

STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 Purchasing Operations  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

February 6, 2008

**CONTRACT CHANGE NO. 4**

**TO**  
**CONTRACT NO. 071B7200116**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR <b>Oracle USA, Inc.</b> <b>233 South Wacker Drive</b> <b>4<sup>th</sup> Floor</b> <b>Chicago, IL 60606</b>  <b>dave.campbell@oracle.com</b>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE (2) 84-13332677 (004)
	BUYER (517) 373-3993 <b>Dale N. Reif</b>
Contract Administrator: Reid Sisson <b>Department of Information Technology</b>	
CONTRACT PERIOD: From: <b>January 1, 2007</b> To: <b>January 31, 2011</b>	
TERMS <b>Net 45 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Destination</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	
MISCELLANEOUS INFORMATION:	

**THIS CONTRACT IS EXTENDED TO ALL LOCAL UNITS OF GOVERNMENT.**

**NATURE OF CHANGE (S):**

Effective immediately, this Contract is hereby **EXTENDED** to January 31, 2011 and is **INCREASED** by \$18,000,000.00 for maintenance costs. All other terms and conditions remain the same.

**AUTHORITY/REASON:**

Agency request, vendor agreement and DMB/Purchasing Operations approval and State Administrative Board approval on 2/5/2008.

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$26,751,066.62**

**STATE OF MICHIGAN**  
**DEPARTMENT OF MANAGEMENT AND BUDGET**  
**Purchasing Operations**  
**P.O. BOX 30026, LANSING, MI 48909**  
**OR**  
**530 W. ALLEGAN, LANSING, MI 48933**

January 28, 2008

**CONTRACT CHANGE NO. 3**

**TO**  
**CONTRACT NO. 071B7200116**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR <b>Oracle USA, Inc.</b> <b>233 South Wacker Drive</b> <b>4<sup>th</sup> Floor</b> <b>Chicago, IL 60606</b>  <div style="text-align: right;">dave.campbell@oracle.com</div>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b> VENDOR NUMBER/MAIL CODE  BUYER (517) 373-3993 <b>Dale N. Reif</b>
Contract Administrator: Reid Sisson <div style="text-align: center;"><b>Department of Information Technology</b></div>	
CONTRACT PERIOD: From: <b>January 1, 2007</b> To: <b>January 31, 2009</b>	
TERMS <div style="text-align: center;"><b>Net 45 Days</b></div>	SHIPMENT <div style="text-align: center;"><b>N/A</b></div>
F.O.B. <div style="text-align: center;"><b>Destination</b></div>	SHIPPED FROM <div style="text-align: center;"><b>N/A</b></div>
MINIMUM DELIVERY REQUIREMENTS <div style="text-align: center;"><b>N/A</b></div>	
MISCELLANEOUS INFORMATION:	

**THIS CONTRACT IS EXTENDED TO ALL LOCAL UNITS OF GOVERNMENT.**

**NATURE OF CHANGE (S):**

Effective February 1, 2008, this Contract is hereby EXTENDED to January 31, 2009

**AUTHORITY/REASON:**

Agency request, vendor agreement and DMB/Purchasing Operations approval.

**TOTAL ESTIMATED CONTRACT VALUE REMAINS:     \$8,751,066.62**

**STATE OF MICHIGAN**  
**DEPARTMENT OF MANAGEMENT AND BUDGET**  
 Purchasing Operations  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

February 28, 2007

**CONTRACT CHANGE NO. 2**  
  
**TO**  
**CONTRACT NO. 071B7200116**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR <b>Oracle USA, Inc.</b> <b>233 South Wacker Drive</b> <b>4<sup>th</sup> Floor</b> <b>Chicago, IL 60606</b>  <b>dave.campbell@oracle.com</b>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 373-3993 <b>Dale N. Reif</b>
Contract Administrator: Reid Sisson <b>Department of Information Technology</b>	
CONTRACT PERIOD: From: <b>January 1, 2007</b> To: <b>January 31, 2008</b>	
TERMS <b>Net 45 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Destination</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	
MISCELLANEOUS INFORMATION:	

**THIS CONTRACT IS EXTENDED TO ALL LOCAL UNITS OF GOVERNMENT.**

**NATURE OF CHANGE (S):**

Effective immediately, the Department of Human Services may purchase services described below to maintain the Michigan Medical Information System (MMIS) and the Bridges systems. This Change Notice is exclusive to the Department of Human Services and not available to other State agencies. All other pricing, terms and conditions remain unchanged.

Services	Reference	Fees
Provide technical assistance on a time and materials basis, as directed by the MI DIT Project Manager.	Exhibit1-FPE-300158308	\$4,992,000.00
<b>Total Fees</b>		\$4,992,000.00

The services described above will be provided at the hourly rates set forth in the table below.

<u>Consultant Level</u>	<u>Rate (\$/Hour)</u>
Practice Manager	\$200.00
Technical Manager	\$200.00
Consultant	\$200.00

**AUTHORITY/REASON:**

Contract amended per the mutual agreement of the State and the vendor.

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$8,751,066.62**

STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 PURCHASING OPERATIONS  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

February 27, 2007

CHANGE NOTICE NO 1  
 OF  
 CONTRACT NO. 071B7200116  
 between  
 THE STATE OF MICHIGAN  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle USA, Inc.</b> <b>2309 Barnsbury Road</b> <b>East Lansing, MI 48823</b>	TELEPHONE (517) 339-2970 <b>Robert Mowid</b> <b>robert.mowid@oracle.com</b>
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 373-3993 <b>Dale N. Reif</b>
Contract Compliance Inspector: <b>Reid Sisson</b> <b>Department of Information Technology</b>	
CONTRACT PERIOD: From: <b>January 1, 2007</b> To: <b>January 31, 2008</b>	
TERMS <p style="text-align: center;"><b>N/A</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>N/A</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

Effective February 27, 2007 this Contract is hereby INCREASED BY \$5,825,047.00

**AUTHORITY/REASON:**

Per DMB/Purchasing Operations.

**INCREASE: \$5,825,047.00**

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$8,751,066.62**







E-Business Global Price List  
October 25, 2006

Section I

Prices in USA (Dollar)

Oracle Database		Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Database Products</b>					
<b>Oracle Database</b>					
Standard Edition One <sup>10</sup>		149	32.78	4,995	1,098.90
Standard Edition <sup>5</sup>		300	66.00	15,000	3,300.00
Enterprise Edition <sup>8</sup>		800	176.00	40,000	8,800.00
Personal Edition <sup>9</sup>		400	88.00	-	-
Lite <sup>41</sup>				20,000	4,400.00
<b>Enterprise Edition Options: <sup>2</sup></b>					
Real Application Clusters		400	88.00	20,000	4,400.00
Partitioning		200	44.00	10,000	2,200.00
OLAP		400	88.00	20,000	4,400.00
Data Mining		400	88.00	20,000	4,400.00
Spatial		200	44.00	10,000	2,200.00
Advanced Security		200	44.00	10,000	2,200.00
Label Security		200	44.00	10,000	2,200.00
Content Database		1,000	220.00	50,000	11,000.00
Records Database		1,000	220.00	50,000	11,000.00
Database Vault		400	88.00	20,000	4,400.00
Warehouse Builder Enterprise ETL		200	44.00	10,000	2,200.00
Warehouse Builder Data Quality		300	66.00	15,000	3,300.00
<b>Enterprise Management</b>					
<b>Enterprise Managers: <sup>2</sup></b>					
Diagnostics Pack		60	13.20	3,000	660.00
Tuning Pack		60	13.20	3,000	660.00
Change Management Pack		60	13.20	3,000	660.00
Configuration Management Pack		60	13.20	3,000	660.00
		<b>License Price</b>	<b>Software Update License &amp; Support</b>	<b>Licensing Metric</b>	<b>Minimum</b>
Secure Backup		3,000	660.00	Per Tape Drive	-
Warehouse Builder Connector <sup>40</sup>		20,000	4,400.00	Per Warehouse Builder Connector	1
		<b>Named User Plus</b>	<b>Software Update License &amp; Support</b>	<b>Processor License</b>	<b>Software Update License &amp; Support</b>
<b>TimesTen <sup>2</sup></b>					
<b>Maximum Data Store</b>					
TimesTen In-Memory Database	≤ 2 GB	-	-	12,000	2,640.00
	≤ 10 GB	-	-	18,000	3,960.00
	≤ 100 GB	-	-	24,000	5,280.00
	≤ 1 TB	-	-	48,000	10,560.00
	Each Incremental TB	-	-	48,000	10,560.00
<b>TimesTen In-Memory Database Options <sup>2</sup></b>					
<b>Replication - TimesTen to TimesTen</b>					
	≤ 2 GB	-	-	6,000	1,320.00
	≤ 10 GB	-	-	9,000	1,980.00
	≤ 100 GB	-	-	12,000	2,640.00
	≤ 1 TB	-	-	24,000	5,280.00
	Each Incremental TB	-	-	24,000	5,280.00
<b>Cache Connect to Oracle</b>					
	≤ 2 GB	-	-	6,000	1,320.00
	≤ 10 GB	-	-	9,000	1,980.00
	≤ 100 GB	-	-	12,000	2,640.00
	≤ 1 TB	-	-	24,000	5,280.00
	Each Incremental TB	-	-	24,000	5,280.00
<b>Berkeley Database</b>					
Berkeley DB - High Availability		-	-	8,500	1,870.00
Berkeley DB - Transactional Data Store		-	-	5,000	1,100.00
Berkeley DB - Concurrent Data Store		-	-	1,500	330.00
Berkeley DB - Data Store		-	-	750	165.00
Berkeley DB Java Edition - Transactional Data Store		-	-	5,000	1,100.00
Berkeley DB Java Edition - Concurrent Data Store		-	-	1,500	330.00
Berkeley DB XML - High Availability		-	-	12,000	2,640.00
Berkeley DB XML - Transactional Data Store		-	-	7,000	1,540.00
Berkeley DB XML - Concurrent Data Store		-	-	2,250	495.00
Berkeley DB XML - Data Store		-	-	1,500	330.00
<b>Other Products</b>					
Secure Enterprise Search <sup>37</sup>		60	13.20	30,000	6,600.00
		<b>Named User Plus</b>	<b>Software Update License &amp; Support</b>	<b>Computer License</b>	<b>Software Update License &amp; Support</b>
<b>Integration Products</b>					
Open System Gateways		-	-	15,000	3,300.00
Mainframe Integration Gateways		-	-	95,000	20,900.00
Enterprise Integration Gateways		-	-	35,000	7,700.00
		<b>Processor License</b>	<b>Software Update License &amp; Support</b>		
Application Adapters <sup>3</sup>		15,000	3,300.00		
Oracle Applications Adapter		15,000	3,300.00		
Mainframe and TP-Monitor Adapters <sup>4</sup>		30,000	6,600.00		
RosettaNet Adapter		30,000	6,600.00		
EDI Adapter		30,000	6,600.00		
Healthcare Adapter		30,000	6,600.00		
ebXML Adapter		10,000	2,200.00		

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Data Warehousing Products</b>				
Express Server	800	176.00	40,000	8,800.00
Express Analyzer	800	176.00	-	-
Express Objects	5,000	1,100.00	-	-

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Rdb Products</b>				
<b>Rdb Server Products™</b>				
Rdb Enterprise Edition	800	176.00	40,000	8,800.00
CODASYL DBMS	800	176.00	-	-
<b>Rdb Server Options:</b>				
TRACE <sup>21, 22</sup>	100	22.00	5,000	1,100.00
<b>Rdb Development, Query and Reporting Tools</b>				
Programmer for Rdb <sup>23</sup>	1,000	220.00	-	-
CDD/ Repository	5,000	1,100.00	-	-
CDD/R Runtime <sup>24</sup>	-	-	5,000	1,100.00

	Named User Plus	Software Update License & Support	Processor License	Software Update License & Support
<b>Internet Application Server Products<sup>1</sup></b>				
TopLink and Application Development Framework <sup>22</sup>	100	22.00	5,000	1,100.00
Java Edition <sup>22,24</sup>	100	22.00	5,000	1,100.00
Standard Edition One <sup>16,24</sup>	149	32.78	4,995	1,098.90
Standard Edition <sup>24</sup>	200	44.00	10,000	2,200.00
Enterprise Edition <sup>24</sup>	600	132.00	30,000	6,600.00
BPEL Process Manager	1,000	220.00	50,000	11,000.00
Portal	200	44.00	10,000	2,200.00
Integration and Enterprise Service Bus	400	88.00	20,000	4,400.00
Forms and Reports	400	88.00	20,000	4,400.00
Web Services Manager <sup>1</sup>	800	176.00	40,000	8,800.00
XML Publisher <sup>23</sup>	-	-	40,000	8,800.00
SOA Suite for Non Oracle Middleware	1,300	266.00	65,000	14,300.00
Business Activity Monitoring for Non Oracle Middleware	1,200	264.00	60,000	13,200.00
Fusion Middleware for SAP	1,200	264.00	60,000	13,200.00
Fusion Middleware for PeopleSoft	1,200	264.00	60,000	13,200.00
Fusion Middleware for Siebel	1,200	264.00	60,000	13,200.00
Fusion Middleware for Retek	1,200	264.00	60,000	13,200.00
Fusion Middleware for iFlex	1,200	264.00	60,000	13,200.00
Event-Driven Architecture Suite	1,200	264.00	60,000	13,200.00
<b>Internet Application Server Enterprise Edition Options:<sup>15</sup></b>				
BPEL Process Manager Option	400	88.00	20,000	4,400.00
Business Activity Monitoring <sup>15</sup>	600	132.00	30,000	6,600.00
XML Publisher <sup>23</sup>	600	132.00	30,000	6,600.00
Service Registry	800	176.00	40,000	8,800.00
SOA Suite for Oracle Middleware	1,000	220.00	50,000	11,000.00
Communication and Mobility Server (priced in Advance of Availability)	900	198.00	45,000	9,900.00
Service Registry <sup>12</sup> (Also option for Java, SE One and SE Editions)	800	176.00	40,000	8,800.00
<b>Enterprise Management</b>				
<b>Internet Application Server Managers:<sup>17</sup></b>				
Diagnostics Pack	60	13.20	3,000	660.00
Configuration Management Pack	60	13.20	3,000	660.00
<b>Business Intelligence Products</b>				
Standard Edition One <sup>36</sup> (priced in Advance of Availability)	500	110.00	-	-
Standard Edition <sup>1</sup>	400	88.00	20,000	4,400.00
Suite Enterprise Edition <sup>39</sup>	1,500	330.00	225,000	49,500.00
Server Enterprise Edition <sup>39</sup>	300	66.00	45,000	9,900.00
<b>Business Intelligence Server Enterprise Edition Options:<sup>39</sup></b>				
Interactive Dashboard	500	110.00	75,000	16,500.00
Delivers	300	66.00	45,000	9,900.00
Answers	500	110.00	75,000	16,500.00
Office Plug-in	200	44.00	30,000	6,600.00
Reporting and Publishing	400	88.00	60,000	13,200.00
Disconnected Analytics	500	110.00	-	-
Reporting Workbench	1,750	385.00	-	-
Server Administrator	5,000	1,100.00	-	-
<b>Identity Management Products</b>				
<b>Access Manager</b>				
	20	4.40	Employee User	2,000
	7	1.54	Non Employee User - External	5,000
Identity Federation	30,000	6,600.00	Processor	1
Identity Manager	60	13.20	Named User Plus	2,000
Identity Manager Connector <sup>35</sup>	40,000	8,800.00	Connector	1
<b>Identity and Access Management Suite</b>				
	80	17.60	Employee User	
	10	2.20	Non Employee User -	
<b>Virtual Directory</b>				
	800	176.00	Named User Plus	See footnote #1
	40,000	8,800.00	Processor	
<b>Enterprise Single Sign-On Suite (priced in Advance of Availability)</b>				
Enterprise Single Sign-On Password Reset (priced in Advance of Availability)	60	13.20	Named User Plus	
	7	1.54	Named User Plus	2,000
<b>Tools</b>				
Internet Developer Suite	5,000	1,100.00	Named User Plus	-
Discoverer Desktop Edition	1,000	220.00	Named User Plus	-
Programmer	1,000	220.00	Named User Plus	-
Portlet Factory	9,000	1,980.00	Named User Plus	-
Business Process Analysis Suite (Priced in Advance of Availability)	9,000	1,980.00	Named User Plus	10.00

Applications and Systems Management

Database Enterprise Management

**Enterprise Managers:** <sup>2</sup>

Diagnostics Pack	60	13.20	3,000	660.00
Tuning Pack	60	13.20	3,000	660.00
Change Management Pack	60	13.20	3,000	660.00
Configuration Management Pack	60	13.20	3,000	660.00

Enterprise Management

**Internet Application Server Managers:** <sup>11</sup>

Diagnostics Pack	60	13.20	3,000	660.00
Configuration Management Pack	60	13.20	3,000	660.00

**Standalone Managers**

	License Price	Software Update License & Support	Licensing Metric	Minimum
Configuration Management Pack for Non-Oracle Systems	3,000	660.00	Per Processor	-
	60	13.20	Per Named User Plus	-
Provisioning Pack	3,000	660.00	Per Processor	-
	60	13.20	Per Named User Plus	-
Service Level Management Pack	100	22.00	Test	-
(Must license with Beacon Plus Test pricing)	3,000	660.00	Beacon	-
System Monitoring Plug-in for Hosts	1,500	330.00	Per Processor	-
	30	6.60	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Databases <sup>26</sup>	1,500	330.00	Per Processor	-
	30	6.60	Per Named User Plus	-
System Monitoring Plug-in for Non Oracle Middleware <sup>25</sup>	1,500	330.00	Per Processor	-
	30	6.60	Per Named User Plus	-
System Monitoring Plug-in for Network Devices <sup>26</sup>	1,500	330.00	Per Network Device	-
System Monitoring Plug-in for Storage <sup>27</sup>	1,500	330.00	Per Terabyte	-
Management Connectors (priced in Advance of Availability) <sup>28</sup>	5,000	1,100.00	Per Connector	-
<b>Applications Management</b>				
<b>Application Managers:</b>				
Application Management Pack for E-Business Suite (priced in Advance of Availability)	6,000	1,320.00	Per Processor	-
	120	26.40	Per Named User Plus	-
Application Management Pack for Siebel (priced in Advance of Availability)	6,000	1,320.00	Per Processor	-
	120	26.40	Per Named User Plus	-
Application Management Pack for PeopleSoft	6,000	1,320.00	Per Processor	-
	120	26.40	Per Named User Plus	-

Collaboration

Prices in USA (Dollar)

		Collaboration Program User License	Software Update License & Support	Processor License	Software Update License & Support
<b>Collaboration</b>					
<b>Collaboration Suite<sup>6</sup></b>					
	Perpetual License	60	15.00	-	-
	1 Year Subscription License	15	15.00	-	-
<b>Content Services<sup>6</sup></b>					
	Perpetual License	45	11.25	-	-
	1 Year Subscription License	11	11.25	-	-
<b>Unified Messaging<sup>6</sup></b>					
	Perpetual License	45	11.25	-	-
	1 Year Subscription License	11	11.25	-	-
<b>Real-Time Collaboration<sup>6</sup></b>					
	Perpetual License	45	11.25	-	-
	1 Year Subscription License	11	11.25	-	-
<b>Collaboration Suite Options:<sup>29</sup></b>					
<b>Records Management Option</b>					
	Perpetual License	100	25.00	-	-
	1 Year Subscription License	25	25.00	-	-
<b>Content Services Options:<sup>29</sup></b>					
<b>Records Management Option</b>					
	Perpetual License	100	25.00	-	-
	1 Year Subscription License	25	25.00	-	-

	License Price	Software Update License & Support	Licensing Metric	Minimum
<b>Applications sold by Technology Reps</b>				
<b>Customer Data Management</b>				
Customer Data Hub <sup>14</sup>	100,000	22,000.00	Processor	1
<b>Health Care</b>				
Healthcare Transaction Base <sup>13,14</sup>	1,000	220.00	Named User Plus	50
	100,000	22,000.00	Processor	1

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list; 3 year - 50% of list; 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee. Exception: support fees for the Collaboration Suite are 25% net perpetual license fees.

