3362	Telephone:	-7735532760
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	cpsinvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 5143036, to Oracle per the General Information section 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
Oracle WebLogic Suite - Processor Perpetual	18069183	21		FULL USE	1-Jul-23	30-Jun-24	84,816.44

Program Technical Support Fees: USD 84,816.44

Total Price: USD 84,816.44

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Board of Education of the City of Chicago represents that Customer has authorized Board of Education of the City of Chicago to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Board of Education of the City of Chicago agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Board of Education of the City of Chicago agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Board of Education of the City of Chicago to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Board of Education of the City of Chicago is a tax exempt organization and is not an U.S. federal government entity, a copy of Board of Education of the City of Chicago's tax exemption certificate must be submitted with Board of Education of the City of Chicago's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 5143036
- Total Price: USD 84,816.44 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Board of Education of the City of Chicago 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 5143036
- Total Price: USD 84,816.44 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Board of Education of the City of Chicago agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

____ Board of Education of the City of Chicago does not issue purchase orders.

____ Board of Education of the City of Chicago does not require a purchase order for the services ordered hereto.

Board of Education of the City of Chicago certifies that the information provided above is accurate and complies with Board of Education of the City of Chicago's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Board of Education of the City of Chicago agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Board of Education of the City of Chicago's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Board of Education of the City of Chicago

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.



24-Jul-23

Dear Prakash Muppala

A support service renewal is expired or about to expire.

The technical support services for support service number 18190841 will expire, or have expired on 5-Feb-24.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference. So that there is no interruption in these services, please complete your renewal on or before 7-Jan-24. You can see and manage all of your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

[Quick Checkout](#)

[Manage Your Renewals](#)

To log into My Support Renewals, you will need your username and password:

Your Oracle.com username is: **PMUPPALLA@CPS.EDU**

New Customer? Forgot your password? [Reset.](#)

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order. So that there is no interruption in these services, please complete your renewal on or before 7-Jan-24. If applicable, the attached renewal order may include technical support services that you have requested to order that are in addition to the technical support services that you are renewing.

Have a question? Call 1-888-545-4577, [Chat on My Support Renewals](#), or [Request Assistance](#).



TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.	
Support Service Number:	18190841	Oracle Contact Information: Oracle Premier Support Renewal Center	
Offer Expires:	5-Feb-24	Call:	1-888-545-4577
		Chat:	Chat on My Support Renewals
		Request Assistance:	Click to Request Assistance
CUSTOMER: Chicago Public Schools			
CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Prakash Muppala	Account Contact:	Accounts Payable
Account Name:	Chicago Public Schools	Account Name:	Chicago Public Schools
Address:	Information & Technology Services(12510) 42 West Madison Street Chicago IL 60602 United States	Address:	42 W Madison St CHICAGO IL 60602 United States
Telephone:	7735535643	Telephone:	-773-553-3304
Fax:		Fax:	
E-mail:	pmuppalla@cps.edu	E-mail:	CPSInvoice@cps.edu

"You" and "Your" as used in this renewal order, refer to the Customer listed above.

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your [My Support Renewals](#) account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 18190841, to Oracle per the General Information section 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
Oracle WebCenter Enterprise Capture Standard Edition - Named User Plus Perpetual	21659996	80		FULL USE	6-Feb-24	5-Feb-25	5,814.03
Oracle WebCenter Enterprise Capture Standard Edition - Processor Perpetual	21659996	8		FULL USE	6-Feb-24	5-Feb-25	29,070.17
Oracle WebCenter Forms Recognition - Named User Plus Perpetual	21659996	40		FULL USE	6-Feb-24	5-Feb-25	9,690.05
Oracle WebCenter Forms Recognition - Processor Perpetual	21659996	4		FULL USE	6-Feb-24	5-Feb-25	48,450.28

Program Technical Support Fees: USD 93,024.53

Total Price: USD 93,024.53

Plus applicable tax

NOTES

- If Oracle accepts Your renewal 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 renewal order 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 to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

If the Customer and the Customer Quote To name identified in the General Information table above are not the same, Chicago Public Schools represents that Customer has authorized Chicago Public Schools to execute this renewal order on the Customer's behalf and to bind the Customer to the terms contained in this renewal order. Chicago Public Schools agrees that the services ordered are for the sole benefit of Customer and shall only be used by Customer. Chicago Public Schools agrees to advise Customer of the terms of this renewal order 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 renewal order; and b) any failure of Chicago Public Schools to make timely payment per the terms of this renewal order 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 renewal order.

