10

SINGLE SOURCE AWARD **BID # SS-11557-22**

Subject: Oracle Extended Support for E-Business Suite (EBS)

Department: Information Technologies Division

Description of Purchase:
Recommend approval of Single Source Award to Oracle America, Inc. for the purchase of extended/sustaining technical support for Oracle E-Business Suite version 12.1.3. Support for this version is going end of life effective 12/31/2021. The City of Jacksonville has not fully implemented Oracle Cloud Human Resources, Payroll, Benefits, and Time and Attendance. During the transition path for migrating to the Cloud environment, the City requires the sustaining technical support for fixes, tax updates, and security patches for the current Oracle HR/Payroll application. These technical support services will provide business continuity, increased stability, and allow time to complete the Oracle Cloud Human Resources implementation. The period of service will be from January 1, 2022 through December 31, 2022. Total requested expenditure not to exceed $75,000.00.

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

Single Source Award To: Oracle America, Inc.

Price Justification: See Attached

Total Award: $75,000.00 **Requisition #** FAIT-501136-22

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

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

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

ANALYST: Ruben Ola

Gregory Pease, Chief
Procurement Division

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

CHAIRMAN ***DATE***

ACTION OF AWARDING AUTHORITY

DATE: _____

APPROVED _____ **DISAPPROVED** _____

OTHER _____

SIGNATURE OF AUTHENTICATION _____

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

DATE: October 18, 2021

TO: Greg Pease, Chief of Procurement Division

THRU: Kenneth E. Lathrop, Chief of Information Technologies / CIO — Kenneth E. Lathrop — Digitally signed by Kenneth E. Lathrop Date: 2021.10.25 11:26:59 -04'00'

FROM: Thomas Ossi, Technology Contract and Records Manager — THOMAS OSSI — Digitally signed by THOMAS OSSI Date: 2021.10.18 17:22:27 -04'00'

RE: **Oracle Extended Support for E-Business Suite (EBS) – Single Source Award Request**

The Information Technologies Division (ITD), requests approval to purchase extended/sustaining technical support for Oracle E-Business Suite version 12.1.3. from Oracle America, Inc. Support for this version is going end of life effective 12/31/2021. The City of Jacksonville has not fully implemented Oracle Cloud Human Resources, Payroll, Benefits, and Time and Attendance. During the transition path for migrating to the Cloud environment, the City requires the sustaining technical support for fixes, tax updates, and security patches for the current Oracle HR/Payroll application. These technical support services will provide business continuity, increased stability, and allow time to complete the Oracle Cloud Human Resources implementation.

The period of coverage for the technical support services will begin January 1, 2022, and continue through December 31, 2022.

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

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

Tracy Geake — Digitally signed by Tracy Geake Date: 2021.10.20 10:34:58 -04'00'

FUNDING SOURCE: 53101.113002.546620.000000.00000493

Your favorable consideration of ITD's request is appreciated.

Attachments: Single Source Request
Supplier Quote Service # 20735272
Supplier Single Source Letter

CC: Elizabeth Brown, IT Operations Manager
Paul Freeman, Enterprise Applications Manager
Elizabeth Brown, IT Operations Manager
Andre Conyers, IT Contract Administrator
Arun David, Applications Developer Project Manager
Michael Turner, ERP Team Lead

INFORMATION TECHNOLOGIES DIVISION

CITY OF JACKSONVILLE

FINANCE AND ADMINISTRATION DEPARTMENT
214 N. Hogan St. 9th Floor | Jacksonville, FL 32202 | Phone: 904.255.8000 | Fax: 904.232.6932

ORACLE

Modernize Oracle E-Business Suite R12.1

ORACLE
Advanced Customer Services

Oracle E-Business Suite is the backbone of your business operations. Oracle E-Business Suite 12.1 release will move into Oracle Sustaining Support in January 2022 and you will no longer receive new fixes, updates, or security patches. If you intend to upgrade to E-Business Suite 12.2 or move to Oracle SaaS and cannot complete the transition on time, you will want to avoid support gaps, outages, and security vulnerabilities. Oracle Advanced Customer Services can bridge that gap for you and help with your transition to the next level.

Oracle Support Across the Lifetime of Your Oracle Software

Oracle has a long-term policy to offer comprehensive Lifetime Support for your software. Premier Support and Extended Support provide comprehensive maintenance and software upgrades.