Oracle Technology Footnotes

- <sup>1</sup> If licensing by Named User Plus, the minimum is 10 Named User Plus licenses per Processor.
- <sup>2</sup> Enterprise Edition Options & Enterprise Managers must match the number of licenses of the associated Oracle Database Enterprise Edition. In addition, a minimum of 25 Named User Plus licenses per Processor must be met. Associated Database is defined as the database(s) which is (are) being managed by the option.
- <sup>3</sup> Application Adapters are available for: PeopleSoft, SAP, Siebel & JD Edwards.
- <sup>4</sup> Mainframe and TP-Monitor Adapters are available for: CICS, IMS/DB, IMS/TM, VSAM, BeanConnectand Tuxedo.
- <sup>5</sup> Oracle Database Standard Edition can only be licensed on servers that have a maximum capacity of 4 single core processors. For multicore chips, the maximum number of cores per server is determined by multiplying the core processor licensing factors (as contained in the processor definition) by the number of cores. The result must be less than or equal to 4 and the total number of cores must be less than or equal to 8. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses.  
Additionally, it may be licensed on a single cluster of servers supporting up to a maximum of four single-core processors per cluster (2 2-way nodes, 4 1-way nodes, and 1 1-way and 1 3-way). For multicore chips, the maximum number of cores per cluster is determined by multiplying the core processor licensing factors (as contained in the processor definition) by the number of cores. The result must be less than or equal to 4 and the total number of cores in the cluster must be less than or equal to 8.
- <sup>6</sup> 2, 3, 4 and 5-Year Term Licenses are not available for Collaboration products. Customers must purchase Software Updates when purchasing Product Support. On Demand for Collaboration products is optional for customers purchasing Collaboration product licenses. Customers must purchase Software Updates and Product Support when purchasing On Demand. E-Business Discount Schedule applies to License, Software Updates, and Product Support fees. On Demand Discount Schedule applies to On Demand for Collaboration products. On Demand for this product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on <http://esource.oraclecorp.com> for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- <sup>8</sup> If licensing by Named User Plus, the minimum is 25 Named User Plus licenses per Processor.
- <sup>9</sup> Personal Edition provides a maximum of one Named User Plus per database.
- <sup>10</sup> Oracle Standard Edition One may only be licensed on servers that have a maximum capacity of 2 single core processors. For multicore chips, the maximum number of cores per server is determined by multiplying the core processor licensing factors (as contained in the processor definition) by the number of cores. The result must be less than or equal to 2 and the total number of cores must be less than or equal to 4. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses.
- <sup>11</sup> Internet Application Server Managers must match the number of licenses of the associated Internet Application Server (Excluding TopLink and Application Development Framework, for which these Manager Packs cannot be licensed). An associated Internet Application Server is defined as the Internet Application Server(s) which is (are) being managed by the option.
- <sup>12</sup> Java Edition, Standard Edition One and Standard Edition Options must match the number of licenses of the associated Oracle Internet Application Server Edition. Associated Application Server is defined as the application server(s) which is (are) being managed by the option.
- <sup>13</sup> This product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on <http://esource.oraclecorp.com> for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- <sup>14</sup> For the purpose of licensing Healthcare Transaction Base, only the processors on which iAS Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of processors required to license this program. For the purpose of licensing Customer Data Hub, only the processors on which Oracle Database Enterprise Edition and this program are running in production are counted for the determining the number of licenses required to license this program.
- <sup>15</sup> Internet Application Server: Enterprise Edition Options must match the number of licenses of the associated Internet Application Server. Associated Application Server is defined as the application server(s) which is (are) being managed by the option.
- <sup>16</sup> Internet Application Server Standard Edition One may only be licensed on servers that have a maximum capacity of 2 single core processors. For multicore chips, the maximum number of cores per server is determined by multiplying the core processor licensing factors (as contained in the processor definition) times the number of cores. The result must be less than or equal to 2 and the total number of cores must be less than or equal to 4. If licensing by Named User Plus, the minimum is 5 Named User Plus licenses.
- <sup>22</sup> Application Development Framework requires a runtime license. This can be purchased via Toplink and Application Development Framework or Java Edition
- <sup>23</sup> XML Publisher is also licensable via the per employee metric. The price is 40.00 USA (Dollar) per employee when licensed as a standalone product and 30.00 USA (Dollar) per employee when licensed as an option to the Application Server Enterprise Edition.
- <sup>24</sup> The Named User Plus Minimum does not apply if the program is installed on a one processor machine that allows for a maximum of one user per program.
- <sup>25</sup> Plug-in available for BEA WebLogic, IBM WebSphere, Microsoft Active Directory, Microsoft .NET, Microsoft Internet Information Services (IIS), Microsoft ISA Server, Microsoft Commerce Server, Microsoft BizTalk Server
- <sup>26</sup> Plug-in available for F5 Load Balancers, Juniper Netscreen Firewall, Check Point Firewall
- <sup>27</sup> Plug-in available for NetApp Filers, EMC NS Series NAS
- <sup>28</sup> Connectors are not available at this time
- <sup>29</sup> The number of Options licenses must match to the number of licenses of the parent product
- <sup>30</sup> If licensing by Named User Plus, the minimum is 25 Named User Plus licenses per Processor.
- <sup>31</sup> Rdb Server Options must match the number of licenses of the associated database.
- <sup>32</sup> TRACE may also be licensed with CODASYL DBMS.
- <sup>33</sup> Oracle precompilers supported via SQL\*Net for Rdb for use across Oracle & Rdb Servers.
- <sup>34</sup> CDD/R Runtime is an unlimited use license for applications requiring CDD/R deployment licenses.
- <sup>35</sup> Following is the list of available Identity Manager Connectors: Database User Management, Database Applications Table, Microsoft Active Directory, Oracle Internet Directory, Novell eDirectory, Sun Java System Directory, Oracle e-Business, PeopleSoft Enterprise Applications, SAP Enterprise Applications, Microsoft Exchange, Novell Groupwise, Microsoft Windows, UNIX, RSA Authentication Manager, RSA ClearTrust, IBM Lotus Notes/Domino, SAP Enterprise Portal, Siebel Enterprise Applications, IBM RACF, CA ACF2, CA Top Secret, BMC Remedy User Management
- <sup>36</sup> Plug-in available for IBM DB2, Microsoft SQL Server
- <sup>37</sup> Secure Enterprise Search may also be licensed on per employee metric. The minimums for employee licensing is 200 employee licenses. The price is \$30 USA Dollar per employee. When licensing by named user plus metric, the minimums are 100 Named User Plus licenses
- <sup>38</sup> The Business Intelligence Standard Edition One product is a fixed price bundle for \$25k. You are permitted to have a maximum of 50 users. For the purpose of licensing this product, you are required to purchase 50 Named User Plus licenses, which is a fixed licensing requirement. The minimums cannot be waived. It is a 25k fixed price package. It may only be licensed on servers that have a maximum capacity of 2 single core processors. For multicore chips, the maximum number of cores per server is determined by multiplying the core processor licensing factors (as contained in the processor definition) by the number of cores. The result must be less than or equal to 2 and the total number of cores must be less than or equal to 4.
- <sup>39</sup> The minimums for this product are 50 Named User Plus licenses. The number of options licenses must match the number of licenses of the associated Business Intelligence Server Enterprise Edition.
- <sup>40</sup> Warehouse Builder Connectors are only licensable with Oracle Database Enterprise Edition. Warehouse Builder Connectors are available for: PeopleSoft, Oracle E-Business Suite, and SAP. The Connector licenses do not need to match to the Database Enterprise Edition licenses.
- <sup>41</sup> The Oracle Database Lite RDBMS also known as "Clients" are free of charge for licensing purposes.

Oracle E-Business Suite

	License Price	Software Update License & Support	Licensing Metric	Minimum
<b>E-Business Suite 2003 Bundle</b>				
E-Business Suite 2003 Professional User <sup>12</sup>	3,995	878.90	Professional User 2003	10% <sup>11</sup>
E-Business Suite 2003 Professional User (external usage) <sup>12</sup>	995	218.90	Professional User 2003 - External	1
<b>Component Applications</b>				
<b>Intelligence</b>				
<b>In Bundle</b>				
E-Business Intelligence	3,995	878.90	Application User	10
Balanced Scorecard	1,995	438.90	Application User	20
Financials & Sales Analyzers	2,195	482.90	Application User	5
Enterprise Planning and Budgeting	2,995	658.90	Application User	10
Enterprise Planning and Budgeting	595	130.90	Application Read-Only User	10
<b>Marketing and Sales</b>				
<b>In Bundle</b>				
Marketing	4,995	1,098.90	Application User	10
Trade Management	7,990	1,757.80	Application User	20
Option: Advanced Pricing	1,995	438.90	Application User	20
TeleSales	5,995	1,318.90	Application User	10
Option: Advanced Pricing <sup>1</sup>	1,995	438.90	Application User	10
Field Sales	3,995	878.90	Application User	10
Sales for Handhelds <sup>14</sup>	425	93.50	Application User	10
Quoting	1,195	262.90	Application User	10
Option: Advanced Pricing <sup>1</sup>	1,995	438.90	Application User	10
Partner Management <sup>14</sup>	995	218.90	Partner Organization	100
Proposals	395	86.90	Application User	25
Incentive Compensation	495	108.90	Compensated Individual	10
<b>Order Management</b>				
<b>In Bundle</b>				
Order Management <sup>3</sup>	3,995	878.90	Application User	5
Option: Advanced Pricing <sup>1</sup>	0.2000	0.0440	Electronic Order Line	100,000
Option: Release Management <sup>1</sup>	1,995	438.90	Application User	10
Option: Release Management <sup>1</sup>	0.1000	0.0220	Electronic Order Line	100,000
Option: Release Management <sup>1</sup>	0.2000	0.0440	Electronic Order Line	100,000
Sales Contracts <sup>14, 21</sup>	5,995	1,318.90	Application User	5
Configurator <sup>6</sup>	2,995	658.90	Application User	20
Configurator <sup>4, 6</sup>	150,000	33,000.00	Processor	1
iStore <sup>4</sup>	100,000	22,000.00	Processor	2
<b>Logistics</b>				
<b>In Bundle</b>				
Inventory Management	3,995	878.90	Application User	5
Option: Mobile Supply Chain Applications <sup>1, 15</sup>	1,495	328.90	Application User	5
Option: Warehouse Management <sup>1, 15</sup>	3,000	660.00	Application User	20
Transportation Management <sup>14</sup>	14,000	3,080.00	\$M Freight Under Mgt	25
Option: Transportation Operational Planning <sup>14</sup>	5,100	1,122.00	\$M Freight Under Mgt	25
Option: Logistics Inventory Visibility <sup>14</sup>	2,700	594.00	\$M Freight Under Mgt	25
Option: Forwarding and Brokerage Operations <sup>14</sup>	5,400	1,188.00	\$M Freight Under Mgt	25
Option: Freight Payment, Billing and Claims <sup>14</sup>	6,300	1,386.00	\$M Freight Under Mgt	25
Option: Transportation Sourcing <sup>14</sup>	2,700	594.00	\$M Freight Under Mgt	25
Option: Transportation Cooperative Routing <sup>14</sup>	4,000	880.00	\$M Freight Under Mgt	25
<b>Supply Chain Planning</b>				
Advanced Supply Chain Planning	1,500	330.00	\$M Cost of Goods Sold	60
Option: Constraint Based Optimization <sup>1</sup>	375	82.50	\$M Cost of Goods Sold	60
Inventory Optimization	750	165.00	\$M Cost of Goods Sold	60
Global Order Promising	300	66.00	\$M Cost of Goods Sold	60
Collaborative Planning	500	110.00	\$M Cost of Goods Sold	60
Strategic Network Optimization	1,200	264.00	\$M Cost of Goods Sold	150
Demantra Demand Management <sup>14</sup>	1,500	330.00	\$M Cost of Goods Sold	150
Option: Demantra Advanced Forecasting and Demand Modeling <sup>14</sup>	750	165.00	\$M Cost of Goods Sold	150
Option: Demantra Real-time Sales and Operations Planning <sup>14</sup>	1,000	220.00	\$M Cost of Goods Sold	150
Demantra Predictive Trade Planning <sup>14</sup>	1,500	330.00	\$M Cost of Goods Sold	150
Option: Demantra Deduction and Settlement Management <sup>14</sup>	750	165.00	\$M Cost of Goods Sold	150
Option: Demantra Trade Promotion Optimization <sup>14</sup>	750	165.00	\$M Cost of Goods Sold	150
<b>Procurement</b>				
<b>In Bundle</b>				
Purchasing <sup>2</sup>	3,995	878.90	Application User	5
Option: Sourcing <sup>1</sup>	7,995	1,758.90	Application User	5
Option: Sourcing Optimization	1,000	220.00	Application User	5
Option: iSupplier Portal <sup>1</sup>	7,995	1,758.90	Application User	5
Option: Procurement Contracts <sup>1, 14</sup>	5,995	1,318.90	Application User	5
Option: Services Procurement <sup>1, 14</sup>	3,995	878.90	Application User	5
Option: Advanced Pricing <sup>1</sup>	1,995	438.90	Application User	5
iProcurement	100	22.00	Application User	100
<b>Manufacturing</b>				
<b>In Bundle</b>				
Discrete Manufacturing <sup>2</sup>	3,995	878.90	Application User	10
Option: Mobile Supply Chain Applications <sup>1, 16</sup>	1,495	328.90	Application User	10
Option: Flow Manufacturing <sup>1, 16</sup>	2,995	658.90	Application User	10
Option: Flow Sequencing <sup>1, 16, 14</sup>	495	108.90	Application User	10
Option: Production Scheduling <sup>1, 16</sup>	2,495	548.90	Application User	10
Option: Repetitive Manufacturing Optimization <sup>1, 16</sup>	795	174.90	Application User	10
Process Manufacturing <sup>2</sup>	3,995	878.90	Application User	10
Option: Mobile Supply Chain Applications <sup>1, 20</sup>	1,495	328.90	Application User	10
Option: Production Scheduling <sup>1, 20</sup>	2,495	548.90	Application User	10
Option: Repetitive Manufacturing Optimization <sup>1, 20</sup>	795	174.90	Application User	10

Oracle E-Business Suite

	License Price	Software Update License & Support	Licensing Metric	Minimum
<b>Maintenance Management</b>				
Enterprise Asset Management	3,995	878.90	EAM User	10
Option: Self-Service Work Requests <sup>1</sup>	495	108.90	EAM User	10
<b>Service</b>				
	<b>In Bundle</b>			
TeleService	α 3,995	878.90	Application User	10
Service Contracts	α 5,995	1,318.90	Application User	10
Field Service	2,995	658.90	Field Technician	20
Option: Spares Management <sup>1</sup>	995	218.90	Field Technician	50
Option: Advanced Scheduler <sup>1</sup>	1,495	328.90	Field Technician	50
Option: Mobile Field Service	995	218.90	Field Technician	50
Depot Repair	3,995	878.90	Application User	10
iSupport <sup>4</sup>	50,000	11,000.00	Processor	2
<b>Projects</b>				
	<b>In Bundle</b>			
Project Costing <sup>2</sup>	α 3,995	878.90	Application User	5
Option: Project Billing <sup>17</sup>	α 2,995	658.90	Application User	5
Project Resource Management	195	42.90	Person	50
Project Collaboration	295	64.90	Application User	50
Project Management	2,495	548.90	Application User	25
Project Portfolio Analysis <sup>14</sup>	5,995	1,318.90	Application User	10
Project Contracts	5,995	1,318.90	Application User	10
<b>Real Estate Management</b>				
Property Manager	3,995	878.90	Application User	5
<b>Product Lifecycle Management</b>				
Product Lifecycle Management	3,995	878.90	Application User	20
Option: Product Data Synchronization for GDSN and UCCnet Services <sup>14</sup>	75,000	16,500.00	Partner Organization	2
CADView-3D	995	218.90	Application User	100
<b>Financial</b>				
	<b>In Bundle</b>			
Financials <sup>2</sup>	α 3,995	878.90	Application User	5
Option: Activity Based Management <sup>1,10</sup>	1,195	262.90	Application User	40
Advanced Collections	1,195	262.90	Application User	10
Internet Expenses	5	1.10	Expense Report	1,000
iReceivables	50	11.00	1K Invoice Line	20
Treasury	24,995	5,488.90	Application User	4
Internal Controls Manager	30	6.60	Employee	500
Financial Consolidation Hub <sup>14</sup>	50	11.00	Employee	2,000
Financial Services Accounting Hub <sup>14</sup>	70	15.40	Employee	1,000
<b>Human Resources</b>				
	<b>In Bundle</b>			
Human Resources	α 50	11.00	Employee	100
Self-Service Human Resources	35	7.70	Employee	100
Advanced Benefits	40	8.80	Employee	500
iRecruitment	50	11.00	Employee	500
Payroll	60	13.20	Employee	500
Time and Labor	35	7.70	Employee	100
Workforce Scheduling <sup>14</sup>	60	13.20	Employee	1,000
HR Intelligence	25	5.50	Employee	100
<b>Learning Management</b>				
Learning Management (formerly Training Admin. in 11.5.9)	30	6.60	Employee	100
Option: Online Learning <sup>1</sup>	30	6.60	Employee	100
iLearning	30	6.60	Employee	100
<b>Customer Data Management</b>				
Customer Data Librarian	9,995	2,198.90	Application User	20
Customer Data Hub <sup>4</sup>	100,000	22,000.00	Processor	1
<b>Product Information Management</b>				
Product Information Management Data Librarian	9,995	2,198.90	Application User	20
Option: Product Data Synchronization for GDSN and UCCnet Services <sup>14</sup>	75,000	16,500.00	Partner Organization	2
Product Information Management Data Hub <sup>4</sup>	100,000	22,000.00	Processor	1
<b>Interaction Center Technology</b>				
Advanced Inbound Telephony	995	218.90	Workstation	50
Advanced Outbound Telephony <sup>14</sup>	995	218.90	Workstation	50
Scripting	595	130.90	Workstation	50
Email Center	1,995	438.90	Workstation	50

Oracle E-Business Suite

	License Price	Software Update License & Support	Licensing Metric	Minimum
<b>Other</b>				
Tutor for Applications <sup>5</sup>	495	108.90	Application User	5
Content Services <sup>19</sup>				
Perpetual License	45	11.25	Application User	1
1 Year Subscription License	11	11.25	Application User	1
Self-Service Tutor for Applications <sup>5</sup>	20	4.40	Employee	5
User Productivity Kit <sup>22, 23</sup>	15,000	3,300.00	UPK Developer	1
User Productivity Kit <sup>22, 23</sup>	50	11.00	UPK User	5
User Productivity Kit <sup>22, 23</sup>	12.50	2.75	UPK Employee	50
Applications Read-Only User	1,495	328.90	Application Read-Only User	1
(for Financials, Purchasing, Project Costing, Service Contracts, Project Contracts, Sales Contracts, Discrete Manufacturing, or Process Manufacturing)				
Exchange Marketplace <sup>14</sup>	5,000	1,100.00	Annual Transaction Volume	300
<b>Vertical Applications</b>				
<b>Communications/Utilities</b>				
CRL Financial Management <sup>8</sup>	249,995	54,998.90	Module	1
	0.2500	0.0550	Per Subscriber Thereafter	1
Asset Tracking	5,995	1,318.90	Application User	50
Telco Provisioning <sup>a</sup>	249,995	54,998.90	Module	1
	1.50	0.3300	Per Subscriber Thereafter	1
Number Portability <sup>8</sup>	249,995	54,998.90	Module	1
	10	2.20	Ported Number/Year	1
Telecommunications Billing Integrator <sup>14</sup>	5	1.10	Employee	50,000
<b>Public Sector/University</b>				
Student System <sup>14</sup>	115	25.30	FTE Student	3,000
Financial Aid <sup>14</sup>	30	6.60	FTE Student	3,000
Student Recruiting <sup>14</sup>	30	6.60	FTE Student	3,000
Personal Portfolio <sup>14</sup>	50	11.00	FTE Student	1,000
Grants	3,995	878.90	Application User	5
Loans <sup>14</sup>	3,995	878.90	Application User	10
<b>Financial Services</b>				
Regulatory Capital Manager <sup>14</sup>	70	15.40	Employee	1,000
Profitability Manager <sup>14</sup>	70	15.40	Employee	1,000
Transfer Pricing	70	15.40	Employee	1,000
Transfer Pricing Online	750	165.00	Application User	5
Budgeting and Planning	3,000	660.00	Application User	5
Risk Manager	60	13.20	Employee	1,000
Financial Data Manager	200,000	44,000.00	Computer	1
Financial Services Provisioning	0.2000	0.0440	Service Order Line	50,000
Lease Management <sup>13, 14</sup>	2,000	440.00	\$M Managed Assets	500
<b>Health Care</b>				
Adverse Event Reporting System	15,000	3,300.00	Application User	5
Clinical	15,000	3,300.00	Application User	5
Option: Distributed Study Conduct <sup>1</sup>	3,000	660.00	Application User	5
Option: Multinational Study <sup>1</sup>	9,000	1,980.00	Application User	5
Remote Data Capture <sup>9</sup>	9	1.98	CRF Page	10,000
Thesaurus Management System <sup>7</sup>	10,000	2,200.00	Application User	9
Thesaurus Management System - Read-Only <sup>7</sup>	9,000	1,980.00	Application User	1
Clinical TrialMinder <sup>14</sup>	1,000	220.00	Application Read-Only User	5
Clinical TrialMinder <sup>14</sup>	5,000	1,100.00	Application User	10
Clinical SiteMinder <sup>14</sup>	5,000	1,100.00	Application User	10
Life Sciences Data Hub <sup>14</sup>	10,000	2,200.00	Application User	15
Healthcare Transaction Base <sup>4, 14</sup>	1,000	220.00	Named User Plus	50
Healthcare Transaction Base <sup>4, 14</sup>	100,000	22,000.00	Processor	1
Option: Healthcare Intelligence <sup>14</sup>	3,995	878.90	Application User	10
<b>High Tech</b>				
Shop Floor Management	1,995	438.90	\$M Cost of Goods Sold	30
Supply Chain Trading Connector for RosettaNet <sup>14</sup>	50,000	11,000.00	PIP	2
<b>Aerospace, Defense and Transportation</b>				
Complex Maintenance, Repair & Overhaul <sup>14</sup>	14,995	3,298.90	Application User	10
<b>Oracle Education Subscription</b>				
iLearning Subscription	48	Hosted Named User	Yearly	\$5,000.00

<sup>a</sup> At the minimum, the customer must license a number of Named Users and Months that are equal to 5,000 USA (Dollar).

Term licensing available for all Oracle Products. The list price for a term license is based on a specific percentage of the perpetual license price. Annual terms licenses are available from 1 to 5 years: 1 year - 20% of list; 2 year - 35% of list, 3 year - 50% of list, 4 year 60% of list and 5 year 70% of list. Support for all term licenses is 22% of net perpetual fee. Exception: support fees for the Collaboration Suite are 25% net perpetual license fees.

Oracle E-Business Suite Footnotes

- <sup>1</sup> An option must be licensed at the same level (or greater than) as its parent. Example: number of Flow Manufacturing users = number of Discrete Manufacturing users. If the parent has multiple metrics, the option must be licensed at the same level as its parent for each metric. Example: number of Advanced Pricing users = number of Order Management users AND number of Advanced Pricing Electronic Order Lines = number of Order Management Electronic Order Lines.
- <sup>2</sup> Primary Usage: is defined as each User of the following applications: Financials, Discrete Manufacturing, Process Manufacturing, Project Costing and Purchasing. Each such User is counted only once based on primary usage. You must specify how many Users you are licensing for each application. Primary Usage of one of the applications listed above provides the User with the right to use any or all of the other application programs listed above for which you are licensed. Primary Usage does not provide you with the right to use other application programs including the extensions or options to the application programs listed above.
- <sup>3</sup> Order Management is licensed based upon the number of application users AND the number of order lines entered from any source other than those entered by licensed Order Management Users. Order Management User licenses are required for all individuals who are using Order Management. In addition, any order that is entered electronically into Order Management must be licensed using the Electronic Order Line metric. This applies to order lines originating in iStore, Quoting, EDI/XML transactions, legacy applications or any other source. (Order lines entered manually by the licensed Order Management users are covered under the Order Management User license)
- <sup>4</sup> For the purpose of licensing this program (except Healthcare Transaction Base and Customer Data Hub), only the processors on which iAS Standard Edition and/or Enterprise Edition and this program are running are counted for the purpose of determining the number of processors required to license this program.  
For the purpose of licensing Healthcare Transaction Base, only the processors on which iAS Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of processors required to license this program. For the purpose of licensing Customer Data Hub, only the processors on which Oracle Database Enterprise Edition and this program are running in production are counted for the determining the number of licenses required to license this program.
- <sup>5</sup> The number of Applications Users for Tutor for Applications must match the number of Application Users of each Application for which the customer is using Tutor. If the application is licensed with a metric based on all the individuals in an organization, i.e., Person, Employee, then everyone in the LOB or organization must be licensed using the Self Service Tutor for Applications. If the application is licensed with any other metric, i.e., Purchase Line, Order Line, then the number of Application Users for Tutor for Applications must match the number of Application Users that the customer would have licensed for the application, had this metric been available.
- <sup>6</sup> Configurator can be licensed by Application User OR by Processor. If licensing by Application User, then the actual users accessing Configurator must be counted. If the user population accessing Configurator is uncountable, then the Processor metric must be used.
- <sup>7</sup> If licensed with Clinical, the total number of application users and application read-only users of Thesaurus Management System must match the number of application users of Clinical. If licensed separately, the minimum of application users for Thesaurus Management System is 1, the minimum of application read-only users is 5.
- <sup>8</sup> Customers must pay for both the module and the subscriber/workstation fee.
- <sup>9</sup> Separate Remote Data Capture licenses are required for remote site-based data entry. In-house entry users require Clinical licenses. Remote Data Capture is licensed by Application User when the annual CRF Page volume cannot be estimated, or if it is more cost effective.
- <sup>10</sup> If the customer is running Activity Based Management in conjunction with a 3rd party Financials application, and not Oracle Financials, then licenses of Oracle Financials are not required.
- <sup>11</sup> The customer is required to maintain Professional User 2003 licenses for at least 10% of the employee population.  
- The official source for the total company employee population is the company's annual report for publicly held companies. For private firms, this information must be verified in writing by a person who is authorized to make such a representation on the firm's behalf  
- A company may not license the E-Business Suite 2003 at the division level, unless it has wholly owned subsidiaries. Lines of Business, Departments, and Organizations within a company are not eligible for the E-Business Suite 2003 pricing regardless of whether they meet the minimum licensing requirements  
- If a company's employee population grows by 10% or more and the company is no longer meeting the minimum license requirements, the company will need to purchase incremental user licenses to satisfy the 10% requirement  
- Once minimums are satisfied, they are not required to be met in subsequent purchases.
- <sup>12</sup> Customers who licensed Oracle applications under the E-Business Suite pricing model can continue to purchase licenses per pages 5 and 6 of the March 7, 2003 price list. This rule applies also to customers who do not have a price hold.
- <sup>13</sup> If Managed Assets are \$10 billion or less, the price per \$M in Managed Assets is 2,000. If Managed Assets are greater than \$10 billion, the price per \$M in Managed Assets for the first 10,000 licenses is 2,000, and the price per \$M in Managed Assets for each additional license is 1,000.
- <sup>14</sup> This product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on <http://esource.oraclecorp.com> for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- <sup>15</sup> Where Inventory Management is licensed across multiple plants or warehouses, the Inventory Management options (Mobile Supply Chain Applications, Warehouse Management, Transportation) can be licensed individually for each plant/warehouse. Within each plant/warehouse using the Inventory option, the option must be licensed at the same user count as Inventory Management or the actual user count, whichever is greater.
- <sup>16</sup> Where Discrete Manufacturing is licensed across multiple plants, the Discrete Manufacturing options (Mobile Supply Chain Applications, etc) can be licensed individually for each plant. Within each plant using the Manufacturing option, the option must be licensed at the same user count as Discrete Manufacturing or the actual user count, whichever is greater.
- <sup>17</sup> Where Projects is licensed across many lines of business, the Project Billing option to Project Costing can be licensed individually for each line of business using the Oracle Projects solution. Within each line of business using the Project Billing option, the option must be licensed at the same user count as Project Costing.
- <sup>18</sup> 2, 3, 4 and 5-Year Term Licenses are not available for Collaboration products. Customers must purchase Software Updates when purchasing Product Support. On Demand for Collaboration products is optional for customers purchasing Collaboration product licenses. Customers must purchase Software Updates and Product Support when purchasing On Demand. E-Business Discount Schedule applies to License, Software Updates, and Product Support fees. On Demand Discount Schedule applies to On Demand for Collaboration products. On Demand for this product is on Controlled Availability and requires approval. Please refer to the Approval Matrix on <http://esource.oraclecorp.com> for more information. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
- <sup>19</sup> Where Process Manufacturing is licensed across multiple plants, the Process Manufacturing options (Mobile Supply Chain Applications, etc) can be licensed individually for each plant. Within each plant using the Manufacturing option, the option must be licensed at the same user count as Process Manufacturing or the actual user count, whichever is greater.
- <sup>20</sup> Sales Contracts Application User licenses are required for all contract administrators, legal staff, order administrators and sales personnel who manage the contracts library or author contracts.
- <sup>21</sup> When licensing User Productivity Kit, you must license at least one UPK Developer and either UPK Users or UPK Employees.
- <sup>22</sup> Term Licenses are not available for User Productivity Kit.