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, or for U.S. federal and public sector entities, the period for which services have been ordered. You should review the technical support policies prior to entering into this renewal order.

The current version of the technical support policies may be accessed at <http://www.oracle.com/us/support/policies/index.html>.

Regarding the inclusion of DFARS 252.204-7012, the parties agree that DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), does not apply to the Commercial Off the Shelf (COTS) licenses or hardware, and does not apply to the associated technical support because Oracle will not process, collect, develop, receive, transmit, use, or store "covered defense information" on "covered contractor information systems" as defined in DFARS 252.204-7012, Safeguarding Covered Defense Information and Cyber Incident Reporting (OCT 2016), in performance of the associated technical support services ordered under this renewal quote, and the Government agrees that it will not provide "covered defense information" to Oracle in performance of the associated technical support services.

The technical support services renewed under this renewal order are governed by the terms and conditions of the MLA-11215721-01-OCT-2005 ("agreement"). 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.

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

RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on [My Support Renewals](#).

If You are unable to renew using My Support Renewals, You can renew using the options below. Your renewal order is subject to Oracle's acceptance. Your renewal is considered complete when You provide Oracle with payment details for the renewal as detailed below or an executed Oracle Financing contract. Once completed, Your renewal cannot be cancelled and Your payment is nonrefundable, except as provided in the agreement. Oracle will issue an invoice to You upon receipt of a purchase order or a form of payment acceptable to Oracle. If You are U.S. federal government or public sector entity, Oracle will issue You an invoice quarterly in arrears after the services are performed.

Unless you are an U.S. federal government entity, Oracle's invoice includes applicable sales tax, GST, or VAT (collectively referred to as "tax"). If Chicago Public Schools is a tax exempt organization and is not an U.S. federal government entity, a copy of Chicago Public Schools's tax exemption certificate must be submitted with Chicago Public Schools's purchase order, credit card, or other acceptable form of payment.

Please note that unless You are a U.S. federal government or public sector entity, 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 My Support Renewals.

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

You agree to pay any sales, value-added or other similar taxes imposed by applicable law, except for taxes based on Oracle's income.

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: 18190841
- Total Price: USD 93,024.53 (excluding applicable tax)
- Local Tax, if applicable

In issuing a purchase order, Chicago Public Schools 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 shall 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 You are submitting a check for the payment of the renewal of the technical support services on this renewal order, the check must include the following information:

- Support Service Number: 18190841
- Total Price: USD 93,024.53 (excluding applicable tax)
- Local Tax, if applicable

In issuing a check, Chicago Public Schools agrees that only the terms of this renewal order and the agreement shall apply to the technical support services renewed under this renewal order. No terms attached or submitted with the check will apply.

Checks for technical support services renewed under this renewal order should be sent to:

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

Payment Confirmation

If You cannot pay using any of the payment methods described above, please complete this payment confirmation and submit it to Oracle. Please initial the following statement that best applies to You.

- ☐ Chicago Public Schools does not issue purchase orders.
☐ Chicago Public Schools does not require a purchase order for the services ordered hereto.

Chicago Public Schools certifies that the information provided above is accurate and complies with Chicago Public Schools's business practices in entering into this renewal order, including obtaining all necessary approvals to release the funds for this renewal. In issuing this payment confirmation, Chicago Public Schools agrees that the terms of this renewal order and the agreement shall apply to the technical support services ordered under this renewal order. No terms attached or submitted with the payment confirmation will apply.

The signature below affirms Chicago Public Schools's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Chicago Public Schools

Authorized Signature

Name

Title

Signature Date

Please contact Oracle per the General Information section above to issue Your Payment Confirmation.