Once older software has reached Oracle Sustaining Support, you can still count on limited maintenance; however, you no longer have access to new patches, fixes, or updates. This can leave your most important applications at high risk for outages and low performance, security vulnerabilities, and regulatory compliance violations, which may lead to increased cost.

Oracle and industry experts advise running mission-critical applications on software that has comprehensive maintenance that includes patching. It is important to plan early for a modernization and mitigate any support gaps up front. This is where Oracle Market-Driven Support for Oracle E-Business Suite 12.1 and supplementary Advanced Customer Services can help.

The Oracle Advanced Customer Services Difference

- Personalized and proactive mission-critical support and cloud services
- Patented technology with automated tooling across all domains—from database to application, DevOps, Artificial Intelligence, and Machine Learning
- More than 4,000 experienced technical engineers closely integrated with Oracle Support and Oracle Development supporting over 6,000 global customers
- All services include a designated Technical Account Manager for end-to-end solution governance

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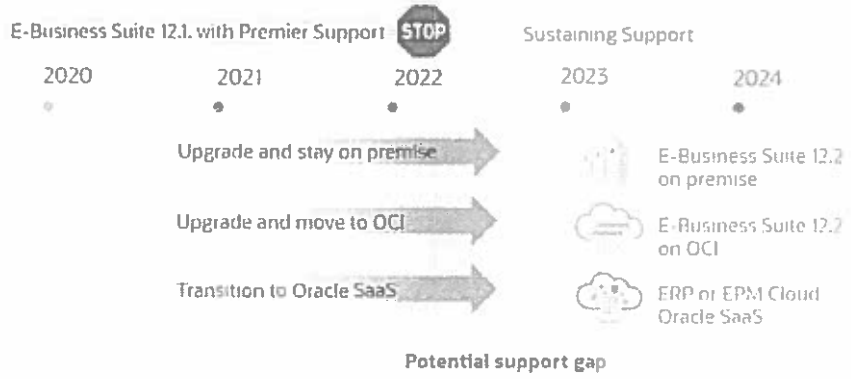
Choose the Path That Fits Your Needs

Oracle provides enterprises with different options to modernize their business applications and allows them to select the best approach based on individual business priorities, requirements, and goals.

You can move straight to ERP Cloud or EPM Cloud, and adopt Oracle's latest technology, future-ready SaaS solutions.

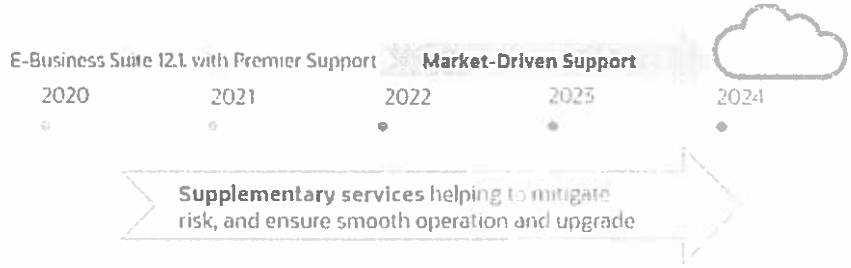
Alternatively, you can stay with Oracle E-Business Suite 12.2., a continuous innovation release delivering ongoing improvements without requiring a major upgrade. If you want to modernize even more, you can move your application to Oracle Cloud Infrastructure (OCI) and benefit from increased efficiency at a lower cost.

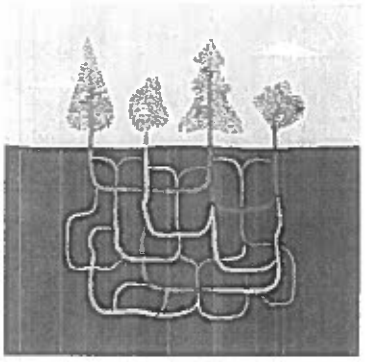
If your transition or upgrade project takes longer than January 2022, Oracle Advanced Customer Services can help fill the support gap with your legacy Oracle E-Business Suite 12.1.



Reduce Risk and Maintain Security

Gain additional time to complete your transition. Oracle Market-Driven Support for Oracle E-Business Suite 12.1 can give you the stability, business continuity, security, and compliance you need at a predictable cost.