## DEFINITIONS

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware and Provisioning Pack, only the users of the third party program that is being managed/monitored are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, and Application Management Pack for PeopleSoft all users of the middleware and/or database software that support the respective application program are counted for the purpose of determining the number of licenses required.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a Processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. For the purposes of counting the number of processors which require licensing, for a Sun UltraSPARC T1 processor with 4, 6 or 8 cores at 1.0 gigahertz or 8 cores at 1.2 gigahertz for only those servers specified on the Sun Server Table which can be accessed at <http://oracle.com/contracts>, "n" cores shall be determined by multiplying the total number of cores by a core processor licensing factor of .25. For the purposes of counting the number of processors which require licensing for AMD and Intel multicore chips, "n" cores shall be determined by multiplying the total number of cores by a core processor licensing factor of .50. For the purposes of counting the number of processors which require licensing for all hardware platforms not otherwise specified in this section, a multicore chip with "n" cores shall be determined by multiplying "n" cores by a core processor licensing factor of .75. All cores on all multicore chips for each licensed program for each factor listed below are to be aggregated before multiplying by the appropriate core processor licensing factor and all fractions of a number are to be rounded up to the next whole number. Notwithstanding the above, when licensing Oracle Standard Edition One or Standard Edition programs on servers with a maximum of 1 processor with 1 or 2 cores, only 1 processor shall be counted.

For example, a Sun UltraSPARC T1 based server installed and/or running the program on 6 cores would require 2 processor licenses (6 multiplied by a core processor licensing factor of .25 equals 1.50 which is then rounded up to the next whole number which is 2). An Intel or AMD based server installed and/or running the program on 7 cores would require 4 processor licenses (7 multiplied by a core processor licensing factor of .50 equals 3.50 which is then rounded up to the next whole number which is 4). Two multicore servers, for hardware platforms not specified above, installed and/or running the program on 10 cores would require 8 processor licenses (10 multiplied by a core processor licensing factor of .75 equals 7.50 which is then rounded up to the next whole number which is 8).

For the Healthcare Transaction Base program, only the processors on which Internet Application Server Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of licenses required. For the iSupport, iStore and Configurator programs, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program are running are counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running. With respect to the Customer Data Hub program, in determining the number of licenses required, only processors on which both Oracle Database Enterprise Edition and the Customer Data Hub program are running in production shall be counted.

For the purposes of the following programs: Configuration Management Pack for Non-Oracle Systems, System Monitoring Plug-in for Hosts, System Monitoring Plug-in for Non Oracle Databases, System Monitoring Plug-in for Non Oracle Middleware and Provisioning Pack, only the processors on which the third party program that is being managed/monitored are running are counted for the purpose of determining the number of licenses required.

For the purposes of the following programs: Application Management Pack for Oracle E-Business Suite, Application Management Pack for Siebel, and Application Management Pack for PeopleSoft, all processors on which the middleware and/or database software that support the respective application program are running are counted for the purpose of determining the number of licenses required.

**Professional User 2003:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Professional Users 2003 are allowed to manually enter orders directly into the programs but any orders entered electronically into Order Management from other sources must be licensed separately.

**Professional User 2003 - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Professional Users 2003 - External are allowed to manually enter orders directly into the programs but any orders entered electronically into Order Management from other sources must be licensed separately.

**Application User, Enterprise Asset Management (EAM) User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Self Service Work Request option in conjunction with EAM, you are required to maintain licenses for the equivalent number of EAM Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

**Collaboration Program User:** is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

**Annual Transaction Volume:** is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Beacon:** is defined as each target that is deployed and managed by the program that measures the response time of remote software or hardware interfaces by communicating with those interfaces over protocols, api's or programmatic interactions and measuring the total time elapsed between the initiation of communication and completion of the associated response from the remote interface.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

**Connector:** is defined as each connector connecting the software product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

**Warehouse Builder Connector:** is defined as a software product that connects an Oracle database where the Oracle Warehouse Builder code is deployed, to an external product (e.g., SAP). A unique connector is required for each distinct external product for which the Oracle database is required to interface.

**Cost of Goods Sold:** is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee:** is defined as all of your full-time, part-time, temporary employees and all of your agents, contractors and consultants. The quantity of the licenses required is determined by the Employee Count and not the actual number of users. In the event that customer elects to outsource any business function(s), all of the full-time, part-time, temporary employees and agents, contractors and consultants of the company providing the outsourcing services must be counted for the purposes of determining Employee Count.

**Employee User:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Your human resource personnel that require access to the Oracle Self Service Human Resources program may not be licensed as Employee Users, but must be licensed as Professional Users. Additionally, your technical support personnel that require access to the Oracle iSupport program may not be licensed as Employee Users, but must be licensed as Professional Users.

**Entry:** is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

**Expense Report:** is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Federated Link:** is defined as a one-to-one pairing between a source domain and a destination domain. A source domain is the point of origin for a request. A destination domain contains the resource that users from source domains want to access. One source domain might have many pairings with different destination domains and one destination domain might have many pairings with different source domains. Each and every pairing is a federated link.

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Invoice Line:** is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

**Module:** is defined as each production database running the programs.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Time and Labor, a person is defined as an employee or contractor whose time or labor (piece work) or absences are managed by the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. For Internet Time, a person is defined as an individual who is charging time to a project via the application. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. \$1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Tape Drive:** Tape drives are defined as mechanical devices used to sequentially write, read and restore data from magnetic tape media. Typically used, but not limited to, data protection and archival purposes, tape drives are deployed either as a standalone unit(s) or housed within a robotic tape library. Examples of tape drive include but are not limited to, Linear Tape Open (LTO), Digital Linear Tape (DLT), Advanced Intelligent Type (AIT), Quarter-Inch Cartridge (QIC), Digital Audio Tape (DAT), and 8mm Helical Scan.

**Terabyte:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**Test:** is defined as each unit of interaction with a software or hardware interface for which the total time elapsed between the initiation of communication and the completion of the resulting response is measured. A test may run on its own or be set up in conjunction with additional tests so that there are multiple units of interaction. Each unit of interaction must be counted as a Test; execution of a test or set of tests multiple times does not require additional tests. Examples of tests include but are not limited to, an http-get for a URL, icmp-echo for an IP address and sql-execute for a database.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Employee:** is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**UPK User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**Workstation:** is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

**\$M Freight Under Management:** is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to you with freight terms of prepaid).

**\$M in Revenue:** is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

**\$M in Managed Assets:** is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

For a complete list of products offered by Oracle Corporation, please visit the Oracle eDelivery site:  
<http://edelivery.oracle.com>

## GENERAL LICENSING RULES

### TERM DESIGNATION

If your Program License does not specify a term, the Program license is perpetual and shall continue unless terminated as otherwise provided in the Agreement.

**5 Year Term:** A Program license specifying a 5 Year Term shall commence on the Effective Date of the order and shall continue for a period of 5 years. At the end of the 5 Year Term the Program license shall terminate automatically.

**4 Year Term:** A Program license specifying a 4 Year Term shall commence on the Effective Date of the order and shall continue for a period of 4 years. At the end of the 4 Year Term the Program license shall terminate automatically.

**3 Year Term:** A Program license specifying a 3 Year Term shall commence on the Effective Date of the order and shall continue for a period of 3 years. At the end of the 3 Year Term the Program license shall terminate automatically.

**2 Year Term:** A Program license specifying a 2 Year Term shall commence on the Effective Date of the order and shall continue for a period of 2 years. At the end of the 2 Year Term the Program license shall terminate automatically.

**1 Year Term:** A Program license specifying a 1 Year Term shall commence on the Effective Date of the order and shall continue for a period of 1 year. At the end of the 1 Year Term the Program license shall terminate automatically.

## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Customer Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at <http://www.oracle.com/Support>

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetalink. Features of Metalink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the appropriate renewal adjustment. Oracle uses two different renewal adjustments: the Inflationary Adjustment Rate (IAR) and the Local Renewal Adjustment (LRA). Support for all licenses is adjusted by the greater of the LRA or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Customer Support

Advanced Customer Support is designed to provide an enhanced level of support to Oracle customers. Advanced Customer Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Customer Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Customer Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,000 USA (Dollar) for 10 incidents on one server):  
Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,000 USA (Dollar) for 10 incidents on one server):  
Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle *Metalink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### JDeveloper Support

JDeveloper Support is a 24x7 support service that provides direct access to Oracle experts for product-specific questions about installing and operating Oracle JDeveloper. Web based support is provided via OracleMetalink. Features of Metalink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests. JDeveloper Support is priced at 218.90 USA (Dollar) per Named User Plus per annum. Price applies to first year support only. JDeveloper Support is available only for the free version of JDeveloper downloaded from OTN after Jun 28, 2005. All standard Oracle support policies, as outlined in the Technical Support Policies, are applicable to JDeveloper purchased before this date.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at <http://www.oracle.com/support>

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support  
Year 7 after product release: 20% of current year's Software Update License & Support  
Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

- Updates, fixes and security alerts
- Tax, legal and regulatory updates
- Upgrade scripts
- Technical support
- Major product and technology releases

**Sustaining Support**

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

Technical Support  
Access to MetaLink/Customer Connection  
Major product and technology releases  
Pre-existing fixes

**ORACLE ON DEMAND**

Oracle offers complete application, database, and hardware management services, which can help lower a customer's IT maintenance costs and increase support resolution time.

**Administration Services**

Administration Services are system administration, application technology management and monitoring activities provided remotely by Oracle for licensed Oracle programs. Administration Services are contracted on yearly terms; the billing is annual in advance.

Customers purchasing E-Business Suite On Demand must meet the minimum annual net fees for Administration Services of 90000 USA (Dollar) and minimum monthly net fees of 7500 USA (Dollar). Customers purchasing Technology On Demand must meet the minimum annual net fees for Administration Services 48000 USA (Dollar) and minimum monthly net fees of 4000 USA (Dollar). Customers purchasing Collaboration Suite On Demand must meet the minimum annual net fees for Administration Services 48000 USA (Dollar) and minimum monthly net fees of 4000 USA (Dollar).

**Computer and Administration Services**

Computer Services must be sold together with Administration Services. Computer and Administration Services are system administration, application technology management, and monitoring activities for licensed Oracle programs that are provided by Oracle from a data center hosting facility to which the customer has remote applications access. Computer and Administration Services are contracted on yearly terms; the billing is annual in advance.

Customers purchasing E-Business Suite On Demand must meet the minimum annual net fees for Computer & Administration Services of 135000 USA (Dollar) and minimum monthly net fees of 11250 USA (Dollar). Customers purchasing Technology On Demand must meet the minimum annual net fees for Computer & Administration Services of 72000 USA (Dollar) and minimum monthly net fees of 6000 USA (Dollar). Customers purchasing Collaboration Suite On Demand must meet the minimum annual net fees for Computer & Administration Services of 72000 USA (Dollar) and minimum monthly net fees of 6000 USA (Dollar).

Customers purchasing PeopleSoft On Demand must meet the minimum annual net fees for Computer and Administration Services of 300000 USA (Dollar) for the first PeopleSoft pillar and minimum monthly net fees of 25000 USA (Dollar) for the first PeopleSoft pillar plus an additional fee of 150000 USA (Dollar) for each additional PeopleSoft pillar.

Customers purchasing Siebel On Demand must meet the minimum annual net fees for Computer and Administration Services of 300000 USA (Dollar) for each Siebel CRM Vertical and minimum monthly net fees of 25000 USA (Dollar) for each Siebel CRM vertical.

# ORACLE®

E-Business Global Price List Supplement  
October 25, 2006

**Included and Prerequisite Products**

Certain Oracle products may need other Oracle products to be installed as a prerequisite for their operation. The following is a guide to products which are shipped with the license and products which require a separate license purchase. It is the responsibility of the Sales Representative and Contract Administrator to specify products included with a license but requiring separate order. Version numbers are indicated only where there is a specific license dependency. Not all platforms have product availability in the same release. Restricted Use licenses may be used only to run and install the licensed Program with which they are included. Specific restrictions for such licenses are described in the licensed Program's Documentation.

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
<b>Oracle Database</b>		
Standard Edition One	<p>JSERVER Enterprise Edition, InterMedia, Enterprise Manager, Workflow, Advanced Queuing, Standard Management Pack, Objects Option, Networking Kit, Objects for OLE, Distributed Option, 64 Bit Option, Warehouse Builder, ODBC Driver, and SQL*Plus, OCI.</p> <p>Restricted Use: Oracle Internet Directory for the purposes of storing Oracle Database Service Information.</p>	
Standard Edition	<p>JSERVER Enterprise Edition, InterMedia, Enterprise Manager, Workflow, Advanced Queuing, Standard Management Pack, Objects Option, Networking Kit, Objects for OLE, Distributed Option, 64 Bit Option, Warehouse Builder, ODBC Driver, and SQL*Plus, OCI and Real Application Clusters.</p> <p>Note that RAC for SE is only available with 10g. It is not an installable option with Database 9i SE. Also, Customers must use Oracle Cluster Ready Services as the clusterware; third party clusterware is not supported, AND Customers must use Oracle Automatic Storage Management to manage all data.</p> <p>Restricted Use: Oracle Internet Directory for the purposes of storing Oracle Database Service Information.</p>	
Enterprise Edition	<p>JSERVER Enterprise Edition, InterMedia, Objects Option, Networking Kit, Objects for OLE, Advanced Replication Option, Distributed Option, Parallel Query Option, (including bitmap indexes and parallel bitmap-star query), SQL*Plus, Visual Information Retrieval and Workflow.</p> <p>Also included are: Advanced Backup &amp; Recovery, Queuing, Advanced, Connector Manager &amp; Pooling, 64-bit option, Warehouse Builder, MPI, OCI, ODBC Driver, Enterprise Manager and Enterprise backup utility.</p> <p>For OS/390 implementation, use of either Access Manager for CICS or Access Manager for IMS/VM is included.</p> <p>Restricted Use: Oracle Internet Directory for the purposes of storing Oracle Database Service Information.</p>	
Personal Edition	Networking Kit, Objects for OLE, SQL*Plus, and ODBC driver. All options available with Oracle Database Enterprise Edition (except RAC).	
Lite	Networking Kit, ODBC driver and Oracle Database Lite Mobile Option.	Oracle Database Standard Edition, Standard Edition One or Oracle Database Enterprise Edition.
<b>Oracle Database Enterprise Edition Options:</b>		
Real Application Clusters		Oracle Database Enterprise Edition
Partitioning	Parallel DML, Parallel Index Scans	Oracle Database Enterprise Edition
OLAP		Oracle Database Enterprise Edition
Data Mining		Oracle Database Enterprise Edition
Spatial		Oracle Database Enterprise Edition
Advanced Security		Oracle Database Enterprise Edition
Label Security		Oracle Database Enterprise Edition
Content Database	Restricted use: OCAJ	Oracle Database Enterprise Edition
Records Database	Restricted use: OCAJ	Oracle Database Enterprise Edition and Content Database
Database Vault		Oracle Database Enterprise Edition
Warehouse Builder Enterprise ETL		Oracle Database Enterprise Edition
Warehouse Builder Data Quality		Oracle Database Enterprise Edition
<b>Enterprise Management</b>		
<b>Enterprise Managers:</b>		
Diagnostics Pack	System Monitoring Plug-in for Hosts. Host monitoring is not included for non-Oracle products and must be licensed separately.	Oracle Database Enterprise Edition
Tuning Pack		Oracle Database Enterprise Edition, and Diagnostics Pack
Change Management Pack		Oracle Database Enterprise Edition
Configuration Management Pack		Oracle Database Enterprise Edition
Secure Backup		
Warehouse Builder Connector		Oracle Database Enterprise Edition
TimesTen		
TimesTen In-Memory Database		
TimesTen In-Memory Database Options		
Replication - TimesTen to TimesTen		TimesTen In-Memory Database
Cache Connect to Oracle		TimesTen In-Memory Database
Berkeley DB		
Berkeley DB - High Availability		
Berkeley DB - Transactional Data Store		
Berkeley DB - Concurrent Data Store		
Berkeley DB - Data Store		
Berkeley DB Java Edition - Transactional Data Store		
Berkeley DB Java Edition - Concurrent Data Store		
Berkeley DB XML - High Availability		
Berkeley DB XML - Transactional Data Store		
Berkeley DB XML - Concurrent Data Store		
Berkeley DB XML - Data Store		
<b>Other Products</b>		
Secure Enterprise Search	Restricted use of the Oracle Database EE is for storing and managing the search index, metadata, cache and Oracle SES configuration information. The restricted use of OCAJ is to run the Oracle SES user interfaces and APIs.	None. For secure searches, Oracle Internet Directory (OID) including Delegated Administration Service (DAS) and Directory Integration Platform (DIP) which are licensed with IAS EE or Identity and Access Management Suite.
<b>Integration Products</b>		
Open System Gateways	Open System Gateways include Oracle Transparent Gateways for MS SQL Server, Sybase, Informatica, and Teradata.	Oracle Database Standard Edition, Standard Edition One or Oracle Database Enterprise Edition
Mainframe Integration Gateways	Mainframe Integration Gateways include Oracle Transparent Gateways for DB2, z/OS, and AS/400. Restricted Use: Oracle Database Enterprise Edition for use as the licensed Gateway's integrating server.	Oracle Database Standard Edition, Standard Edition One or Oracle Database Enterprise Edition
Enterprise Integration Gateways	Enterprise Integration Gateways include Access Manager for AS/400, Procedure Gateway for WebSphere MQ, APPC, Transparent Gateway for DB2/400 and IBM DRDA. Restricted Use: Oracle Database Enterprise Edition for use as the licensed Gateway's integrating server.	Oracle Database Standard Edition, Standard Edition One or Oracle Database Enterprise Edition
<b>Application Adapters</b>		
Oracle Applications Adapter		Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
Mainframe and TP-Monitor Adapters		Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
RosettaNet Adapter	ebXML Adapter	Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
EDI Adapter	ebXML Adapter	Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
Healthcare Adapter	ebXML Adapter	Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
ebXML Adapter		Internet Application Server Enterprise Edition, BPPEL Process Manager, SOA Suite for Non-Oracle Middleware Or Integration
<b>Data Warehousing Products</b>		
Express Server	Express Web Agent (with v6.0 and later of Express Server)	
Express Analyzer	Express Web Publisher	Express Server
Express Objects	Express Web Publisher	Express Server, Express Analyzer for users of the deployed application.
<b>Rdb Server Products</b>		
Rdb Enterprise Edition	Networking Kit, ODBC driver, Distributed Option, Replication Option, Parallel Query	
CODASYL DBMS		
Rdb Server Options:		
TRACE		Rdb Enterprise Edition or CODASYL DBMS
<b>Rdb Development, Query and Reporting Tools</b>		
Programmer for Rdb	Oracle Rdb and RDBPRE Precompilers, Rdb SQL Metadata, ODBC, OCI and Objects	Rdb Enterprise Edition
COO Repository	Full Use CDD/R license for developers only. Restricted Use: Rdb Server for CDD/R	
CDD/R Runtime	Restricted Use: Rdb Server for CDD/R metadata	

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
Internet Application Server	Application Development Framework	
TopLink and Application Development Framework Java Edition	HTTP Server, OC4J (J2EE container and web services), TopLink and Application Development Framework, and BC4J	
Standard Edition One	TopLink and Application Development Framework, Portal, and Web Cache.  Restricted Use: (i) Oracle Internet Directory is provided for use with OracleIAS Single Sign-On and with other IAS components to provision, store and manage users and groups, their associated security credentials and privileges; to synchronize data with 3rd party directory services; and to store other component-specific metadata. (ii) OracleIAS Web Cache is provided only for use with Portal.  (iii) The Oracle Database is provided for use with IAS infrastructure for storing product metadata. Storing any other data in the OracleIAS infrastructure database requires a full use license of the Oracle Database. (iv) Advanced Security Option limited to Oracle Java SSL library. (v) Oracle Workflow is provided for use with Oracle Content Management Software Development Kit only. See question #9 on the IAS FAQ posted on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.	Please refer to Question #9-12 of the Oracle® Internet Application Server FAQ on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
Standard Edition	TopLink and Application Development Framework, Portal, and Web Cache.  Restricted Use: (i) Oracle Internet Directory is provided for use with OracleIAS Single Sign-On and with other IAS components to provision, store and manage users and groups, their associated security credentials and privileges; to synchronize data with 3rd party directory services; and to store other component-specific metadata.  (ii) The Oracle Database is provided for use with IAS infrastructure for storing product metadata. Storing any other data in the OracleIAS infrastructure database requires a full use license of the Oracle Database. (iii) Advanced Security Option limited to Oracle Java SSL library. (iv) Oracle Workflow is provided for use with Oracle Content Management Software Development Kit only. See question #9 on the IAS FAQ posted on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.	Please refer to Question #9-12 of the Oracle® Internet Application Server FAQ on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
Enterprise Edition	Oracle Forms Services, Oracle Reports Services, TopLink and Application Development Framework, Portal, Discoverer Viewer, Discoverer Plus (Web Functionality), Identity Management, Application InterConnect Toolkit, Wireless Option, and Personalization.  Restricted Use: (i) The Oracle Database is provided for use with IAS infrastructure for storing product metadata. Storing any other data in the OracleIAS infrastructure database requires a full use license of the Oracle Database. (ii) Advanced Security Option limited to Oracle Java SSL library. (v) Oracle Workflow is provided for use with Oracle Content Management Software Development Kit and for use with Oracle Application Server Integration InterConnect and Oracle Application Server Integration B2B only. See question #9 on the IAS FAQ posted on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.	Oracle Database Standard Edition or Standard Edition One. If Discoverer Plus and/or Discoverer Viewer are used then at least 1 copy of IDS is required. Please refer to Question #9-12 of the Oracle® Internet Application Server FAQ on <a href="http://resource.oraclecorp.com">http://resource.oraclecorp.com</a> for additional details. If you are an Oracle partner, please contact your Oracle PRN Representative for additional information.
BPML Process Manager	Oracle HTTP Server and mods including mod_pls1, mod_oss, mod_perl, PERL Interpreter, and DB/ODBC data access libraries; PL/SQL Server Pages, Content Management Software, Development Kit (SDK), Ultrasynch, Application Server Repository Creation Assistant, Oracle UDDI Registry, and Oracle Enterprise Manager Application Server Control	Oracle Database (any edition of the Oracle Database)
Portal	Restricted Use: (i) Oracle Internet Directory is provided for use to provision, store, and manage Oracle Portal users and groups, their associated security credentials and privileges; to synchronize data with third party directory services; and to store other Portal-specific metadata. (ii) Oracle Single Sign-On is provided for authentication services to users accessing an Enterprise Portal built using Oracle Portal. (iii) Oracle Web Cache is provided to accelerate performance of Oracle Portal. (iv) Oracle HTTP Server, mods, and Oracle Containers for J2EE are restricted to running Oracle Portal. (v) Advanced Security Option limited to Oracle Java SSL library. (vi) Portal Metadata Repository: Oracle Portal requires the use of an Oracle Database for its Metadata Repository. The Oracle Database is provided for use with Oracle Portal strictly for storing Portal metadata. Storing any other data in the Oracle Application Server Infrastructure database requires a full use license of the Oracle Database.	
Integration and Enterprise Service Bus	OracleAS ProcessConnect, OracleAS InterConnect, OracleAS B2B Engine, Oracle Technology Adapters, and Oracle Enterprise Manager Application Server Control.  Restricted Use: (i) Oracle Database: The Oracle Database is provided for use with Oracle Integration for storing product metadata. Storing any other data in the Oracle Application Server infrastructure database requires a full use license of the Oracle Database. (ii) Advanced Security Option limited to Oracle Java SSL library. (iii) Oracle HTTP Server, mods, and Oracle Containers for J2EE are restricted to running Oracle Integration. (iv) Oracle Workflow is provided for use with Oracle Application Server Integration InterConnect and Oracle Application Server Integration B2B only.	Oracle Database (any edition of the Oracle Database).
Forms and Reports	Oracle Forms (including Forms Server, Forms client Applet, Forms listener service, and Forms Runtime also called Web Forms Runtime), Oracle Enterprise Manager Application Server Control, Reports. Restricted Use: Oracle HTTP Server, mods, and Containers for J2EE are restricted to running Oracle Forms Applications.	
Web Services Manager		
XML Publisher		
SOA Suite for Non Oracle Middleware	Oracle BPML Process Manager, Business Activity Monitoring, Web Services Manager, Business Rules, Integration and Enterprise Service Bus	
Business Activity Monitoring for Non Oracle Middleware		
Business Middleware for SAP	Portal, BPML Process Manager, Business Activity Monitoring, SSO, Discoverer, B2B Engine, Web Cache, SAP Adapter (for BPML Process Manager)	
Fusion Middleware for PeopleSoft	Portal, BPML Process Manager, Business Activity Monitoring, SSO, Discoverer, B2B Engine, Web Cache, PeopleSoft Adapter (for BPML Process Manager)	
Fusion Middleware for Siebel	Portal, BPML Process Manager, Business Activity Monitoring, SSO, Discoverer, B2B Engine, Web Cache, Siebel Adapter	
Fusion Middleware for Retek	Portal, BPML Process Manager, Business Activity Monitoring, SSO, Discoverer, B2B Engine, Web Cache	
Fusion Middleware for iFix	Portal, BPML Process Manager, Business Activity Monitoring, SSO, Discoverer, B2B Engine, Web Cache	
Event-Driven Architecture Suite	Senior Edge Server, Business Rules, Enterprise Service Bus, Enterprise Messaging, Business Activity Monitoring	
Internet Application Server Enterprise Edition Options:		
BPML Process Manager Option		Internet Application Server Enterprise Edition
Business Activity Monitoring		Internet Application Server Enterprise Edition
XML Publisher		Internet Application Server Enterprise Edition
Service Registry		Internet Application Server Enterprise Edition
SOA Suite for Oracle Middleware	Business Activity Monitoring, Web Services Manager, BPML Process Manager	Internet Application Server Enterprise Edition
Communication and Mobility Server	SIP Servlet Container (including: custom proxy, registrar, location), Enabler Framework and Enablers (including: Presence, CC, Charging, DM, Messaging), Device mgmt, Device repository, Media server control, Voice Access, Mobile Access	Internet Application Server Enterprise Edition
Internet Application Server Java Edition, Standard Edition One, Standard Edition One, Standard Edition Options:		
Service Registry		Internet Application Server Java Edition, Standard Edition One, or Standard Edition
Enterprise Management		
Internet Application Server Managers:		
Diagnostics Pack	System Monitoring Plug-in for Hosts. Host monitoring is not included for non-Oracle products and must be licensed separately	Internet Application Server
Configuration Management Pack		Internet Application Server

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
Business Intelligence Products		
Business Intelligence Standard Edition One		
Business Intelligence Standard Edition	Discoverer Plus, Discoverer Viewer, Discoverer Portal Provider, Oracle Reports Services, Oracle Enterprise Manager Application Server Control, and 2 IDS Named User Plus licenses per Processor restricted to Reports Builder, Warehouse Builder, BI Beans and Discoverer Administration Edition only.	Oracle Database Standard Edition is required for Oracle Reports Services and OracleBI Discoverer Relational, Oracle Database Enterprise Edition and the Oracle OLAP option are required for OracleBI Discoverer OLAP.
	Restricted Use: (i) Oracle Database: Oracle Business Intelligence requires the use of an Oracle Database for its Metadata Repository. The Oracle Database is provided for use with Oracle Business Intelligence strictly for storing Business Intelligence Metadata. Storing any other data in the Oracle Application Server Infrastructure database requires a full use license of the Oracle Database. (ii) Oracle HTTP Server, and Oracle Containers for J2EE are provided for deployment of Business Intelligence Applications only.	
Business Intelligence Suite Enterprise Edition	Business Intelligence Server Enterprise Edition, Answers, Interactive Dashboard, Reporting and Publishing, Delivers, Office Plug-in	Business Intelligence Server Administrator
Business Intelligence Server Enterprise Edition	Oracle Business Intelligence Server	Oracle Business Intelligence Server Administrator
Business Intelligence Server Enterprise Edition Options:		
Interactive Dashboard		Business Intelligence Server Enterprise Edition, Business Intelligence Server Administrator
Delivers	Business Intelligence Delivers	Business Intelligence Server Enterprise Edition
Answers	Business Intelligence Answers	Business Intelligence Server, Business Intelligence Server Administrator
Office Plug-in		Business Intelligence Server Enterprise Edition, Oracle Business Intelligence Server Administrator
Reporting and Publishing	Oracle Business Intelligence Reporting and Publishing	Business Intelligence Server Enterprise Edition, Oracle Business Intelligence Server Administrator, Oracle Business Intelligence Reporting Workbench
Disconnected Analytics		Oracle Business Intelligence Server; Oracle Business Intelligence Server Administrator; Oracle Business Intelligence Delivers; Oracle Business Intelligence Interactive Dashboards AND/OR Oracle Business Intelligence Answers
Reporting Workbench		Oracle Business Intelligence Server Enterprise Edition; Oracle Business Intelligence Server Administrator
Server Administrator	Business Intelligence Server Administrator. Restricted Use: Business Intelligence Server and its options restricted to testing and debugging the deployment of application developed with BI Server Administrator.	
Identity Management Products		
Access Manager		-
Identity Federation		-
Identity Manager		-
Identity Manager Connector		Identity Manager
Virtual Directory		
Identity and Access Management Suite	Access Manager, Identity Federation, Identity Manager, Oracle Single Sign-On (SSO), Oracle Internet Directory (OID) including Delegated Administration Service (DAS) and Directory Integration Platform (DIP), Oracle Virtual Directory.	
Enterprise Single Sign-On Suite		-
Enterprise Single Sign-On Password Reset		-
Tools Products		
Internet Developer Suite	Designer, Forms Developer, Reports Developer, Business Components for Java, Discoverer Administration Edition, SQL*Plus and 1 license of Discoverer Desktop Edition restricted to the Named User of IDS.	
	Restricted Use: IAS Enterprise Edition and its options restricted to testing and debugging the deployment of application developed with IDS, Oracle Database Enterprise Edition and its options.	
Discoverer Desktop Edition		Oracle Database Personal Edition, Oracle Database Standard Edition, Standard Edition One or Oracle Database Enterprise Edition. There needs to be at least 1 licensed copy of IDS.
Programmer	Oracle Objects for OLE, Oracle precompilers & SQL Module (based on platform availability), ODBC and OCI, Access Manager for CICS and IMS/VM with Oracle Programmer on the OS/390 platform.	
Portal Factory		-
Business Process Analysis Suite		-
Standalone Managers		-
Configuration Management Pack for Non-Oracle Systems		-
Provisioning Pack		-
Service Level Management Pack		-
System Monitoring Plug-in for Hosts		-
System Monitoring Plug-in for Non Oracle Databases		-
System Monitoring Plug-in for Non Oracle Middleware		-
System Monitoring Plug-in for Network Devices		-
System Monitoring Plug-in for Storage		-
Management Connectors		-
Applications Management		
Application Management Pack for E-Business Suite		-
Application Management Pack for Siebel		-
Application Management Pack for PeopleSoft		-
Collaboration		
Collaboration Suite	Content Services, Unified Messaging, Email Server, Real-Time Collaboration. Restricted use: IAS Enterprise Edition (including options) and Database Enterprise Edition (including options & Enterprise Manager Packs) solely for the purpose of running the Oracle Collaboration Suite	
Content Services	Restricted use: IAS Enterprise Edition (including options) and Database Enterprise Edition (including options, & Enterprise Manager Packs) solely for the purpose of running Content Services	
Unified Messaging	Email Server. Restricted use: IAS Enterprise Edition (including options) and Database Enterprise Edition (including options, & Enterprise Manager Packs) solely for the purpose of running Unified Messaging	
Real-Time Collaboration	Restricted use: IAS Enterprise Edition (including options) and Database Enterprise Edition (including options, & Enterprise Manager Packs) solely for the purpose of running Real-Time Collaboration	
Collaboration Suite Options		
Records Management Option		Collaboration Suite
Content Services Options		Content Services
Records Management Option		
Applications sold by Technology Reqs		
Customer Data Hub		
Healthcare Transaction Base		Oracle Database Enterprise Edition, IAS Enterprise Edition

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
<b>All Oracle Applications</b>		
No modifications	Oracle Alert, Application Object Library, Report Manager, Management Pack for Oracle Applications, EDI Gateway, XML Gateway, Restricted Use: Oracle Database Enterprise Edition, Programmer and iAS Enterprise Edition for the underlying technology as invoked by the unmodified E-Business Suite applications, Restricted Use: iDS for installing and configuring discoverer workbooks and end user help content, Additionally, iDS for warehouse metadata to support EDW delivered with Oracle Apps (Forms and Report Builders for diagnostics purposes only), Restricted Use for Oracle licensed applications users only, Customer Data Hub, XML Publisher to publish information from Oracle Applications	
Modifications implemented as Java programs which include Java that produces html interface or Java business logic	Oracle Alert, Application Object Library, Report Manager, Management Pack for Oracle Applications, EDI Gateway, XML Gateway, Restricted Use: Oracle Database Enterprise Edition and Programmer for the underlying technology as invoked by the unmodified E-Business Suite applications, Restricted Use for Oracle licensed applications users only; Customer Data Hub	1. JDeveloper for the total number of developers who are not licensed for iDS and are building Java Programs using JDeveloper that accesses the existing application schema. JDeveloper is available for download at no charge. 2. iDS or Discoverer Desktop Edition for the total number of developers who are performing these modifications
Modifications that require iDS or Discoverer Desktop Edition only (This includes creation/modification of reports, forms and workbooks)		3. iAS EE for the total number of end users or Processors for which the modifications are deployed 4. If deploying client/server workbooks, Discoverer Desktop edition for the total number of users
Modifications to the database (This includes adding/changing tables, columns, stored procedures and triggers)	Oracle Alert, Application Object Library, Report Manager, Management Pack for Oracle Applications, EDI Gateway, XML Gateway, Restricted Use: Diagnostic Pack restricted to the instance of the database where the application is run  (If there are other database instances not pertaining to the application and the customer wants to use Diagnostic Pack, the customer must buy a full use license of the Diagnostic Pack for the other database instances), Restricted Use for Oracle licensed applications users only; Customer Data Hub	1. Database Enterprise Edition for the total number of actual users of Processors 2. iAS EE for the total number of end users or Processors for which the modifications are deployed 3. Programmer and iDS for the total number of developers who are performing these modifications 4. JDeveloper for the total number of developers who are not licensed for iDS and are building Java Programs using JDeveloper that accesses the existing application schema. JDeveloper is available for download at no charge. 5. If deploying client/server workbooks, Discoverer Desktop edition for the total number of users
The prerequisites in the modifications tables above must be added to the product level prerequisites listed below. For detailed rules, please consult the Customer Facing Document Prerequisites located on <a href="http://esource.oraclecorp.com">http://esource.oraclecorp.com</a>		
<b>E-BUSINESS SUITE</b>		
<b>Component Applications</b>		
<b>Intelligence</b>		
E-Business Intelligence	Supply Chain Intelligence, Purchasing Intelligence, Financials Intelligence, Projects Intelligence, Process Manufacturing Intelligence, Discrete Manufacturing Intelligence, Restricted Use: iDS restricted to Oracle Warehouse Builder for use as the metadata repository and to map metadata to placeholders in target instances. Other use such as extension of the schema, mapping other sources to the interface tables, creating and generating other targets not included	If using Supply Chain Intelligence: Process Manufacturing or Discrete Manufacturing or Order Management or Advanced Supply Chain Planning, if using Purchasing Intelligence: Purchasing, if using Financials Intelligence: Financials or any of the individual applications shown included in the Financials bundle. If using Projects Intelligence: Projects.
Balanced Scorecard	Balanced Scorecard Developer	
Financials & Sales Analyzers	Sales Analyzer, Financial Analyzer. The included products that apply to all of the Oracle Applications do not apply to Financials & Sales Analyzers	Express Server. The product prerequisites that apply to all of the Oracle Applications do not apply to Financials & Sales Analyzers
Enterprise Planning and Budgeting	Restricted Use: OLAP if no modifications are made to the Enterprise Planning and Budgeting Application Database	OLAP if modifications are made to the Enterprise Planning and Budgeting Application Database
<b>Marketing and Sales</b>		
Marketing	Marketing Encyclopedia System	
Trade Management		
Advanced Pricing		If used as an option to Trade Management: Trade Management
TeleSales	Restricted Use: Quoting, Order Management (restricted to Order Entry Workbench)	
Advanced Pricing		If used as an option to TeleSales: TeleSales
Field Sales	Mobile Sales, Wireless Option for Sales, Restricted Use: Oracle Database Lite	
Sales for Handhelds		
Quoting		If orders passed into Order Management: Order Management (licensed by Electronic Order Lines) for all orders passed into OM
Advanced Pricing		If used as an option to Quoting: Quoting
Partner Management		
Proposals		Quoting if used to include quotes in proposals
Incentive Compensation	Restricted use: Oracle Financials, limited to the following General Ledger Features: Calendar and Set of Books setup. Any additional usage of General Ledger outside of the aforementioned specified features requires a full use license of Oracle Financials	
<b>Order Management</b>		
Order Management	Restricted Use: iPayment	Inventory Management for people in the inventory department
Advanced Pricing		If used as an option to Order Management: Order Management
Release Management		Order Management
Sales Contracts	Restricted use: Configurator runtime for use with Contract Expert only	Order Management for the OM users
Configurator	Configurator Developer, Restricted Use: Inventory Management and Bills of Materials for the purpose of setting up items and bills	
iStore	Restricted Use: iPayment	
Logistics		
Inventory Management	Restricted Use: Order Management (restricted to Shipping)	
Mobile Supply Chain Applications		If used as an option to Inventory Management: Inventory Management
Warehouse Management	Mobile Supply Chain Applications	Inventory Management
Transportation Management		
Transportation Operational Planning		Transportation Management
Logistics Inventory Visibility		Transportation Management
Forwarding and Backhaul Operations		Transportation Management
Freight Payment, Billing and Claims		Transportation Management
Transportation Sourcing		Transportation Management
Transportation Cooperative Routing		Transportation Management, Transportation Operational Planning
Supply Chain Planning		
Advanced Supply Chain Planning		
Constraint Based Optimization		Advanced Supply Chain Planning
Inventory Optimization		
Global Order Promising		
Collaborative Planning		
Strategic Network Optimization		
Demantra Demand Management		Demantra Demand Management
Demantra Advanced Forecasting and Demand Modeling		Demantra Demand Management
Demantra Real-time Sales and Operations Planning		Demantra Demand Management
Demantra Predictive Trade Planning		Demantra Predictive Trade Planning
Demantra Deduction and Settlement Management		Demantra Predictive Trade Planning
Demantra Trade Promotion Optimization		Demantra Predictive Trade Planning
<b>Procurement</b>		
Purchasing	Supplier Scheduling, Restricted Use: Advanced Pricing (for setup and calculation of Freight and Misc. charges)	
Sourcing		Purchasing
Sourcing Optimization		Purchasing and Sourcing
iSupplier Portal		Purchasing
Procurement Contracts	Restricted Use: Configurator runtime for use with Contract Expert only	Purchasing
Services Procurement	Restricted Use: Time and Labor and Human Resource	Purchasing
Advanced Pricing		If used as an option to Purchasing: Purchasing
iProcurement	Restricted Use: Application InterConnect Toolkit, Message Broker.	

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
<b>Manufacturing</b>		
Discrete Manufacturing	Bills of Material, Capacity, Cost Management, Engineering, Inventory Management, Master Scheduling/MRP, Quality, Work in Progress, Project Manufacturing	Project Billing and Project Costing for users of Project Manufacturing only
Mobile Supply Chain Applications		If used as an option to Discrete Manufacturing; Discrete Manufacturing; If used as an option to Process Manufacturing; Process Manufacturing
Flow Manufacturing		Discrete Manufacturing
Flow Sequencing		Flow Manufacturing, Discrete Manufacturing
Production Scheduling		If used as an option to Discrete Manufacturing; Discrete Manufacturing; If used as an option to Process Manufacturing; Process Manufacturing
Repetitive Manufacturing Optimization		Production Scheduling; If used as an option to Discrete Manufacturing; Discrete Manufacturing; If used as an option to Process Manufacturing; Process Manufacturing
Process Manufacturing	Process Product Development (Recipes), Inventory Management, Process Costing, Master Scheduling/MRP, Process Execution, and Process Quality	
<b>Maintenance Management</b>		
Enterprise Asset Management	Restricted use: Inventory Management	
Self-Service Work Requests		Enterprise Asset Management
Service		
Tele-Service		
Service Contracts		
Field Service		
Spares Management	Restricted use: Inventory Management	Field Service
Advanced Scheduler		Field Service. May require NAVTECH spatial data that must be licensed from Navigation Technologies Inc. The data is currently available for the US, Canada, and Western Europe. Therefore, Advanced Scheduler may be sold only in these regions. Contact NAVTECH: In North America, at Oracle_navtech@navtech.com or +1.408.617.5121. In Europe, at Oracle_navtech@navtech.nl or 31 (0) 4-85-33-14-35
Mobile Field Service	Wireless Option for Service, Restricted Use: Oracle Database Life for Mobile Field Service users, Wireless Option for IAS EE for Wireless Option for Service users	Field Service
Depot Repair		
ISupport		
<b>Projects</b>		
Project Costing	Activity Management Gateway/Labor Distribution	
Project Billing		Project Costing
Project Resource Management	Activity Management Gateway	
Project Collaboration		Project Management for the project managers and project leads. Files if documents are stored in Oracle's document management solution and shared via Project Collaboration
Project Management	Project Collaboration for licensed Project Management users only, all other users need to be licensed. Restricted use of Project Costing and Project Billing, restricted to visibility and financial control of information processed in these products. Project Conned for Microsoft Project, Activity Management Gateway	Files if documents are stored in Oracle's document management solution and shared via Project Management
Project Portfolio Analysis		Project Management
Project Contracts		
<b>Real Estate Management</b>		
Property Manager		
Product Lifecycle Management		
Product Lifecycle Management	Engineering, Bills of Material, Restricted Use: Inventory Management	
Product Data Synchronization for GDSN and UCCnet Services		Product Lifecycle Management
CADView-3D		
<b>Financial</b>		
Financials	Assets, Cash Management, General Ledger, Payables, Receivables/Revenue Accounting, Global Consolidation System/PG Trade Accounting, Assets, Public Sector Budgeting, Public Sector General Ledger, Public Sector Receivables, Public Sector Payables, U.S. Federal General Ledger, U.S. Federal Receivables, U.S. Federal Payables, Public Sector General Ledger (International), Public Sector Receivables (International), Public Sector Payables (International), Public Sector Assets (International), Labor Distribution, Restricted Use: iPayment	
Activity Based Management	Activity Based Management Analyzer, SEM Exchange	Financials
Advanced Collections	Restricted Use: iPayment	
Internet Expenses	Restricted Use: Financials	
Receivables	Restricted Use: iPayment	
Treasury		
Internet Controls Manager	Self-Service Tutor for Applications, Scripting (to be used for ICM only), Oracle Projects (to be used for creating audit templates and projects only)	
Financial Consolidation Hub	Enterprise Planning & Budgeting - restricted user, Enterprise Performance Foundation; Oracle 9i OLAP option.	
Financial Services Accounting Hub		
<b>Human Resources</b>		
Human Resources	Labor Distribution	Human Resources
Self-Service Human Resources		
Advanced Benefits	Restricted Use: Human Resources	
Recruitment	Restricted Use: HR and HR Intelligence	
Payroll	Labor Distribution, Restricted Use: Human Resources, Cash Management	All sales of US and Canadian Payroll include delivery of the required Vertex Tax Calculation Module. Customer must enter a license agreement with Vertex for the tax maintenance subscription ( <a href="http://www.vertexinc.com/Partners/Software/oracle_salesinfo.asp">http://www.vertexinc.com/Partners/Software/oracle_salesinfo.asp</a> )
Time and Labor	Restricted Use: Human Resources	
Workforce Scheduling		
HR Intelligence	Restricted Use: IDS restricted to Oracle Warehouse Builder for use as the metadata repository and to map flexfields to placeholders in target instances. Other use such as extension of the schema, mapping other sources to the interface tables, creating and generating other targets not included.	Human Resources
<b>Learning Management</b>		
Learning Management	Restricted Use: iPayment	
Online Learning		Learning Management
Learning		