Oracle Market-Driven Support for Oracle E-Business Suite 12.1

Key Features

- Bug fixes and workarounds for product issues with a high business impact (Severity 1 and 2 Service Requests)
- Periodic security patches and updates
- Legislative and regulatory updates
- Payroll-tax updates
- Available as of January 2022, when Oracle E-Business Suite 12.1. enters Oracle Sustaining Support

Key Benefits

- Bridging the support gap
- Increased stability
- Business continuity
- Security and compliance
- Predictable cost
- Additional time gained to complete the transition to Oracle E-Business Suite 12.2 or Oracle SaaS

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As of January 2022, Oracle Market-Driven Support for Oracle E-Business Suite 12.1. will provide the following service components which are not available with Oracle Sustaining Support:

- Critical fixes, and/or workarounds for newly discovered product issues resulting in Severity 1 and 2 Service Requests.
- Periodic critical security patches and updates.
- Legislative and regulatory updates, as well as payroll-tax updates for selected countries.

In addition, Oracle Advanced Customer Services offers supplementary services to make your transition and production phase a success:

- **Oracle E-Business Suite Environment and Configuration Review:** Mitigate risk and ensure a smooth transition to Oracle Market-Driven Support in January 2022 through expert review of your Oracle E-Business Suite 12.1 environment and validation of minimum certification requirements.
- **Oracle Product Upgrade Assistance:** Assistance with upgrades for any codependent Oracle software or Oracle products integrated with your Oracle E-Business Suite environment, including assistance with upgrading to Oracle Database 19c.
- **Oracle Solution Support Center:** Get a superior support experience through a designated support team. Seamless support across all layers of your Oracle solution throughout its lifecycle including proactive and reactive support as well as upgrade and consolidation planning.
- **Full management of your Oracle solution:** Ensure safe operation and free up your IT staff to focus on upgrade and transformation projects and let Oracle Advanced Customer Services manage your E-Business Suite environment.

The Power of Oracle Support

Oracle Advanced Customer Services provides exceptional personalized support by specialists in Oracle products and technology. In close collaboration with Oracle Premier Support, Oracle Development, and Oracle Engineering, we can help you maximize the benefits you gain with your Oracle solution. Contact your Oracle Sales Representative to discuss how our services can help you reach your business goals.

Connect with us

Call **+1.800.ORACLE1** or visit **oracle.com**. Outside North America, find your local office at: **oracle.com/contact**.

blogs.oracle.com/advanced-customer-services

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ORACLE

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

October 13, 2021

Thomas Ossi
City of Jacksonville
Information Technologies Division
214 N. Hogan Street, 9th Floor
Jacksonville, FL 32202
(904) 255-8009

Dear Thomas,

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

Please contact me should you have questions.

Regards,

Tim Kempski

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

SINGLE SOURCE REQUEST

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

PROVIDE A SUMMARY OF THE SCOPE OF GOODS/SERVICES TO BE PROVIDED; IDENTIFY EACH ITEM, COMPONENT OR SERVICE BEING PROCURED (ATTACH QUOTE/PROPOSAL):

The Information Technologies Division (ITD) requests approval to purchase extended/sustaining technical support for Oracle E-Business Suite version 12.1.3 from Oracle America, Inc. The support for this version is going to end of life effective December 31, 2021. The City has not fully implemented Oracle Cloud Human Resources, Payroll, Benefits, and Time and Attendance. The City requires the technical support for fixes, tax updates, and security patches for our current application.

PROVIDE A DETAILED JUSTIFICATION AS TO WHY THE REQUESTED GOODS/SERVICES CAN ONLY BE EFFICIENTLY AND EFFECTIVELY PROCURED THROUGH THE RECOMMENDED SINGLE SOURCE PROVIDER:

Oracle America, Inc owns the source code to all Oracle programs utilized for the Oracle HR/Payroll application.

ASSERT THAT YOU HAVE RESEARCHED THE AVAILABILITY OF THE REQUESTED GOODS/SERVICES FROM OTHER SOURCES IN APPLICABLE MARKETS AND HAVE DISCUSSED AND EVALUATED THE SAME WITH COJ'S PROCUREMENT AND EBO DIVISIONS:

Research conducted found that Oracle America, Inc. is the only vendor authorized to provide technical support services and the proprietary program updates created by Oracle. The supplier submitted a sole source letter to confirm its status.

ORACLE

22-Feb-21

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

Dear Tom Ossi

Please find attached an ordering document for technical support services. The technical support services, identified in the ordering document, may be ordered by issuing a form of payment acceptable to Oracle in accordance with the Order Processing Details section of the ordering document on or before 2-Dec-21.