LICENSED PROGRAM	PRODUCT/COMPONENT INCLUDED WITH LICENSE & SHIPPED WITH ORDER	PRODUCTS TO BE LICENSED SEPARATELY (PREREQUISITES)
Customer Data Management		
Customer Data Librarian		
Customer Data Hub		
Product Information Management		
Product Information Management Data Librarian	Engineering, Bids of Material, Restricted Use: Inventory Management	
Product Data Synchronization for GDSN and UCCnet Services		Product Information Management Data Librarian
Product Information Management Data Hub	Right to install Product Information Management Data Librarian on a non eBusiness Suite Instance	
Interaction Center Technology		
Advanced Inbound Telephony	Interaction Blending	TeleService, TeleSales, or Advanced Collections
Advanced Outbound Telephony	Interaction Blending	Marketing, and either TeleSales, or Advanced Collections. If telephony integration is required: Advanced Inbound Telephony
Scripting	Interaction Center Intelligence	If list management for Scripting Survey is required: Marketing
Email Center	Email Server	
Other		
Tutor for Applications	Tutor for Financials, Tutor for Projects, Tutor for Purchasing, Tutor for Order Management, Tutor for Discrete Manufacturing, Tutor for Human Resources, Tutor for Payroll, Tutor for Time Management, Tutor for Training Administration, Tutor for	
Content Services	Restricted use: IAS Enterprise Edition (including options) and Database Enterprise Edition (including options) solely for the purpose of running Content Services	
Self-Service Tutor for Applications	Tutor for Financials, Tutor for Projects, Tutor for Purchasing, Tutor for Order Management, Tutor for Discrete Manufacturing, Tutor for Human Resources, Tutor for Payroll, Tutor for Time Management, Tutor for Training Administration, Tutor for	
User Productivity Kit		
Exchange Marketplace		
Vertical Applications		
Communications/Utilities		
CRL Financial Management		Financials and Project Costing
Asset Tracking	Asset Tracking - NATS	Order Management (licensed by Order Management User and Electronic Order Lines) and Purchasing
Telco Provisioning		
Number Portability		
Telecommunications Billing Integrator		
Public Sector/University		
Student System	Restricted Use: iPayment	
Financial Aid		
Student Recruiting	Marketing and TeleSales	Student System
Personal Portfolio		
Grants	Grants Accounting, Grants Proposal, Labor Distribution, Restricted use: Project Billing and Project Costing	
Loans		
Financial Services		
Regulatory Capital Manager		
Profitability Manager	Financial Data Manager	Oracle Database Enterprise Edition and Partitioning
Transfer Pricing	Financial Data Manager	Oracle Database Enterprise Edition and Partitioning
Transfer Pricing Online		Transfer Pricing
Budgeting and Planning	Restricted use: Risk Manager, Financials & Sales Analyzers (Financial Analyzer functionality only), Financial Data Manager	Oracle Database Enterprise Edition, Express Server, Partitioning
Risk Manager	Financial Data Manager	Oracle Database Enterprise Edition and Partitioning
Financial Data Manager	Balance & Control, System Administrator, Portfolio Analyzer. Restricted Use: IDS restricted to Oracle Warehouse Builder for use as the metadata repository and to map fields to placeholders in target instances. Other use such as extension of the schema, mapping other sources to the interface tables, creating and generating other targets not included.	Oracle Database Enterprise Edition and Partitioning
Financial Services Provisioning		
Lease Management	Human Resources (restricted use for setup of workflow users), Inventory (restricted use for setup of lease item masters), Order Management (restricted to the use of remarketing functionality), Advanced Pricing (restricted to the use of Usage based billing functionality).	Financials
Health Care		
Adverse Event Reporting System	Restricted Use: Thesaurus Management System, restricted to defining virtual dictionaries, domains, and search objects, and maintaining dictionaries that have been pre-defined by Oracle	
Clinical	Restricted Use: Remote Data Capture for in-house use	Remote Data Capture for remote site use
Distributed Study Conduct		Clinical
Multinational Study		Clinical
Remote Data Capture	Restricted Use: Clinical	
Thesaurus Management System		
Clinical TrialMinder		Customer must enter a license agreement with Macromedia & Business Objects to acquire Cold Fusion & Crystal Reports, respectively
Clinical SiteMinder		Customer must enter a license agreement with Macromedia & Business Objects to acquire Cold Fusion & Crystal Reports, respectively
Life Sciences Data Hub	Restricted Use: Thesaurus Management System, restricted to defining and maintaining dictionaries and terms only through the Life Sciences Data Hub (LSH) User Interface and/or published LSH APIs	Oracle Database Enterprise Edition for all Application Users.
Healthcare Transaction Base		Oracle Database Enterprise Edition, IAS Enterprise Edition
Healthcare Intelligence		Healthcare Transaction Base
Risk Facts		
Shop Floor Management		Discrete Manufacturing
Supply Chain Trading Connector for RosettaNet		
Aerospace, Defense and Transportation		
Complex Maintenance, Repair & Overhaul		
EDUCATION SUBSCRIPTION		
Learning Subscription		

**Product Migration Listings**

When moving supported licenses from one operating system to another, the only cost associated with moving supported licenses from one operating system to another is the cost of the new CD Pack. If a CD Pack isn't available for a particular operating system, customers can contact Client Relations to see whether the product is available on the desired operating system. Shipping and media charges may apply.

**SERVER TECHNOLOGY**

**Pure Name Changes (for price holds)**

Old Name	New Name
Business Intelligence	Business Intelligence Standard Edition
COREId Access and Identity	Access Manager
COREId Federation	Identity Federation
Darwin Data Mining Suite	Data Mining Suite
Darwin Deployment Pack	Data Mining Suite
Diagnostic Management Pack	Diagnostics Pack
Integration	Integration and Enterprise Service Bus
Tuning Management Pack	Tuning Pack
Military Security	Label Security
Oracle 8	Oracle Database Standard Edition
Oracle8i Standard Edition	Oracle Database Standard Edition
Oracle 7 Server	Oracle Database Enterprise Edition
Oracle7 Workgroup Server	Oracle Database Standard Edition
Oracle Server	Oracle Database Standard Edition
Oracle Server Enterprise Edition	Oracle Database Enterprise Edition
Oracle8 Enterprise Edition	Oracle Database Enterprise Edition
Oracle8i Enterprise Edition	Oracle Database Enterprise Edition
Oracle Lite	Oracle Database Lite
Oracle8i Lite	Oracle Database Lite
Oracle 9 Personal Edition	Oracle Database Personal Edition
Oracle 9i Personal Edition	Oracle Database Personal Edition
Payment Server	Payment
Personal Oracle	Oracle Database Personal Edition
Rob Server	Rob Enterprise Edition
Transparent Gateway for ODA/SQL	ODA/SQL Gateways
EDA/SQL Gateways	Transparent Gateway for iWay
Xellerate Identity Provisioning	Identity Manager
Xellerate Identity Provisioning Connector	Identity Manager Connector

**Name and Functionality Changes**

Old Product	New Product
Advanced Networking Option	Advanced Security
Email	Unified Messaging
Express MDS	Express Server
Express/EIS(Developer)	Express Objects
Files	Content Services
IntrOffice Messaging Cartridge	Unified Messaging restricted to Email Server
Oracle Internet Messaging	Unified Messaging restricted to Email Server
Oracle Internet Messaging Hosted Edition	Unified Messaging restricted to Email Server
Oracle Mail or Oracle Office	Unified Messaging restricted to Email Server
Oracle Data Mining Suite	Data Mining Option
Parallel Server	Real Application Clusters (Net to Net migration rule applies)
Reliably Backup	Secure Backup
Web Conferencing	Real-Time Collaboration

**Bundling Changes**

Old Product	Bundled Into
Access Manager for AS/400	Enterprise Integration Gateways (Restricted to the functionality of Access Manager for AS/400)
Applications InterConnect Toolkit	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Applications InterConnect Toolkit
Business Components for Java	IDS (Internet Developer Suite). Restricted to the functionality of Business Components for Java
COREId Provisioning	Identity Manager (List to List). Use the last published list price for COREId Provisioning and add the list price for COREId Access and Identity (as this was a product pre-requisite).
Customer Data Spole	Customer Data Librarian (Limited to the functionality of Customer Data Spole)
Database Designer	IDS (Internet Developer Suite). Restricted to the functionality of Designer.
Designer	IDS (Internet Developer Suite). Restricted to the functionality of Designer
Developer Server	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Developer Server
Developer/2000 Server (Windows 95)	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Developer/2000 Server - Windows 95
Discoverer Administration Edition	IDS (Internet Developer Suite). Restricted to the functionality of Discoverer Administration Edition
Discoverer Plus	Discoverer Desktop Edition and IAS EE (Restricted to Discoverer Plus Web Functionality only)
Discoverer User Edition	Discoverer Desktop Edition and IAS EE (Restricted to Discoverer Plus Web Functionality only)
Discoverer Viewer	IDS (Internet Developer Suite). Restricted to the functionality of Discoverer Viewer
Discoverer/2000	Discoverer Desktop Edition and IAS EE restricted to Discoverer Plus Web Functionality for each Discoverer/2000 and ONLY 1 IDS license restricted to Discoverer Admin Edition
Developer/2000	IDS (Internet Developer Suite). Restricted to the functionality of Developer/2000
Email Server	Unified Messaging restricted to Email Server
Email Server (As part of IAS License)	Unified Messaging restricted to Email Server
Enterprise Developer Suite	IDS (Internet Developer Suite). Restricted to the functionality of Enterprise Developer Suite

Forms Developer	IDS (Internet Developer Suite). Restricted to the functionality of Forms Developer
Forms Server	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Forms Server
Forms Services	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Forms Services
Identity Management	Identity and Access Management Suite. Restricted to Identity Management functionality
Identity Management Option	Identity and Access Management Suite. Restricted to Identity Management functionality
Hot Standby	Rdb Enterprise Edition or CODASYL DBMS
Internet Directory	IAS (Internet Application Server) EE. Restricted to the functionality of Internet Directory
Internet Application Server Wireless Edition	IAS (Internet Application Server) EE. Restricted to the functionality of Wireless Option
InterConnect Adapter for FTP	TBD
JDeveloper (Purchased before July 1, 2006)	Toplink and Application Development Framework (not to net migration rule applies)
JDeveloper Suite	JDeveloper
Management Pack for Oracle Applications	Any Oracle E-Business Suite Application
Message Broker	Oracle Database EE. Restricted to Messaging Gateway (MGW) and Advanced Queuing (AQ)
Message Gateway/Agent Event Manager	Database Life
Message Manager Client	Database Life
Messaging Option	Email
Mobile Agents	Database Life
Mobile Agents Developers Kit	Database Life
Oracle Application Server Standard Edition	IAS (Internet Application Server). Restricted to the functionality of Oracle Application Server Standard Edition
Oracle Application Server Enterprise Edition	IAS (Internet Application Server Enterprise Edition). Restricted to the functionality of Oracle Application Server Enterprise Edition
Oracle CASE Designer	IDS (Internet Developer Suite). Restricted to the functionality of Designer
Oracle CASE Dictionary	IDS (Internet Developer Suite). Restricted to the functionality of Designer
Oracle DataBrowser	Discoverer User Edition for each Discoverer/2000 and ONLY 1 IDS license restricted for the purposes of testing, debugging and previewing.
Oracle Data Query	Discoverer User Edition for each Discoverer/2000 and ONLY 1 IDS license restricted for the purposes of testing, debugging and previewing
Oracle DDE Manager	Programmer
Oracle Glue	Programmer
Oracle Objects for OLE	Programmer
Oracle Precompiler	Programmer
OWB Integrator for SAP	DB SE/SE One (restricted to the functionality of Warehouse Builder) and Oracle Warehouse Builder Connector - SAP
Personalization	Internet Application Server Enterprise Edition
Portal-To-Go (Carrier Edition)	IAS (Internet Application Server) EE. Restricted to the functionality of Wireless Option
Portal-To-Go (Enterprise Edition)	IAS (Internet Application Server) EE. Restricted to the functionality of Wireless Option
Procedural Gateway for APPC	Enterprise Integration Gateways (Restricted to the functionality of Procedural Gateway for APPC)
Procedural Gateway for MQ Series	Enterprise Integration Gateways (Restricted to the functionality of Procedural Gateway for MQ Series)
Procedure Builder	IDS (Internet Developer Suite). Restricted to the functionality of Procedure Builder
Professional Developer/2000	Database Personal Edition and IDS (IDS restricted to the functionality of Professional Developer/2000)
Pure Extract	DB SE/SE One (restricted to the functionality of Warehouse Builder) and Oracle Warehouse Builder Connector - SAP
Pure Integrator	DB SE/SE One (restricted to the functionality of Warehouse Builder) and Oracle Warehouse Builder Connector - SAP
Reports Developer	IDS (Internet Developer Suite). Restricted to the functionality of Reports Developer
Reports Server	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Reports Server
Reports Services	IAS EE (Internet Application Server Enterprise Edition). Restricted to the functionality of Reports Services
Server Kits	Database Standard Edition or Database Enterprise Edition
SQL*Connect to DB2	Mainframe Integration Gateways
SQL*Connect to SQLDS	Mainframe Integration Gateways
SQL*Forms	IDS (Internet Developer Suite). Restricted to the functionality of Forms Developer
SQL*Menu	IDS (Internet Developer Suite). Restricted to the functionality of Forms Developer
SQL*Repewriter	IDS (Internet Developer Suite). Restricted to the functionality of Reports Developer
SQL*Plus	IDS (IDS restricted to the functionality of SQL*Plus)
Times Series	Bundled with Oracle Database Enterprise Edition as part of the SQL Analytics
Transparent Gateway for DB2	Mainframe Integration Gateways (Restricted to the functionality of Transparent Gateway for DB2)
Transparent Gateway for DB2/400	Enterprise Integration Gateways (Restricted to the functionality of Transparent Gateway for DB2/400)
Transparent Gateway for IBM DRDA	Enterprise Integration Gateways (Restricted to the functionality of Transparent Gateway for IBM DRDA)
Transparent Gateway for Informix	Open System Gateways (Restricted to the functionality of Transparent Gateway for Informix)
Transparent Gateway for Ingres	Open System Gateways (Restricted to the functionality of Transparent Gateway for Ingres)
Transparent Gateway for MS SQL Server	Open System Gateways (Restricted to the functionality of Transparent Gateway for MS SQL Server)
Transparent Gateway for Rdb	Open System Gateways (Restricted to the functionality of Transparent Gateway for Rdb)
Transparent Gateway for RIMS	Open System Gateways (Restricted to the functionality of Transparent Gateway for RIMS)
Transparent Gateway for Sybase	Open System Gateways (Restricted to the functionality of Transparent Gateway for Sybase)
Transparent Gateway for Teradata	Open System Gateways (Restricted to the functionality of Transparent Gateway for Teradata)
Warehouse Toolkit for PeopleSoft	DB SE/SE One (restricted to the functionality of Warehouse Builder) and Oracle Warehouse Builder Connector - SAP
WebDB Enterprise Edition	Portal
WebDB Standard Edition	Portal
Warehouse Builder	DB SE/SE One (restricted to the functionality of Warehouse Builder) and Oracle Warehouse Builder Connector - SAP
Web Services Manager Option	Web Services Manager
Wireless Option	Internet Application Server Enterprise Edition
Xelerte Identity Provisioning Connector - IBM DB2/UDB Database	Identity Manager Connector - Database User Management
Xelerte Identity Provisioning Connector - Microsoft SQL Server Database	Identity Manager Connector - Database User Management
Xelerte Identity Provisioning Connector - Oracle Database	Identity Manager Connector - Database User Management
Xelerte Identity Provisioning Connector - Sybase ASE Database	Identity Manager Connector - Database User Management
Xelerte Identity Provisioning Connector - IBM AIX	Identity Manager Connector - UNIX
Xelerte Identity Provisioning Connector - HP-UX	Identity Manager Connector - UNIX
Xelerte Identity Provisioning Connector - RedHat Linux	Identity Manager Connector - UNIX
Xelerte Identity Provisioning Connector - Sun Solaris	Identity Manager Connector - UNIX
Xelerte Identity Provisioning Connector - Oracle E-Business Identity Manager Connector - Oracle E-Business User Management	Identity Manager Connector - Oracle E-Business
Xelerte Identity Provisioning Connector - Oracle e-Business Identity Manager Connector - Oracle E-Business Employee Reconciliation	Employee Reconciliation
Xelerte Identity Provisioning Connector - SAP CUA	Identity Manager Connector - SAP Enterprise Applications
Xelerte Identity Provisioning Connector - SAP Employee Reconciliation	Identity Manager Connector - SAP Enterprise Applications
Xelerte Identity Provisioning Connector - SAP User Management	Identity Manager Connector - SAP Enterprise Applications
Xelerte Identity Provisioning Connector - PeopleSoft Employee Reconciliation	Identity Manager Connector - PeopleSoft Enterprise Applications
Xelerte Identity Provisioning Connector - Oracle Database Applications Table	Identity Manager Connector - Database Applications Table
Applications Table	
Old Products	Split Into
Data Mart Suite	License Individual Products as: Oracle Database Enterprise Edition (32 Named User Plus), IDS (2 Named User Plus), Discoverer Desktop Edition (5 Named User Plus), IAS EE (32 Named User Plus).
Data Mart Suite, Sales & Marketing	License Individual Products as: Oracle Database Enterprise Edition (32 Named User Plus), IDS (2 Named User Plus), Discoverer Desktop Edition (5 Named User Plus), IAS EE (32 Named User Plus), Financials & Sales Analyzers (32 Application Users), Express Server (32 Named User Plus).
Enterprise Manager Performance Pack Gateways (Mainframe)	Diagnostics Pack and Tuning Pack
Gateways (Non-Mainframe)	Mainframe Integration Gateways and EDA/SQL Gateways (Restricted to the original component gateways)
	Open System Gateways, Enterprise Integration Gateways, EDA/SQL Gateways (Restricted to the original component gateways)

**Obsoleted Products (product is no longer supported and its functionality has been bundled into another product)**

Obsoleted Product	Bundled Into
64 bit Option	Oracle Database Enterprise Edition
64 bit option for Rdb	Rdb Enterprise Edition
Advanced Replication Option	Oracle Database Enterprise Edition
CarText Cartridge	Oracle Database Standard Edition, Oracle Database Enterprise Edition
CDD/Administrator	CDD/Repository
DataBase Integrator	CDD/Repository
Distributed Option	Oracle Database Enterprise Edition
Distributed Option for Rdb	Rdb Enterprise Edition
Enterprise Manager DBA Pack for Rdb	Rdb Enterprise Edition
Expert Performance Tuner Client	TRACE
ExpressView	Express Analyzer
Image Cartridge	Oracle Database Standard Edition, Oracle Database Enterprise Edition
InterConnect Adapters - CICS	None
InterConnect Adapters - JD Edwards	Application Adapters - JD Edwards
InterConnect Adapters - PeopleSoft	Application Adapters - PeopleSoft
InterConnect Adapters - SAP	Application Adapters - SAP
InterConnect Adapters - Siebel	Application Adapters - Siebel
InterMedia	Oracle Database Standard Edition, Oracle Database Enterprise Edition
Internet Commerce Cartridge	ISure
Internet Commerce Server	iStore
JServer Enterprise Edition	Oracle Database Standard Edition, Oracle Database Enterprise Edition
MPI Protocol Adapter	Oracle Database Enterprise Edition
multiplexation option	Oracle Database Standard Edition, Oracle Database Enterprise Edition
MVS Client Bundle	Programmer
Objects Option	Oracle Database Standard Edition, Oracle Database Enterprise Edition
ODBC Driver	Oracle Database Enterprise Edition, iDS
Oracle Database Lite Mobile Option	Oracle Database Lite
Oracle MultiProtocol Interchange	Oracle Database Enterprise Edition
Oracle ODBC Driver for Rdb	Rdb Enterprise Edition
Oracle Rdb Remote Client	Rdb Enterprise Edition
Oracle Rdb SQL Module	Programmer for Rdb
Oracle Rdb SQL Precompiler	Programmer for Rdb
Oracle RDBPRE Precompiler	Programmer for Rdb
Oracle RDM, Precompilers	Programmer for Rdb
Oracle SQL/Services	Rdb Enterprise Edition
Oracle TextServer3	Oracle Database Standard Edition, Oracle Database Enterprise Edition
Oracle Unified Messaging	Email Server
Parallel Query Option	Oracle Database Enterprise Edition
Parallel Query Option for Rdb	Rdb Enterprise Edition
Performance Data Option	TRACE
Personal Oracle 7 Enterprise Edition	Oracle Database Enterprise Edition
Personal Express	Express Server
Power Utilities	Rdb Enterprise Edition
Protocols	Oracle Database Standard Edition, Oracle Database Enterprise Edition
RALLY	iDS (Internet Developer Suite), Restricted to the functionality of Forms Developer
RALLY Client	iDS (Internet Developer Suite), Restricted to the functionality of Forms Developer
Replication Option for Rdb	Rdb Enterprise Edition
Server Manager	Oracle Database Enterprise Edition
SQL Module	Programmer
SQL/Net	Oracle Database Standard Edition, Oracle Database Enterprise Edition
SQL*NetDC	Advanced Security
SQL*TextRetrieval	Oracle Database Standard Edition, Oracle Database Enterprise Edition
SQL*VDM	Oracle Database Personal Edition
Standard Management Pack	Oracle Database Standard Edition
TextServer3 Option	Oracle Database Standard Edition, Oracle Database Enterprise Edition
Time Series	Oracle Database Enterprise Edition
TRACE/Expert	TRACE
Transparent Gateway for ODBC	Generic Connectivity using ODBC in the Oracle Database
Trusted Oracle Enterprise Edition	Oracle Database Enterprise Edition and Label Security
Video Cartridge	Oracle Database Standard Edition, Oracle Database Enterprise Edition
Visual Information Retrieval	Oracle Database Enterprise Edition
Websaver Option for Rdb	Rdb Enterprise Edition
WebServer	iAS (Internet Application Server) EE, Restricted to the functionality of Oracle WebServer
Workflow Enterprise Edition	Oracle Database Enterprise Edition
Workflow Standard Edition	Oracle Database Standard Edition

**Products Without Migration (product is still supported but not migration is offered)**

ADW Data Analysis Collection Pack
Expert Option
Geocode
InterOffice Document Cartridge
InterOffice Gateways
Management Pack for SAP R/3
MHS Gateway
ODBC Access to Non-Relational Data for Rdb
PROFS Gateway
Proxy Server
Pure Name & Address (US)
Pure Name & Address (Canada)
Pure Name & Address (North America)
Pure Name & Address (Latin America)
Pure Name & Address (EMEA)
Pure Name & Address (APAC)
SESAM Gateway
Transparent Gateway Toolkit
Turbolmage Gateway
Transparent Gateway for RMS
Transparent Gateway for Ingres
Transparent Gateway for Rdb
Video Server
Replication Services

**Pure Name Changes (for price holds)****Old Name**

Activa  
Advanced Inbound  
Advanced Outbound  
Advanced Product Catalog  
Advanced Service Online  
Collections  
CRL Network Logistics  
Collaborative Product Development  
Data Librarian  
eMail Center  
Global ATP Server  
Grants Management  
Internet Procurement  
Internet Receivables  
Internet Supplier Portal  
Marketing Online  
Partners Online  
Performance Analyzer  
Process Manufacturing Solution Bundle  
Product Development Hub  
Product Development Exchange  
Risk Optimization  
Sales Compensation  
Sales Online  
Scheduler  
SDP Number Portability  
Self-Service Expenses  
Self-Service Time  
Self-Service Purchasing  
Self-Service Suppliers  
SellingPoint Developer  
Service Online  
Supply Chain Exchange  
Supply Chain Hub  
Training Administration  
Transportation Hub  
Transportation Exchange  
Transportation

**New Name**

Activity Based Management  
Advanced Inbound Telephony  
Advanced Outbound Telephony  
Product Lifecycle Management  
Complex Maintenance, Repair & Overhaul  
Advanced Collections  
Asset Tracking  
Product Lifecycle Management  
Customer Data Librarian  
Email Center  
Global Order Promising  
Grants Accounting  
iProcurement  
iReceivables  
iSupplier Portal  
Marketing  
Partner Management  
Profitability Manager  
Process Manufacturing  
Product Development  
Product Development  
Inventory Optimization  
Incentive Compensation  
Field Sales  
Advanced Scheduler  
Number Portability  
Internet Expenses  
Time and Labor  
iProcurement  
iSupplier Portal  
Configurator Developer  
Field Service  
Collaborative Planning  
Collaborative Planning  
Learning Management  
Transportation Execution  
Transportation Execution  
Transportation Execution

**Name and Functionality Changes****Old Product**

Automotive Foundation  
Balanced Scorecard Architect  
CRM Data Model  
CRM Foundation  
Customer Model  
Customers Online  
Financials and Sales Analyzers  
iBill & Pay  
iMarketing  
Internet Time  
Maintenance, Repair & Overhaul (MRO) Bundle  
Manufacturing Scheduling  
Market Manager for Industries  
Marketing for Communications  
OpenWeb  
Oracle Commissions  
Oracle Internet Commerce  
Order Entry  
Product Configurator  
Product Development  
Product Development Hub  
Product Development Exchange  
Project Analysis Collection Pack  
Projects  
Revenue Accounting for Communications  
SDP Activation  
Service for Communications  
Supply Chain Planning  
TeleBusiness for Financial Services  
TeleBusiness for Telecom / Utilities  
Time Management  
Web Suppliers

**New Product**

Release Management  
Balanced Scorecard Developer  
Customer Data Hub  
Customer Data Hub  
Customer Data Hub  
Customer Data Hub  
Enterprise Planning and Budgeting  
(To Be Determined)  
Marketing  
Time and Labor  
Complex Maintenance, Repair & Overhaul  
Production Scheduling  
Marketing  
Marketing  
iStore  
Incentive Compensation  
iStore  
Order Management  
Configurator  
Collaborative Product Development  
Collaborative Product Development  
Collaborative Product Development  
E-Business Intelligence (restricted to the functionality of Project Intelligence)  
Project Costing  
(To Be Determined)  
Provisioning  
TeleService  
Advanced Supply Chain Planning  
TeleSales  
TeleSales  
Time and Labor  
iSupplier Portal

**Bundling Changes**

*Old Product*  
Activity Based Management Analyzer  
Activity Management Gateway  
Advanced Marketing Online  
Alert  
Application Object Library (AOL)  
Assets  
Balanced Scorecard Developer  
Bills of Material  
Call Blending  
Call Center Connectors  
Call Center Integration  
Call Center Intelligence  
Call Center Technology  
Campaign Plus  
Capacity  
Cash Management  
Collateral Fulfillment  
Configurator Developer  
Contracts  
Contracts Intelligence  
Control  
Cost Management  
CPG Trade Accounting  
Customer Care  
Customer Intelligence  
Customer Service  
Defect Management  
Discrete Manufacturing Intelligence  
Dispatch  
EDI Gateway  
eCommerce to Call Center Integration  
Engineering  
Field Sales Online  
Financial Analyzer  
Financial Data Manager  
Financials Intelligence  
Formula Management  
FTI Integration to GL  
General Ledger  
Global Consolidation System  
Grants Accounting  
Grants Proposal  
Meeting  
Insight  
Interaction Blending  
Interaction Center Intelligence  
Internet Procurement Inter-Connected for SAP R/3  
Inventory  
iPayment  
IVR Integrator  
Labor Distribution  
Laboratory Management  
Manufacturing Accounting Controller  
Manufacturing Intelligence  
Marketing Intelligence  
Master Production Scheduling  
Master Scheduling/MRP  
Material Requirement Planning  
Mobile Sales  
OpenTel  
Operations Intelligence  
Oracle Sales

**Bundled Into**

Activity Based Management  
Projects Costing  
Marketing  
Included in all Oracle Applications  
Included in all Oracle Applications  
Financials (restricted to the functionality of Assets)  
Balanced Scorecard  
Discrete Manufacturing (restricted to the functionality of Bills of Material) or Order Management  
Advanced Inbound Telephony  
Advanced Inbound Telephony  
Customer Data Hub  
Advanced Inbound Telephony and Advanced Outbound Telephony  
Advanced Inbound Telephony  
Advanced Outbound Telephony  
Discrete Manufacturing  
Financials (restricted to the functionality of Cash Management)  
Customer Data Hub  
Configurator  
Service Contracts  
Service Contracts or Project Contracts  
Process Manufacturing  
Discrete Manufacturing (restricted to the functionality of Cost Management) or Process Manufacturing  
Financials (restricted to the functionality of CPG Trade Accounting)  
Tele Service  
Tele Service or Field Service  
Tele Service  
Field Service  
E-Business Intelligence, restricted to the functionality of Supply Chain Intelligence  
Field Service  
Included in all Oracle Applications  
Customer Data Hub  
Discrete Manufacturing (restricted to the functionality of Engineering)  
Field Sales  
Financials & Sales Analyzers  
Performance Analyzer, Transfer Pricing, Budgeting & Planning and Risk Manager. Financial Data Manager is also being sold as a stand-alone product  
E-Business Intelligence, restricted to the functionality of Financials Intelligence  
Process Manufacturing  
Financials (restricted to the functionality of FTI Integration to GL)  
Financials (restricted to the functionality of GL)  
Financials (restricted to the functionality of Global Consolidation System)  
Grants  
Grants  
Collaboration Suite  
Advanced Inbound Telephony or Advanced Outbound Telephony  
Advanced Inbound Telephony  
Advanced Inbound Telephony, Advanced Outbound Telephony, Scripting, or eMail Center  
iProcurement  
Inventory Management  
iStore, Financials, Order Management, Training Administration, Advanced Collections, or iReceivables  
Advanced Inbound  
Grants  
Process Manufacturing  
Process Manufacturing  
E-Business Intelligence, restricted to the functionality of Supply Chain Intelligence  
Marketing  
Process Manufacturing  
Discrete Manufacturing (restricted to the functionality of Master Scheduling/MRP)  
Process Manufacturing  
Field Sales  
Advanced Inbound Telephony (as Connectors)  
E-Business Intelligence (restricted to the functionality of Supply Chain Intelligence)  
Field Sales

Oracle Sales & Marketing	Field Sales
Oracle Work in Process	Discrete Manufacturing (restricted to the functionality of Oracle Work in Process)
Payables	Financials (restricted to the functionality of Payables)
Predictive	Advanced Outbound
Process Manufacturing Cost Analyzer	E-Business Intelligence, restricted to the functionality of Supply Chain Intelligence
Process Manufacturing Intelligence	E-Business Intelligence, restricted to the functionality of Supply Chain Intelligence
Process Operations	Process Manufacturing
Production Management	Process Manufacturing
Project Connect	Project Costing
Project Connect for Microsoft Project	Project Costing
Project Manufacturing	Discrete Manufacturing (restricted to the functionality of Project Manufacturing)
Public Sector Budgeting	Financials
Public Sector Financials	Financials
Public Sector Financials (International)	Financials
Public Sector Purchasing	Purchasing
Public Sector Purchasing (International)	Purchasing
Purchasing Connect for TPN Register	Procurement
Purchasing Intelligence	E-Business Intelligence, restricted to the functionality of Purchasing Intelligence
Quality	Discrete Manufacturing (restricted to the functionality of Quality)
Quality Management	Process Manufacturing
Receivables/Revenue Accounting	Financials (Restricted to the functionality of Receivables/Revenue Accounting)
Report Manager	Included in all Oracle Applications
Sales Analyzer	Financials & Sales Analyzers
Sales Intelligence	TeleSales or Field Sales
Sales Management	Process Manufacturing
SellingPoint Developer	Configurator
SEM Exchange	Activity Based Management
Service	Depot Repair
Service Intelligence	TeleService or Field Service
Shipping	Order Management
Supplier Scheduling	Purchasing
Supply Chain Intelligence	E-Business Intelligence, restricted to the functionality of Supply Chain Intelligence
Support	TeleService
System Module	Process Manufacturing
Telephony Manager	Advanced inbound Telephony
Tutor for Discrete Manufacturing	Tutor for Applications
Tutor for Financials	Tutor for Applications
Tutor for Human Resources	Tutor for Applications
Tutor for Order Management	Tutor for Applications
Tutor for Payroll	Tutor for Applications
Tutor for Projects	Tutor for Applications
Tutor for Purchasing	Tutor for Applications
Tutor for Time Management	Tutor for Applications
Tutor for Training Administration	Tutor for Applications
Tutor Tool	Tutor for Applications
U.S. Federal Financials	Financials (restricted to the functionality of U.S. Federal Financials)
U.S. Federal Purchasing	Purchasing
Web Customers	iStore or iSupport, but not both
Wireless Option for Sales	Field Sales
Wireless Option for Service	Mobile Field Service
Work in Progress	Discrete Manufacturing (restricted to the functionality of Work in Progress)
Old Product	Spill Info
Capital Resource Logistics	Financials and Project Costing
Order Management	Order Management and Inventory Management
Personal Time and Expense	Time and Labor and Internet Expenses
Project Costing	Project Costing and Project Management. Effective 11/22/05, Project Costing no longer includes Project Management and Project Costing and Project Management are only licensable as standalone products
Project Time & Expense	Time and Labor and Internet Expenses
Product Development	Product Lifecycle Management, Project Management and Files
Provisioning	Teleco Provisioning and Financial Services Provisioning
SDP Provisioning	Teleco Provisioning and Financial Services Provisioning
SellingPoint	Configurator and either Field Sales or TeleSales
SellingPoint Internet Edition	Configurator and either Field Sales or TeleSales
SellingPoint Mobile Configurator	Configurator and either Field Sales or TeleSales
Unified Agent	TeleSales, Field Sales, TeleService and Field Service
Web Employees	Self Service HR, iProcurement and Internet Expenses
<b>Products Without Migration (product is still supported but no migration is offered)</b>	
Applications Display Manager	This product was included with Applications release 10SC, which has been desupported
Contracts Core	
Customer Household	
CTI Middleware	
ERP Integration Extension to OIC	
Industrial Billing	
Media Interactive	
Personal Activa	
Personal Activity Based Management	
Process Manufacturing Regulatory Management	
Quality Online	
<b>Products Without Migration (product is no longer supported)</b>	
Rights Contracts	
The Product Migration listing is not a complete list of migrations and is subject to change without notice.	



**Siebel CRM Enterprise Global Price List**  
September 28, 2006

Siebel CRM Enterprise Cross-Industry Applications Pricing  
 Siebel Business Analytics Pricing

Siebel Business Analytics do not require the purchase of a standard Siebel base application. Customers purchasing Siebel Business Analytics must purchase one of the Analytics Servers and, at a minimum, one Siebel Analytics End User Application for each user. One Physical Server license of a Siebel Analytics Server is required for each 1,000 Named Users of Siebel Analytics. Licensing more than 1,000 Named Users of Siebel Analytics per Siebel Analytics Server requires approval prior to quoting. This includes existing customers licensing additional Siebel Analytics Named Users resulting in an implementation exceeding 1,000 Named Users per Siebel Analytics Server (e.g. adding 600 users to an existing implementation of 500 users on a single server).

Note: Any purchase of Siebel Analytics 7.8.2 to be used with previous versions of Siebel (i.e. 7.7, 7.5, etc.) requires use of the appropriate Siebel Analytics Bridge.

Any product marked with "®" indicates that this product includes third-party technology or content and the royalty obligations require maximum discounting/minimum pricing limits.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Analytics Server</b>				
<b>(Required for all Siebel Analytics End User Applications and Options)</b>				
Siebel Analytics Platform Server-CRM Edition (w/10 CPU/server limit) (Includes the Siebel Analytics Server and Data Warehouse(ETL) Server Limited to accessing Siebel data sources only)	® 300,000	66,000	Physical Server	1
Siebel Analytics Platform Server-Enterprise Edition (w/10 CPU/server limit) (Includes the Siebel Analytics Server and Data Warehouse (ETL) Server For customers accessing Both Siebel and non-Siebel data sources)	® 500,000	110,000	Physical Server	2
Siebel Analytics Server – Stand Alone (Includes only the Siebel Analytics Server)	® 250,000	55,000	Physical Server	3
<b>Analytics End User Applications</b>				
Siebel Executive Analytics	1,500	330	Application User	4
Siebel HelpDesk Analytics	750	165	Application User	4
Siebel Marketing Campaign Analytics	1,250	275	Application User	4
Siebel Marketing Customer Analytics	1,250	275	Application User	4
Siebel Marketing Events Analytics	750	165	Application User	5
Siebel Marketing Planning Analytics	1,250	275	Application User	5
Siebel Order Analytics	750	165	Application User	4
Siebel Partner Manager Analytics	750	165	Application User	4
Siebel Partner Portal Analytics (for accessing only Siebel data sources)	<u>See Partner Portal section for pricing</u>			
Siebel Product and Pricing Analytics	750	165	Application User	4
Siebel Sales Analytics	1,250	275	Application User	4
Siebel Service Analytics	1,250	275	Application User	4
Siebel Intelligence Dashboard	750	165	Application User	6
Siebel Intelligent Interaction Manager	250	55	Application User	17
<b>Analytics End User Options</b>				
Siebel Analytics Briefing Book	250	55	Application User	7
Siebel Analytics Server Access	250	55	Application User	8
Siebel Answers	500	110	Application User	9
Siebel Delivers	250	55	Application User	10
Siebel Mobile Analytics	® 500	110	Application User	11
<b>Advanced Reporting Options</b>				
Siebel Advanced Reporting Engine	® 75,000	16,500	Physical Server	13
Siebel Advanced Reporting Workbench	® 1,750	385	Physical Server	14
Siebel Advanced Reporting User Edition	350	77	Application User	15
<b>Analytics Server Options</b>				
Additional Siebel Data Warehouse Server (w/10 CPU/server limit)	® 200,000	44,000	Physical Server	18
Additional Siebel Analytics Server - CRM Edition (For customers accessing only Siebel data sources)	® 225,000	49,500	Physical Server	19
Additional Siebel Analytics Server - Enterprise Edition (For customers accessing both Siebel and non-Siebel data sources)	® 400,000	88,000	Physical Server	20
Siebel Analytics Bridge - 6.3 (for customers on Siebel v6.3)	50,000	11,000	Physical Server	
Siebel Analytics Bridge - 7.5 (for customers on Siebel SEA v7.5)*	50,000	11,000	Physical Server	
Siebel Analytics Bridge - 7.5 SIA (for customers on Siebel SIA v7.5)*	50,000	11,000	Physical Server	
Siebel Analytics Bridge - 7.7 SIA (for customers on Siebel SIA v7.7)*	50,000	11,000	Physical Server	
Siebel Analytics Bridge - 7.7 (for customers on Siebel SEA v7.7)*	50,000	11,000	Physical Server	
Siebel Analytics Server Administrator	17,500	3,850	Application User	
Siebel Cluster Option for Siebel Analytics Server -Windows® Edition	50,000	11,000	Physical Server	20
Siebel Cluster Option for Siebel Analytics Server -UNIX Edition	50,000	11,000	Physical Server	20
Siebel Data Warehouse Application Console	50,000	11,000	Physical Server	
Siebel Delivers Server	75,000	16,500	Physical Server	10
Siebel Server Extensions for UNIX - Analytics (Required to operate any Siebel Analytics Server in the Solaris, HP/UX or AIX operating environment)	® 4,500	990	Physical Server	21

Siebel CRM Enterprise Cross-Industry Applications Pricing  
Siebel Usage Accelerator Pricing

Siebel Usage Accelerator requires the purchase of a standard Siebel base application for every user, Siebel Usage Accelerator Monitored Users and at least one Siebel Usage Accelerator Dashboard User. Note: the Siebel Usage Accelerator Platform Server cannot be used with standard Siebel Analytics. If standard Siebel Analytics are purchased in the future a Siebel Analytics Platform Server (CRM or Enterprise Edition) must be purchased separately.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Usage Accelerator Options</b>				
Siebel Usage Accelerator Monitored User (Required) (Required for every user being monitored with Siebel Usage Accelerator Applications)	200	44	Application User	22
Siebel Usage Accelerator Dashboard User (Required)	150	33	Application User	23,24
<b>Usage Accelerator Options for Siebel Analytics Applications Customers (Only available to customers who have purchased a Siebel Analytics Platform Server)</b>				
Siebel Usage Accelerator Analytics (Required)	100,000	22,000	per Customer	25
<b>Usage Accelerator Options for Non-Siebel Analytics Applications Customers (Only available to customers who have not purchased a Siebel Analytics Platform Server)</b>				
Siebel Usage Accelerator Platform Server (w/10 CPU/Server limit) (Required) (Includes restricted use of Siebel Analytics Server, Data Warehouse(ETL) Server, Siebel Delivers Server and Siebel Usage Accelerator Bridge 7.5 to 7.7)	125,000	27,500	Physical Server	26

Siebel CRM Enterprise Cross-Industry Applications Pricing  
Siebel Enterprise Analytics

Note: There is a maximum discount of 60% for all Siebel Enterprise Analytics.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Enterprise Contact Center Analytics Applications</b>				
Siebel Enterprise Contact Center Analytics-Analyst User	2,500	550	Application User	27
Siebel Enterprise Contact Center Agent Scorecard	625	138	Application User	28
Siebel Enterprise Contact Center Sales Analytics	250,000	55,000	per Customer	
Siebel Enterprise Contact Center and Agent Performance	200,000	44,000	per Customer	
Siebel Enterprise Customer Service Analytics	250,000	55,000	per Customer	
Siebel Enterprise Service Delivery and Costing Analytics	200,000	44,000	per Customer	
Siebel Data Warehouse Universal Adapter - Enterprise Contact Center	75,000	16,500	per Customer	
Siebel Enterprise Contact Center Analytics - Analyst User Add On to Marketing Campaign Analytics	500	110	Application User	
Siebel Enterprise Contact Center Analytics - Analyst User Add On to Marketing Customer Analytics	500	110	Application User	
Siebel Enterprise Contact Center Analytics - Analyst User Add On to Sales Analytics	500	110	Application User	
Siebel Enterprise Contact Center Analytics - Analyst User Add On to Service Analytics	500	110	Application User	
<b>Enterprise Sales Analytics Applications</b>				
Siebel Enterprise Sales Analytics - Analyst User	2,500	550	Application User	29,30
Siebel Enterprise Sales Analytics - Revenue	300,000	66,000	per Customer	
Siebel Enterprise Sales Analytics - Revenue & Fulfillment	300,000	66,000	per Customer	31
Siebel Enterprise Sales Analytics -Revenue & Pipeline	300,000	66,000	per Customer	31
Siebel Data Warehouse Universal Adapter - Enterprise Sales	75,000	16,500	per Customer	
<b>Financial Analytics Applications</b>				
Siebel Financial Analytics - Analyst	2,500	550	Application User	
Siebel General Ledger Analytics	300,000	66,000	per Customer	
Siebel Payables Analytics	300,000	66,000	per Customer	
Siebel Profitability Analytics	300,000	66,000	per Customer	
Siebel Receivables Analytics	300,000	66,000	per Customer	
Siebel Data Warehouse Universal Adapter -Finance	75,000	16,500	per Customer	
<b>Supply Chain Analytics Applications</b>				
Siebel Supply Chain/Supplier Analytics - Analyst User	2,500	550	Application User	34,35
Siebel Inventory Analytics	250,000	55,000	per Customer	
Siebel Supplier Performance & Supplier Payables Analytics	250,000	55,000	per Customer	
Siebel Supplier Sourcing Spend Analytics	250,000	55,000	per Customer	
Siebel Data Warehouse Universal Adapter -Supply Chain	75,000	16,500	per Customer	
<b>Enterprise Workforce Analytics Applications</b>				
Siebel Enterprise Workforce Analytics - Analyst User	2,500	550	Application User	36,37
Siebel Enterprise Workforce Analytics -Compensation	250,000	55,000	per Customer	
Siebel Enterprise Workforce Analytics -Human Resource Performance	250,000	55,000	per Customer	
Siebel Enterprise Workforce Analytics -Operations	250,000	55,000	per Customer	
Siebel Data Warehouse Universal Adapter -Workforce	75,000	16,500	per Customer	
<b>General Enterprise Analytics Options</b>				
Siebel Data Warehouse Business Adapters for SAP -Financials	150,000	33,000	per Customer	38
Siebel Data Warehouse Business Adapters for SAP -Supply Chain	150,000	33,000	per Customer	38
Siebel Data Warehouse Business Adapters for Oracle Applications	100,000	22,000	per Customer	
Siebel Data Warehouse Business Adapters for PeopleSoft	100,000	22,000	per Customer	39
Siebel Data Warehouse Business Adapters for Web Logs	100,000	22,000	per Customer	
Siebel Enterprise Analytic Applications - Business User	1,500	330	Application User	

Updated: 01-September-2006

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3 of 46

Siebel CRM Enterprise Global Price List

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Notes
Siebel Enterprise Analytic Applications - Business User Add-on to Marketing Campaign Analytics	500	110	Application User	
Siebel Enterprise Analytic Applications - Business User Add-on to Marketing Customer Analytics	500	110	Application User	
Siebel Enterprise Analytic Applications - Business User Add-on to Sales Analytics	500	110	Application User	
Siebel Enterprise Analytic Applications - Business User Add-on to Service Analytics	500	110	Application User	
Siebel Data Warehouse Server - Extractor for SAP™ R/3®	⊗ 150,000	33,000	Physical Server	38
Siebel Data Warehouse Server - Extractor for PeopleSoft®	⊗ 125,000	27,500	Physical Server	39

**Siebel CRM Enterprise Cross-Industry Applications Pricing**  
**Siebel Real-Time Decision Analytics Pricing**

Initial purchase of Siebel RTD Analytics requires licensing, at a minimum: 1 Physical Server license of Siebel Analytics Platform Server-Enterprise Edition; 1 Physical Server license of Siebel Real-Time Decision Server; 1 license of Siebel Intelligent Offer Generation & Cross-Selling Application; Appropriate User licenses for all users accessing Siebel RTD Analytics.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Real-Time Decision (RTD) Platform</b>				
Siebel Real-Time Decision Server (Required)	250,000	55,000	Physical Server	
Siebel Decision Connector for Call Center	1,000	220	Application User	
Siebel Decision Center	2,500	550	Application User	
Siebel Decision Dashboard	750	165	Application User	
Siebel Decision Studio	5,000	1,100	Application User	
<b>Siebel Real-Time Decision (RTD) Applications</b>				
Siebel Intelligent Offer Generation & Cross-Selling Application	500,000	110,000	per Customer	
Siebel Intelligent Offer Generation & Cross-Selling Application (end users)	1,500	330	Application User	

Siebel CRM Enterprise Cross-Industry Applications Pricing  
Employee Applications - Cross Industry

All Siebel CRM Cross-Industry applications are listed once in the Cross-Industry applications section instead of duplicating them in every individual industry price list. The industry-specific price lists contain industry-specific modules; therefore all industry-specific quotes will be a combination of the Cross-Industry applications and the industry-specific applications.