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

ORACLE

GENERAL INFORMATION

OFFER EXPIRATION		ORACLE: Oracle America, Inc.
Support Service Number:	20735272	**Oracle Contact Information:** Tim Kempski
Offer Expires:	31-Dec-21	**Telephone:** **Fax:** **Email:** tim.kempski@oracle.com

CUSTOMER: City of Jacksonville

CUSTOMER QUOTE TO		CUSTOMER BILL TO	
Account Contact:	Tom Ossi	**Account Contact:**	Tom Ossi
Account Name:	City of Jacksonville	**Account Name:**	City of Jacksonville
Address:	117 West Duval Street JACKSONVILLE FL 32202 United States	**Address:**	117 West Duval Street, Suite 375 JACKSONVILLE FL 32202 United States
Telephone:	904 255-8820	**Telephone:**	904-255-8820
Fax:		**Fax:**	
E-mail:	tossi@coj.net	**E-mail:**	tossi@coj.net

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

Oracle may provide certain notices about technical support services via e-mail. Accordingly, please verify and update the Customer Quote To and Customer Bill To information in the above table to help ensure that You receive such communications from Oracle. If changes are required to the Customer Quote To and Customer Bill To information, please e-mail or fax the updated information, with Your support service number 20735272, to Your Oracle Support Sales Representative identified in the table above.

SERVICE DETAILS

Program Technical Support Services							
Service Level:	**Business Critical Fixes and Limited Updates for Oracle E-Business Suite - Large**						
Product Description	**CSI #**	**Qty**	**License Metric**	**License Level / Type**	**Start Date**	**End Date**	**Price**
PAYROLL 11.0	2630513	8000	EMPLOYEE	FULL USE	1-Jan-22	31-Dec-22	75,000.00
Oracle Advanced Benefits - Person Perpetual	3075417	9000		FULL USE	1-Jan-22	31-Dec-22	0.00

Program Technical Support Fees: USD 75,000.00

Total Price: USD 75,000.00

Plus applicable tax

Please note the following:

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

TECHNICAL SUPPORT SERVICES TERMS

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

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

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

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

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

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

ORDER PROCESSING DETAILS

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

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

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

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

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

PAYMENT DETAILS

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

- Support Service Number: 20735272
- Total Price: USD 75,000.00 (excluding applicable tax)
- Local Tax, if applicable

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

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

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

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

- Support Service Number: 20735272

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

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

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

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

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

All Other States:

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

Requisition FAIT-501136-22

Requisitioning BU	FAIT: Information Technologies	**Requisition Amount**	75,000 USD
Entered By	Andre Conyers	**Justification**	
Status	Approved	**Funds Status**	Reserved
Description	FY2022-ORACLE Extended Support for E-Business Suite Version 12.1.3 - Single Source		
Emergency Requisition	No		

Attachments

Title	File Name or URL	Description
FY2022 - Oracle E-Business Sui	FY2022 - Oracle E-Business Suite (EBS) Technical Support - Purchase.pdf	
MDS_for_E-Business_Suite.pdf	MDS_for_E-Business_Suite.pdf	
ORACLE_City of Jacksonville FL	ORACLE_City of Jacksonville FL - MDS for EBS - OKS#20735272 Opp#A3MC4F v2 .pdf	
ORACLE Single Source Form Exte	ORACLE Single Source Form Extended Support for E-Business Suite October 2022.pdf	
ORACLE Extended Support for E	ORACLE Extended Support for E-Business Suite - SINGLE SOURCE REQUEST FORM - 10-18-2021.docx	
ORACLE SUPPORT for EBS - SS ME	ORACLE SUPPORT for EBS - SS MEMO - 10-18-2021Final_.pdf	

Lines

Line	Item	Description	Category Name	Quantity	UOM	Price	Amount (USD)	Status	Funds Status
1		FY2022-ORACLE Extended Support for E-Business Suite Version 12.1.3 - Single Source	920.45 Software Maintenance/Support			USD	75,000	Approved	Reserved

Requester	Paul Freeman	**Supplier**	Oracle America, Inc.
Urgent	No	**Supplier Site**	Ordering
Requested Delivery Date	11/8/21	**Supplier Contact**	
Deliver-to Location	Ed Ball 9th Floor Charge	**Contact Phone**	
Deliver-to Address	214 North Hogan Street, 9TH FLOOR, Jacksonville, FL 32202, Duval, United States	**Charge Account**	53101.113002.546620.000000.00000493.00000.0000000
Note to Buyer			

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