Any product marked with "⊗" indicates that this product includes third-party technology or content and the royalty obligations require maximum discounting/minimum pricing limits.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Base Application (Required select one)</b>				
Siebel Sales Base	2,800	616	Application User	
Siebel Service Base	2,800	616	Application User	
Siebel Marketing Automation Base	2,800	616	Application User	
<b>Base Functionality (for adding additional base functionality)</b>				
Siebel Sales option	450	99	Application User	
Siebel Service option	450	99	Application User	
Siebel Marketing Automation option	450	99	Application User	
<b>Tools and Servers</b>				
Siebel Tools	17,500	3,850	Application User	
Siebel Test Automation Interfaces	5,000	1,100	Application User	40
Siebel Report Designer Professional	⊗ 2,000	440	Application User	41,42
Siebel Report Designer	⊗ 600	132	Application User	42
Siebel Server Extensions for UNIX (Required to operate Siebel programs in the Solaris, HP/UX or AIX operating environment)	⊗ 1,000	220	Physical Server	
Siebel Web UI Dynamic Developer Kit	5,000	1,100	Application User	43
<b>Options requiring Sales, Service or Marketing</b>				
Siebel Advanced Market Development Funds	450	99	Application User	
Siebel Advanced Search	⊗ 100	22	Application User	
Siebel Advisor	1,400	308	Application User	44
Siebel Anywhere	175	39	Application User	
Siebel Campaigns (included in Siebel Marketing Automation)	200	44	Application User	
Siebel Client Sync	⊗ 75	17	Application User	
Siebel Server Sync - Microsoft Exchange Server	⊗ 100	22	Application User	45,46
Siebel Compensation Planning	300	66	Application User	
Siebel Configurator Administration Server	⊗ 100,000	22,000	Physical Server	47
Siebel Configurator Runtime	1,900	418	Application User	44,48
Siebel Connector for Oracle Applications	0.00	0.00	per Customer	49
Siebel Connector for SAP™ R/3®	0.00	0.00	per Customer	49
Siebel Content Publishing	100	22	Application User	
Siebel Contracts	600	132	Application User	
Siebel Customer Content	300	66	Application User	
Siebel Customer Order Management Administration Server	200,000	44,000	per Customer	44,50
Siebel Customer Order Management Administrator	5,000	1,100	Application User	44,50
Siebel CTI	175	39	Application User	
Siebel CTI Connect - Parallel	⊗ 500	110	Application User	51
Siebel CTI Connect - USB	⊗ 500	110	Application User	51
Siebel Data Quality	300	66	Application User	52
Siebel Data Quality Matching Server (priced per Physical Server)	⊗ 50,000	11,000	Physical Server	53
Siebel Dynamic Catalog	850	187	Application User	44
Siebel Dynamic Pricer	1,200	264	Application User	44
Siebel Employee Self-Service	100	22	Application User	
Siebel Events Manager	300	66	Application User	
Siebel Forecasting	250	55	Application User	
Siebel Handheld for Windows®	500	110	Application User	54
Siebel Handheld Platform Certification	35,000	7,700	Each	55
Siebel Handheld Device Certification	25,000	5,500	Each	55
Siebel HelpDesk Online	50	11	Application User	56
Siebel Mobile Connector	250	55	Application User	49
Siebel Partner Manager	450	99	Application User	57
Siebel Performance Management	200	44	Application User	
Siebel Quotes	400	88	Application User	44
Siebel Quote & Order Capture	1,000	220	Application User	44
Siebel Remote Client	250	55	Application User	
Siebel Reports	⊗ 300	66	Application User	58
Siebel Signature Capture Tool	⊗ 50	11	Application User	59
Siebel Smart Answer for Employees	⊗ 250	55	Application User	
Siebel SmartScript	250	55	Application User	
Siebel Store-and-Forward Messaging	⊗ 100	22	Application User	60
Siebel Time & Expense Reporting	100	22	Application User	
Siebel Training	200	44	Application User	
Siebel Wireless	500	110	Application User	61,62
Satmetrix Exchange Connector for Siebel	50	11	Application User	63

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Collaboration (for MS Sharepoint)</b>				
Siebel Collaboration up to 500 Users	50,000	11,000	Physical Server	64
Siebel Collaboration up to 2,000 Users	125,000	27,500	Physical Server	
Siebel Collaboration up to 5,000 Users	250,000	55,000	Physical Server	
Siebel Collaboration up to 10,000 Users	350,000	77,000	Physical Server	
Siebel Collaboration up to 20,000 Users	500,000	110,000	Physical Server	
Siebel Collaboration up to 20,000+ Users	750,000	165,000	Physical Server	
Siebel Incentive Compensation Management	For Pricing, see the section titled: Applications not requiring a base application			
<b>Options requiring Sales</b>				
Siebel Enterprise Selling Process [ESP]	175	39	Application User	
Siebel Proposals & Presentations	350	77	Application User	65
Siebel Strategic Selling	175	39	Application User	
Siebel Target Account Selling (TAS)	175	39	Application User	
<b>Options requiring Service</b>				
Siebel Asset Management	300	66	Application User	
Siebel Automated Discovery	⊗ 50	11	Application User	
Siebel Automated Service	⊗ 50	11	Application User	66
Siebel Change Management	200	44	Application User	67
Siebel Email Response	700	154	Application User	68
Siebel HelpDesk Option	450	99	Application User	85
Siebel Quality Management	250	55	Application User	
Siebel Smart Answer for Email Response	⊗ 550	121	Application User	69
<b>Options requiring Field Service &amp; Service</b>				
Siebel Field Service	500	110	Application User	
Siebel Barcode	100	22	Application User	
Siebel Logistics Manager	250	55	Application User	
Siebel Preventive Maintenance	175	39	Application User	
Siebel Repair	175	39	Application User	
Siebel Scheduling	⊗ 350	77	Application User	70
<b>Options requiring Marketing Automation</b>				
Siebel Email/Web Offer Designer	⊗ 150	33	Application User	71
Siebel Email Marketing Server	100,000	22,000	Physical Server	72
Siebel Dialogue Manager	750	165	Application User	73
Siebel Marketing Resource Manager	200	44	Application User	
Siebel Segment Manager	1,250	275	Application User	74
<b>Siebel Marketing Server</b>				
Siebel Marketing Server - CRM Edition unlimited records (Siebel data only)	100,000	22,000	Physical Server	75,76
Siebel Marketing Server - Enterprise Edition up to 200,000 records	100,000	22,000	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition up to 500,000 records	150,000	33,000	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition up to 1,000,000 records	200,000	44,000	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition up to 3,000,000 records	275,000	60,500	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition up to 5,000,000 records	350,000	77,000	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition up to 10,000,000 records	425,000	93,500	Physical Server	76,77,78
Siebel Marketing Server - Enterprise Edition unlimited records	500,000	110,000	Physical Server	76,77,78
<b>Applications Not Requiring a Base Application</b>				
Siebel Configurator Administration Server	⊗ 100,000	22,000	Physical Server	47
Siebel Content Publishing	100	22	Application User	
Siebel Customer Content	300	66	Application User	79
Siebel Customer Order Management Administration Server	200,000	44,000	per Customer	44,50
Siebel Handheld for Windows® - Stand Alone	1,000	220	Application User	54,59,80
Siebel Performance Management	200	44	Application User	
Siebel Segment Manager Stand Alone	2,500	550	Application User	81
Siebel Training	200	44	Application User	
<b>Siebel Incentive Compensation</b>				
Incentive Compensation is under Controlled Availability (CA) and all quotes require approval. The preferred Incentive Compensation solution is Oracle Incentive Compensation on the EBS price list. Please see the Controlled Availability link on eSource for instructions on quoting CA products.				
Siebel Incentive Compensation Management Server (required) (w/10 CPU/Server limit) (L)	⊗ 0.00	0.00	Physical Server	82,83,84
Siebel Incentive Compensation Management Package - for Employees	⊗ 950	209	Application User	82,83,84
Siebel Incentive Compensation Management - for Employees	⊗ 750	165	Application User	82,84
Siebel ICM Advanced Planning and Modeling - for Employees	⊗ 250	55	Application User	82,84
Siebel Incentive Compensation Management Package - for Partners	⊗ 300	66	Application User	82,83,84
Siebel Incentive Compensation Management - for Partners	⊗ 250	55	Application User	82,84
Siebel ICM Advanced Planning and Modeling - for Partners	⊗ 100	22	Application User	82,84
<b>Siebel HelpDesk</b>				
Siebel HelpDesk Online	50	11	Application User	
Siebel HelpDesk	1,000	220	Application User	85
Siebel Asset Management	300	66	Application User	
Siebel Automated Discovery	⊗ 50	11	Application User	
Siebel Automated Service	⊗ 50	11	Application User	66

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6 of 46



Siebel CRM Enterprise Global Price List

Prices in USA (Dollar)

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Order Validation Engine</b>				
Siebel Order Validation Engine - capacity of 50,000 Annual Transactions	50,000	11,000	per Customer	86
Siebel Order Validation Engine - capacity of 100,000 Annual Transactions	75,000	16,500	per Customer	86
Siebel Order Validation Engine - capacity of 1,000,000 Annual Transactions	250,000	55,000	per Customer	86
Siebel Order Validation Engine - capacity of 5,000,000 Annual Transactions	400,000	88,000	per Customer	86
Siebel Order Validation Engine - capacity of 10,000,000 Annual Transactions	550,000	121,000	per Customer	86
Siebel Order Validation Engine - capacity of 15,000,000 Annual Transactions	750,000	165,000	per Customer	86
Siebel Order Validation Engine - capacity of 15,000,000+ Annual Transactions	1,000,000	220,000	per Customer	86
<b>Siebel Email Marketing Stand Alone</b>				
Siebel Email Marketing Stand Alone	250	55	Application User	87
Siebel Email Marketing Server Stand Alone Up to 100,000 records	75,000	16,500	Physical Server	88
Siebel Email Marketing Server Stand Alone Up to 500,000 records	100,000	22,000	Physical Server	88
Siebel Email Marketing Server Stand Alone Up to 1,000,000 records	125,000	27,500	Physical Server	88
Siebel Email Marketing Server Stand Alone Up to 3,000,000 records	200,000	44,000	Physical Server	88
Siebel Email Marketing Server Stand Alone Up to 5,000,000 records	300,000	66,000	Physical Server	88
Siebel Email Marketing Server Stand Alone unlimited records	350,000	77,000	Physical Server	88
Additional Siebel Email Marketing Server Stand Alone (valid for any Email Marketing Stand Alone server tier)	75,000	16,500	Physical Server	88

Siebel CRM Enterprise Cross-Industry CRM Applications Pricing  
Customer Applications - Cross-Industry

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Customer options</b>				
Siebel eCustomer	8,500	1,870	Concurrent User	89,90
Siebel eSales	4,200	924	Concurrent User	
Siebel eService for Customers	4,200	924	Concurrent User	
Siebel Web Marketing	2,500	550	Concurrent User	90
Siebel Advanced Search for Customers	⊗ 200	44	Concurrent User	91
Siebel Advisor for Customers	2,100	462	Concurrent User	
Siebel Advisor Stand Alone	2,800	616	Concurrent User	
Siebel Configurator Runtime for Customers	2,800	616	Concurrent User	91,92
Siebel Content Publishing for Customers	300	66	Concurrent User	91
Siebel Dynamic Pricer for Customers	2,100	462	Concurrent User	91
Siebel Events	1,500	330	Concurrent User	93
Siebel Reports for Customers	⊗ 600	132	Concurrent User	91
Siebel Smart Answer for Customers	⊗ 750	165	Concurrent User	61
Siebel SmartScript for Customers	500	110	Concurrent User	91,94
Siebel Self-Service Wireless for Customers	700	154	Concurrent User	91
Siebel Training for Customers	500	110	Concurrent User	

Siebel CRM Enterprise Cross-Industry CRM Applications Pricing  
Partner Applications - Cross-Industry

Siebel Partner applications are priced on a per order basis only, using the deal based volume adjustment tiers listed below.

Note that this is not a discount, but rather an adjustment to the list price based on volume of the order placed. The calculated Partner application Start Price, after volume adjustments, can be discounted as per normal discounting guidelines. These volume adjustments apply to all partner per Registered User partner applications.

Example: the pricing shown on a quote is calculated automatically based on the line item quantity. All users receive the lower price. If a customer orders 2,000 Registered Users of Siebel Partner Portal, the Start Price on the quote is calculated as (\$450 x 0.85) = \$382.50 per Registered User. If the quote discount is 30%, then the net price per Registered User becomes \$267.75.

Partner Volume Adjustment Values

Partner Tiers	Adjustment
Up to 749 Registered Users	List Price
750 to 1,499 Registered Users	List Price x 90%
1,500 to 2,499 Registered Users	List Price x 85%
2,500 to 4,999 Registered Users	List Price x 80%
5,000 to 9,999 Registered Users	List Price x 70%
10,000+ Registered Users	List Price x 60%

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Partner Portal</b>				
Siebel Partner Portal (required)	450	99	Registered User	95
Partner Portal Analytics				96
Siebel Partner Portal Analytics (for accessing Siebel data only)	350	77	Registered User	97
<b>Options requiring Partner Portal</b>				
Siebel Advanced Market Development Funds for Partners	300	66	Registered User	97
Siebel Advanced Search for Partners	50	11	Registered User	97
Siebel Anywhere for Partners	175	39	Registered User	97
Siebel Basic Pricer for Partners	100	22	Registered User	44,97,98
Siebel Campaigns for Partners	100	22	Registered User	97
Siebel Configurator Runtime for Partners	500	110	Registered User	44,97,98
Siebel Content Publishing for Partners	50	11	Registered User	97
Siebel Customer Order Management Administrator for Partners	1,000	220	Registered User	44,99
Siebel Dialogue Manager for Partners	250	55	Registered User	97,100
Siebel Dynamic Pricer for Partners	300	66	Registered User	44,97,98
Siebel Field Service for Partners	300	66	Registered User	97
Siebel Forecasting for Partners	100	22	Registered User	97
Siebel Logistics Manager for Partners	100	22	Registered User	97
Siebel Marketing Resource Manager for Partners	100	22	Registered User	97
Siebel Partner Commerce	350	77	Registered User	44,101
Siebel PRM Wireless	150	33	Registered User	61,62
Siebel PRM Wireless Stand Alone (Siebel Partner Portal not required)	350	77	Registered User	61,62
Siebel Proposals & Presentations for Partners	150	33	Registered User	97
Siebel Remote Client for Partners	100	22	Registered User	97
Siebel Reports for Partners	125	28	Registered User	97
Siebel Segment Manager for Partners	350	77	Registered User	97
Siebel Smart Answer for Partners	150	33	Registered User	97
Siebel SmartScript for Partners	100	22	Registered User	97
Siebel Training for Partners	100	22	Registered User	102

Siebel CRM Enterprise Cross-Industry CRM Applications Pricing  
 Siebel CRM Web Channel

Siebel CRM Web Channel products are composed of two separately priced items: (1) Siebel CRM Foundation Services and (2) a Siebel Sales, Service, or Marketing Web Channel option—both are required. Each customer licensing Siebel CRM Web Channel requires, at a minimum, one Application User of Siebel Tools and, at a minimum, one Application User license of the purchased Web Channel Option.

A licensed user of the specific application (e.g. Application User of Siebel Sales Base), does not require additional Web Channel licensing as the Web Channel deployment option is included in their license. All Web Channel options licensed must be covered by the Siebel CRM Foundation Services. Siebel CRM Web Channel pricing is available for Cross-Industry objects as well as Industry objects and all quote the same set of products.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel CRM Foundation Services for Employees (Required)</b>				
Up to 1,500 Users	800	176	Application User	
1,501 to 2,500 Users	700	154	Application User	
2,501 to 4,000 Users	600	132	Application User	
4,001 to 7,000 Users	500	110	Application User	
7,001 to 10,000 Users	400	88	Application User	
10,001+ Users	250	55	Application User	
<b>Siebel Sales Web Channel for Employees</b>				
<b>Up to 5 Objects</b>				
Up to 1,500 Users	475	105	Application User	
1,501 to 2,500 Users	400	88	Application User	
2,501 to 4,000 Users	340	75	Application User	
4,001 to 7,000 Users	280	62	Application User	
7,001 to 10,000 Users	220	48	Application User	
10,001+ Users	120	26	Application User	
<b>Up to 10 Objects</b>				
Up to 1,500 Users	550	121	Application User	
1,501 to 2,500 Users	450	99	Application User	
2,501 to 4,000 Users	380	84	Application User	
4,001 to 7,000 Users	320	70	Application User	
7,001 to 10,000 Users	260	57	Application User	
10,001+ Users	150	33	Application User	
<b>Up to 15 Objects</b>				
Up to 1,500 Users	600	132	Application User	
1,501 to 2,500 Users	500	110	Application User	
2,501 to 4,000 Users	420	92	Application User	
4,001 to 7,000 Users	350	77	Application User	
7,001 to 10,000 Users	300	66	Application User	
10,001+ Users	180	40	Application User	
<b>Siebel Service/Field Service Web Channel for Employees</b>				
<b>Up to 5 Objects</b>				
Up to 1,500 Users	475	105	Application User	
1,501 to 2,500 Users	400	88	Application User	
2,501 to 4,000 Users	340	75	Application User	
4,001 to 7,000 Users	280	62	Application User	
7,001 to 10,000 Users	220	48	Application User	
10,001+ Users	120	26	Application User	
<b>Up to 10 Objects</b>				
Up to 1,500 Users	550	121	Application User	
1,501 to 2,500 Users	450	99	Application User	
2,501 to 4,000 Users	380	84	Application User	
4,001 to 7,000 Users	320	70	Application User	
7,001 to 10,000 Users	260	57	Application User	
10,001+ Users	150	33	Application User	
<b>Up to 15 Objects</b>				
Up to 1,500 Users	600	132	Application User	
1,501 to 2,500 Users	500	110	Application User	
2,501 to 4,000 Users	420	92	Application User	
4,001 to 7,000 Users	350	77	Application User	
7,001 to 10,000 Users	300	66	Application User	
10,001+ Users	180	40	Application User	

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Marketing Web Channel for Employees</b>				
<b>Up to 5 Objects</b>				
Up to 1,500 Users	475	105	Application User	
1,501 to 2,500 Users	400	88	Application User	
2,501 to 4,000 Users	340	75	Application User	
4,001 to 7,000 Users	280	62	Application User	
7,001 to 10,000 Users	220	48	Application User	
10,001+ Users	120	26	Application User	
<b>Up to 10 Objects</b>				
Up to 1,500 Users	550	121	Application User	
1,501 to 2,500 Users	450	99	Application User	
2,501 to 4,000 Users	380	84	Application User	
4,001 to 7,000 Users	320	70	Application User	
7,001 to 10,000 Users	260	57	Application User	
10,001+ Users	150	33	Application User	
<b>Up to 15 Objects</b>				
Up to 1,500 Users	600	132	Application User	
1,501 to 2,500 Users	500	110	Application User	
2,501 to 4,000 Users	420	92	Application User	
4,001 to 7,000 Users	350	77	Application User	
7,001 to 10,000 Users	300	66	Application User	
10,001+ Users	180	40	Application User	
<b>Siebel CRM Foundation Services for Customers (Required)</b>				
Up to 1,000 Users	500	110	Application User	
1,001 to 2,500 Users	400	88	Application User	
2,501 to 10,000 Users	300	66	Application User	
10,001 to 100,000 Users	150	33	Application User	
100,001 to 1,000,000 Users	50	11	Application User	
1,000,001+ Users	30	7	Application User	
<b>Siebel Sales Web Channel for Customers</b>				
<b>Up to 5 Objects</b>				
Up to 1,000 Users	300	66	Application User	
1,001 to 2,500 Users	200	44	Application User	
2,501 to 10,000 Users	100	22	Application User	
10,001 to 100,000 Users	50	11	Application User	
100,001 to 1,000,000 Users	30	7	Application User	
1,000,001+ Users	10	2.20	Application User	
<b>Up to 10 Objects</b>				
Up to 1,000 Users	350	77	Application User	
1,001 to 2,500 Users	250	55	Application User	
2,501 to 10,000 Users	150	33	Application User	
10,001 to 100,000 Users	70	15	Application User	
100,001 to 1,000,000 Users	40	9	Application User	
1,000,001+ Users	15	3.30	Application User	
<b>Up to 15 Objects</b>				
Up to 1,000 Users	400	88	Application User	
1,001 to 2,500 Users	300	66	Application User	
2,501 to 10,000 Users	200	44	Application User	
10,001 to 100,000 Users	100	22	Application User	
100,001 to 1,000,000 Users	50	11	Application User	
1,000,001+ Users	20	4.40	Application User	

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Service/Field Service Web Channel for Customers</b>				
<b>Up to 5 Objects</b>				
Up to 1,000 Users	300	66	Application User	
1,001 to 2,500 Users	200	44	Application User	
2,501 to 10,000 Users	100	22	Application User	
10,001 to 100,000 Users	50	11	Application User	
100,001 to 1,000,000 Users	30	7	Application User	
1,000,001+ Users	10	2.20	Application User	
<b>Up to 10 Objects</b>				
Up to 1,000 Users	350	77	Application User	
1,001 to 2,500 Users	250	55	Application User	
2,501 to 10,000 Users	150	33	Application User	
10,001 to 100,000 Users	70	15	Application User	
100,001 to 1,000,000 Users	40	9	Application User	
1,000,001+ Users	15	3.30	Application User	
<b>Up to 15 Objects</b>				
Up to 1,000 Users	400	88	Application User	
1,001 to 2,500 Users	300	66	Application User	
2,501 to 10,000 Users	200	44	Application User	
10,001 to 100,000 Users	100	22	Application User	
100,001 to 1,000,000 Users	50	11	Application User	
1,000,001+ Users	20	4.40	Application User	
<b>Siebel Marketing Web Channel for Customers</b>				
<b>Up to 5 Objects</b>				
Up to 1,000 Users	300	66	Application User	
1,001 to 2,500 Users	200	44	Application User	
2,501 to 10,000 Users	100	22	Application User	
10,001 to 100,000 Users	50	11	Application User	
100,001 to 1,000,000 Users	30	7	Application User	
1,000,001+ Users	10	2.20	Application User	
<b>Up to 10 Objects</b>				
Up to 1,000 Users	350	77	Application User	
1,001 to 2,500 Users	250	55	Application User	
2,501 to 10,000 Users	150	33	Application User	
10,001 to 100,000 Users	70	15	Application User	
100,001 to 1,000,000 Users	40	9	Application User	
1,000,001+ Users	15	3.30	Application User	
<b>Up to 15 Objects</b>				
Up to 1,000 Users	400	88	Application User	
1,001 to 2,500 Users	300	66	Application User	
2,501 to 10,000 Users	200	44	Application User	
10,001 to 100,000 Users	100	22	Application User	
100,001 to 1,000,000 Users	50	11	Application User	
1,000,001+ Users	20	4.40	Application User	

Siebel Communications, Media and Energy Applications Pricing  
 Siebel Analytics Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Options for Communications, Media and Energy</b>				
Siebel Marketing Campaign Analytics for Communications, Media and Energy	1,250	275	Application User	4
Siebel Marketing Customer Analytics for Communications, Media and Energy	1,250	275	Application User	4
Siebel Sales Analytics for Communications, Media and Energy	1,250	275	Application User	4
Siebel Service Analytics for Communications, Media and Energy	1,250	275	Application User	4

Siebel Communications, Media and Energy Applications Pricing  
 Siebel Employee Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Communications, Media and Energy Base Applications (Required)</b>				
Siebel Communications Sales Base	3,150	693	Application User	
Siebel Communications Service Base	3,150	693	Application User	
Siebel Communications Marketing Automation Base	3,150	693	Application User	
Siebel Communications for Wireless Sales Base	3,150	693	Application User	
Siebel Communications for Wireless Service Base	3,150	693	Application User	
Siebel Communications for Wireless Marketing Automation Base	3,150	693	Application User	
Siebel Media Sales Base	3,150	693	Application User	
Siebel Media Service Base	3,150	693	Application User	
Siebel Media Marketing Automation Base	3,150	693	Application User	
Siebel Energy Sales Base	3,150	693	Application User	
Siebel Energy Service Base	3,150	693	Application User	
Siebel Energy Marketing Automation Base	3,150	693	Application User	
<b>Base Functionality (for adding additional base functionality)</b>				
Siebel Communications Sales option	450	99	Application User	
Siebel Communications Service option	450	99	Application User	
Siebel Communications Marketing Automation option	450	99	Application User	
Siebel Communications for Wireless Sales option	450	99	Application User	
Siebel Communications for Wireless Service option	450	99	Application User	
Siebel Communications for Wireless Marketing Automation option	450	99	Application User	
Siebel Media Sales option	450	99	Application User	
Siebel Media Service option	450	99	Application User	
Siebel Media Marketing Automation option	450	99	Application User	
Siebel Energy Sales option	450	99	Application User	
Siebel Energy Service option	450	99	Application User	
Siebel Energy Marketing Automation option	450	99	Application User	
<b>Options requiring Sales, Service or Marketing</b>				
Siebel Contracts for CME	600	132	Application User	
Siebel Contract Terms and Conditions	400	88	Application User	130
Siebel Network Order Entry	400	88	Application User	103
Siebel Quote & Order Capture for CME	1,300	286	Application User	104
<b>Siebel Loyalty</b>				
Siebel Loyalty Manager	1,000	220	Application User	105
Siebel Loyalty Member Services Representative	500	110	Application User	106
Siebel Loyalty H&T Engine - up to 25,000 Member records	350,000	77,000	per Customer	105
Siebel Loyalty H&T Engine - up to 100,000 Member records	750,000	165,000	per Customer	105
Siebel Loyalty H&T Engine - up to 500,000 Member records	2,000,000	440,000	per Customer	105
Siebel Loyalty H&T Engine - up to 1,000,000 Member records	3,500,000	770,000	per Customer	105
Siebel Loyalty H&T Engine - up to 5,000,000 Member records	5,500,000	1,210,000	per Customer	105
Siebel Loyalty H&T Engine - up to 10,000,000 Member records	8,000,000	1,760,000	per Customer	105
Siebel Loyalty H&T Engine - unlimited Member records	11,000,000	2,420,000	per Customer	105
Siebel Loyalty Engine - additional 1,000,000 Members (Valid only for customers with 10,000,000+ members)	50,000	11,000	per Customer	105
<b>Options requiring Sales or Service</b>				
Siebel Premises	150	33	Application User	
Siebel Rollup	175	39	Application User	
Siebel Work Orders	150	33	Application User	
Siebel Communications & Energy Convergence Option	0.00	0.00	Application User	
<b>Options requiring Sales</b>				
Siebel Call Reports	100	22	Application User	
Siebel Design Opportunity Management	250	55	Application User	
Siebel Field Service Assets for Sales Base	150	33	Application User	104
Siebel Pricing Authorization Management	175	39	Application User	145
Siebel Pricing Claims Server - Up to 20 Users	100,000	22,000	Physical Server	146

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Options requiring Service</b>				
Siebel Billing Management	150	33	Application User	
Siebel Credit Management	150	33	Application User	
Siebel Fraud Management	100	22	Application User	
Siebel Price Comparison (only available with Siebel Energy)	2,150	473	Application User	44
<b>Options requiring Consumer Goods Sales or Service (CG base required)</b>				
Siebel Consumer Goods Sales option	450	99	Application User	
Siebel Consumer Goods Service option	450	99	Application User	
Siebel Deductions	175	39	Application User	
Siebel Sales Volume Planning	250	55	Application User	149
Siebel Trade Promotions	300	66	Application User	
Demantra Predictive Trade Planning	1,500	330	\$Million COGS	150
Demantra Trade Promotion Optimization	750	165	\$Million COGS	150,151

**Siebel Communications, Media and Energy Applications Pricing  
Siebel Customer Applications**

<b>Communications, Media and Energy Customer Options</b>				
Siebel eCustomer for CME	8,500	1,870	Concurrent User	89,90
Siebel eSales for CME	4,200	924	Concurrent User	
Siebel eService for CME	4,200	924	Concurrent User	
Siebel Loyalty Customer Portal	500	110	Concurrent User	106
Siebel Price Comparison for Customers (only available with Siebel Energy)	2,900	638	Concurrent User	91
Siebel Quote & Order Capture for CME Customers	1,800	396	Concurrent User	44,91

**Siebel Communications, Media and Energy Applications Pricing  
Siebel Partner Applications**

Siebel Partner Portal is priced using volume adjustment tiers, listed in the Cross-Industry partner section, that are a special offer on a per order basis only.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Communications, Media and Energy Partner Options</b>				
Siebel Partner Portal for CME (required)	450	99	Registered User	95
Siebel Loyalty Partner Portal	200	44	Registered User	97
<b>Options requiring Communications, Media and Energy Partner Portal</b>				
Siebel Partner Commerce for CME	350	77	Registered User	101
Siebel Credit Management for Partners	50	11	Registered User	97
Siebel Design Opportunity Management for Partners	100	22	Registered User	97
Siebel Fraud Management for Partners	50	11	Registered User	97
Siebel Pricing Authorization Management for Partners	150	33	Registered User	97
Siebel Quote & Order Capture for CME Partners	350	77	Registered User	44,97,107

Siebel Financial Services Applications Pricing  
Siebel Analytics Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Finance Analytics Options</b>				
Siebel Finance Executive Analytics	1,500	330	Application User	4
Siebel Finance Institutional Analytics	1,250	275	Application User	4
Siebel Finance Marketing Campaign Analytics	1,250	275	Application User	4
Siebel Finance Marketing Customer Analytics	1,250	275	Application User	4
Siebel Finance Retail Analytics	1,250	275	Application User	4
Siebel Finance Sales Analytics	1,250	275	Application User	4
Siebel Finance Service Analytics	1,250	275	Application User	4
<b>Insurance Analytics Options</b>				
Siebel Insurance Executive Analytics	1,500	330	Application User	4
Siebel Insurance Marketing Campaign Analytics	1,250	275	Application User	4
Siebel Insurance Marketing Customer Analytics	1,250	275	Application User	4
Siebel Insurance Partner Manager Analytics	750	165	Application User	4
Siebel Insurance Sales Analytics	1,250	275	Application User	4
Siebel Insurance Service Analytics	1,250	275	Application User	4
<b>Healthcare Analytics Options</b>				
Siebel Healthcare Executive Analytics	1,500	330	Application User	4
Siebel Healthcare Marketing Campaign Analytics	1,250	275	Application User	4
Siebel Healthcare Marketing Customer Analytics	1,250	275	Application User	4
Siebel Healthcare Partner Manager Analytics	750	165	Application User	4
Siebel Healthcare Sales Analytics	1,250	275	Application User	4
Siebel Healthcare Service Analytics	1,250	275	Application User	4

Siebel Financial Services Applications Pricing  
Siebel Usage Accelerator Applications

Note: the Siebel Financial Services Usage Accelerator Platform Server cannot be used with standard Siebel Financial Services Analytics applications. If standard Siebel Financial Services Analytics applications are purchased in the future a Siebel Analytics Platform Server (CRM or Enterprise Edition) must be purchased separately.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Usage Accelerator Options</b>				
Siebel Financial Services Usage Accelerator Monitored User (Required) (Required for every user being monitored with Siebel Usage Accelerator Applications)	200	44	Application User	109
Siebel Financial Services Usage Accelerator Dashboard User (Required)	150	33	Application User	110,111
<b>Usage Accelerator Options for Siebel Analytics Applications Customers (Only available to customers who have purchased a Siebel Analytics Platform Server)</b>				
Siebel Financial Services Usage Accelerator Analytics (Required)	100,000	22,000	per Customer	112
<b>Usage Accelerator Options for Non-Siebel Analytics Applications Customers (Only available to customers who have not purchased a Siebel Analytics Platform Server)</b>				
Siebel Financial Services Usage Accelerator Platform Server (w/10 CPU/Server limit) (Required) (Includes restricted use of Siebel Analytics Server, Data Warehouse(ETL) Server, Siebel	125,000	27,500	Physical Server	113

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Loyalty Engine Options Requiring Hospitality or Travel</b>				
<i>(Note: this Loyalty Engine pricing applies only to Hospitality—Hotels and Travel—Airlines. All other Hospitality and Travel segments are eligible for standard Loyalty pricing with approval.)</i>				
Siebel Loyalty H&T Engine up to 25,000 Members	350,000	77,000	per Customer	105
Siebel Loyalty H&T Engine up to 100,000 Members	750,000	165,000	per Customer	105
Siebel Loyalty H&T Engine up to 500,000 Members	2,000,000	440,000	per Customer	105
Siebel Loyalty H&T Engine up to 1,000,000 Members	3,500,000	770,000	per Customer	105
Siebel Loyalty H&T Engine up to 5,000,000 Members	5,500,000	1,210,000	per Customer	105
Siebel Loyalty H&T Engine up to 10,000,000 Members	8,000,000	1,760,000	per Customer	105
Siebel Loyalty H&T Engine unlimited Members	11,000,000	2,420,000	per Customer	105
<b>Distribution applications not requiring a base application</b>				
Siebel Consumer Goods Sales Handheld DSS - Stand Alone	1,150	253	Application User	54
Siebel Van Sales/Delivery	400	88	Application User	152
Siebel Group Sales & Event Management: per Guest Room 1 to 100 per site	250	55	Each	153
Siebel Group Sales & Event Management: per Guest Room 101 to 300 per site	150	33	Each	153
Siebel Group Sales & Event Management: per Guest Room 301 to 600 per site	115	25	Each	153
Siebel Group Sales & Event Management: per Guest Room 601 to 900 per site	100	22	Each	153
Siebel Group Sales & Event Management: per Guest Room 901 to 1,200 per site	90	20	Each	153
Siebel Group Sales & Event Management: per Guest Room > 1,200 per site	85	19	Each	153

**Siebel Manufacturing and Distribution Applications Pricing**  
Customer Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Manufacturing &amp; Distribution Customer Options</b>				
Siebel Loyalty Customer Portal	500	110	Concurrent User	107
<b>Customer Options Requiring Oil, Gas &amp; Chemicals</b>				
Siebel eCustomer for OGC	8,500	1,870	Concurrent User	89,90
Siebel eSales for OGC	4,200	924	Concurrent User	
Siebel eService for OGC	4,200	924	Concurrent User	
Siebel Quote & Order Capture for OGC Customers	1,500	330	Concurrent User	44,91

**Siebel Manufacturing and Distribution Applications Pricing**  
Partner Applications

Siebel Partner Portal is priced using volume adjustment tiers, listed in the Cross-industry partner section, that are a special offer on a per order basis only.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Dealer Portal Options requiring Siebel Automotive</b>				
Siebel Dealer Portal (required)	450	99	Registered User	95
Siebel Loyalty Partner Portal	200	44	Registered User	97
<b>Options requiring Dealer Portal</b>				
Siebel Credit Origination for Partners	225	50	Registered User	97
Siebel Dealer Advanced Marketing	450	99	Registered User	
Siebel Delegated Business Rules for Partners	150	33	Registered User	
Siebel Financial Accounts for Partners	150	33	Registered User	97
Siebel Showroom for Dealers	500	110	Registered User	
<b>Partner Portal Options for Siebel Manufacturing</b>				
Siebel Design Opportunity Management for Partners	100	22	Registered User	97
Siebel Loyalty Partner Portal	200	44	Registered User	97
Siebel Pricing Authorization Management for Partners	150	33	Registered User	97
<b>Partner Portal Options Requiring Siebel Oil, Gas &amp; Chemicals</b>				
Siebel Partner Portal for OGC (Required)	450	99	Registered User	95
Siebel Partner Commerce for OGC	350	77	Registered User	101
Siebel Credit Management for Partners	50	11	Registered User	97
Siebel Fraud Management for Partners	50	11	Registered User	97
Siebel Quote & Order Capture for OGC Partners	200	44	Registered User	44,97,154
<b>Partner Portal Options for Siebel Distribution</b>				
Siebel Deductions for Partners	150	33	Registered User	97
Siebel Loyalty Partner Portal	200	44	Registered User	97
Siebel Sales Volume Planning for Partners	100	22	Registered User	97
Siebel Trade Promotions for Partners	250	55	Registered User	97

**Siebel Public Sector Applications Pricing  
Siebel Analytics Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Analytics Options</b>				
Siebel Public Sector Case Analytics Bundle	1,750	385	Application User	4
Siebel Public Sector Case Management Analytics	1,250	275	Application User	4
Siebel Public Sector Case Investigations Analytics	500	110	Application User	4,155
Siebel Public Sector Benefits Management Analytics	500	110	Application User	4,155

**Siebel Public Sector Applications Pricing  
Employee Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Public Sector Base Application (Required)</b>				
Siebel Public Sector Sales Base	3,150	693	Application User	
Siebel Public Sector Service Base	3,150	693	Application User	
Siebel Public Sector Marketing Automation Base	3,150	693	Application User	
<b>Base Functionality Options (for adding additional base functionality)</b>				
Siebel Public Sector Sales option	450	99	Application User	
Siebel Public Sector Service option	450	99	Application User	
Siebel Public Sector Marketing Automation option	450	99	Application User	
<b>Options requiring Sales, Service, or Marketing</b>				
Siebel Network Order Entry	400	88	Application User	103
<b>Siebel Loyalty</b>				
Siebel Loyalty Manager	1,000	220	Application User	105
Siebel Loyalty Member Services Representative	500	110	Application User	106
Siebel Loyalty Engine up to 100,000 Members	150,000	33,000	per Customer	105
Siebel Loyalty Engine up to 500,000 Members	250,000	55,000	per Customer	105
Siebel Loyalty Engine up to 1,000,000 Members	450,000	99,000	per Customer	105
Siebel Loyalty Engine up to 5,000,000 Members	750,000	165,000	per Customer	105
Siebel Loyalty Engine up to 10,000,000 Members	1,000,000	220,000	per Customer	105
Siebel Loyalty Engine unlimited Members	1,800,000	396,000	per Customer	105
Siebel Loyalty Engine additional 1,000,000 Members (Valid only for customers with 10,000,000+ members)	50,000	11,000	per Customer	105

**Siebel Public Sector Applications Pricing  
Customer Applications**

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Public Sector Customer Options</b>				
Siebel eService for Public Sector	4,200	924	Concurrent User	
Siebel Loyalty Customer Portal	500	110	Concurrent User	107

**Siebel Public Sector Applications Pricing  
Partner Applications**

Siebel Partner Portal is priced using volume adjustment tiers, listed in the Cross-Industry partner section, that are a special offer on a per order basis only.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Public Sector Partner Portal Options</b>				
Siebel Public Sector Partner Portal (required)	450	99	Registered User	95
Siebel Loyalty Partner Portal	200	44	Registered User	97

Siebel CRM Enterprise Cross-Industry Applications Pricing  
 Upgrading Siebel CRM Enterprise Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Analytics Applications</b>				
Upgrade: Siebel Additional Analytics Server-CRM Edition to Additional Analytics Server-Enterprise Edition	175,000	38,500	Physical Server	
Upgrade: Siebel Analytics Platform Server-CRM Edition to Analytics Platform Server-Enterprise Edition (10 CPU/svr)	200,000	44,000	Physical Server	
Upgrade: Siebel Analytics Server-Stand Alone to Analytics Platform Server-Enterprise Edition (10 CPU/svr)	250,000	55,000	Physical Server	
<b>Base Applications</b>				
Upgrade: Siebel Sales to Automotive Sales	350	77	Application User	
Upgrade: Siebel Service to Automotive Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Automotive Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Clinical Manager	350	77	Application User	
Upgrade: Siebel Service to Clinical Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Clinical Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Communications Sales	350	77	Application User	
Upgrade: Siebel Service to Communications Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Communications Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Communications for Wireless Sales	350	77	Application User	
Upgrade: Siebel Service to Communications for Wireless Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Communications for Wireless Marketing Automata	350	77	Application User	
Upgrade: Siebel Sales to Consumer Goods Sales	350	77	Application User	
Upgrade: Siebel Service to Consumer Goods Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Consumer Goods Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Energy Sales	350	77	Application User	
Upgrade: Siebel Service to Energy Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Energy Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Finance Sales	350	77	Application User	
Upgrade: Siebel Service to Finance Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Finance Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Healthcare Sales	350	77	Application User	
Upgrade: Siebel Service to Healthcare Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Healthcare Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to High Tech and Manufacturing Sales	0.00	0.00	Application User	
Upgrade: Siebel Service to High Tech and Manufacturing Service	0.00	0.00	Application User	
Upgrade: Siebel Marketing Automation to High Tech and Manufacturing Marketing Automata	0.00	0.00	Application User	
Upgrade: Siebel Sales to Hospitality Sales	350	77	Application User	
Upgrade: Siebel Service to Hospitality Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Hospitality Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Insurance Sales	350	77	Application User	
Upgrade: Siebel Service to Insurance Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Insurance Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Media Sales	350	77	Application User	
Upgrade: Siebel Service to Media Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Media Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Medical Sales	350	77	Application User	
Upgrade: Siebel Service to Medical Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Medical Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Oil, Gas & Chemicals Sales	350	77	Application User	
Upgrade: Siebel Service to Oil, Gas & Chemicals Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Oil, Gas & Chemicals Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Pharma Sales	350	77	Application User	
Upgrade: Siebel Service to Pharma Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Pharma Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Public Sector Sales	350	77	Application User	
Upgrade: Siebel Service to Public Sector Service	350	77	Application User	
Upgrade: Siebel Marketing Automation to Public Sector Marketing Automation	350	77	Application User	
Upgrade: Siebel Sales to Retail Sales	0.00	0.00	Application User	
Upgrade: Siebel Service to Retail Service	0.00	0.00	Application User	
Upgrade: Siebel Marketing Automation to Retail Marketing Automation	0.00	0.00	Application User	
Upgrade: Siebel Sales to Transportation Sales	0.00	0.00	Application User	
Upgrade: Siebel Service to Transportation Service	0.00	0.00	Application User	
Upgrade: Siebel Marketing Automation to Transportation Marketing Automation	0.00	0.00	Application User	
Upgrade: Siebel Sales to Travel Sales	0.00	0.00	Application User	
Upgrade: Siebel Service to Travel Service	0.00	0.00	Application User	
Upgrade: Siebel Marketing Automation to Travel Marketing Automation	0.00	0.00	Application User	

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Employee Applications</b>				
Upgrade: Siebel Client Sync to Server Sync - Microsoft Exchange Server	50	11	Application User	
Upgrade: Siebel Events Manager to Events Manager for Finance	50	11	Application User	
Upgrade: Siebel HelpDesk to HelpDesk Advanced	1,800	396	Application User	
Upgrade: Siebel Quotes to Quote & Order Capture	600	132	Application User	
Upgrade: Siebel Orders to Quote & Order Capture	600	132	Application User	
<b>Customer Order Management upgrades</b>				
Customers that licensed Siebel C/OM products prior to Siebel 7.8 receive part of the Siebel Customer Order Management Administration Server when upgrading to Siebel 7.8. If the customer is not added new functionality they do not have to upgrade or purchase a full use Siebel Customer Order Management Administration Server.				
The upgrades listed here provide customers the ability to acquire the full Siebel Customer Order Management Administration Server at a reduced cost. Note that the customer only receives one license for the Siebel Customer Order Management Administration. It is licensed per customer.				
Siebel Sales Catalog receives Siebel Product & Catalog Administration Server				Siebel Quotes receives Siebel Quote & Order Administration Server
Siebel Orders receives Siebel Quote & Order Administration Server				Siebel Inventory and Order Management receives Siebel Quote & Order Administration Server
Siebel Pricer receives Siebel Pricing Administration Server				Siebel Order Management receives Siebel Quote & Order Administration Server
Upgrade: Siebel Product & Catalog Administration Server to Customer Order Management Server	120,000	26,400	per Customer	
Upgrade: Siebel Quote & Order Administration Server to Customer Order Management Server	160,000	35,200	per Customer	
Upgrade: Siebel Pricing Administration Server to Customer Order Management Server	120,000	26,400	per Customer	
Upgrade: Siebel Product & Catalog + Quote & Order Administration Server to Customer Order Management Server	80,000	17,600	per Customer	
Upgrade: Siebel Product & Catalog + Pricing Administration Server to Customer Order Management Server	40,000	8,800	per Customer	
Upgrade: Siebel Quote & Order + Pricing Administration Server to Customer Order Management Server	80,000	17,600	per Customer	
Upgrade: Siebel Product & Catalog + Quote & Order + Pricing Administration Server to Customer Order Management Server	0.00	0.00	per Customer	
Upgrade: Siebel Customer Order Management Server for Consumer Goods to Customer Order Management Server	80,000	17,600	per Customer	
<b>Loyalty Engine upgrades</b>				
Upgrade: Siebel Loyalty Engine 100K to Loyalty Engine 500K Members	100,000	22,000	per Customer	
Upgrade: Siebel Loyalty Engine 500K to Loyalty Engine 1MM Members	200,000	44,000	per Customer	
Upgrade: Siebel Loyalty Engine 1MM to Loyalty Engine 5MM Members	300,000	66,000	per Customer	
Upgrade: Siebel Loyalty Engine 5MM to Loyalty Engine 10MM Members	250,000	55,000	per Customer	
Upgrade: Siebel Loyalty Engine 10MM to Loyalty Engine Unlimited Members	800,000	176,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 25K to Loyalty H&T Engine 100K Members	400,000	88,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 100K to Loyalty H&T Engine 500K Members	1,250,000	275,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 500K to Loyalty H&T Engine 1MM Members	1,500,000	330,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 1MM to Loyalty H&T Engine 5MM Members	2,000,000	440,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 5MM to Loyalty H&T Engine 10MM Members	2,500,000	550,000	per Customer	
Upgrade: Siebel Loyalty H&T Engine 10MM to Loyalty H&T Engine Unlimited Members	3,000,000	660,000	per Customer	
<b>Handheld upgrades</b>				
Upgrade: Handheld for Windows to Siebel Sales	2,300	506	Application User	
Upgrade: Handheld for Windows to Siebel Service	2,300	506	Application User	
Upgrade: Handheld for Windows Stand Alone to Siebel Sales	1,800	396	Application User	
Upgrade: Handheld for Windows Stand Alone to Siebel Service	1,800	396	Application User	
Upgrade: Siebel Consumer Goods Sales Handheld for Windows to Consumer Goods Sales	2,550	561	Application User	
Upgrade: Siebel Consumer Goods Sales Handheld DSS - Stand Alone to Consumer Goods Sales	2,000	440	Application User	
Upgrade: Siebel Medical Handheld for Windows to Medical Sales	2,550	561	Application User	
Upgrade: Siebel Medical Handheld for Windows Stand Alone to Medical Sales	2,000	440	Application User	
Upgrade: Siebel Pharma Handheld for Windows to Pharma Sales	2,550	561	Application User	
Upgrade: Siebel Pharma Handheld for Windows Stand Alone to Pharma Sales	2,000	440	Application User	
<b>Marketing Server upgrades</b>				
Upgrade: Siebel Marketing Server CRM to Marketing Server Enterprise 200K records	0.00	0.00	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 200K records to 500K records	50,000	11,000	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 500K records to 1MM records	50,000	11,000	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 1MM records to 3MM records	75,000	16,500	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 3MM records to 5MM records	75,000	16,500	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 5MM records to 10MM records	75,000	16,500	Physical Server	
Upgrade: Siebel Marketing Server Enterprise 10MM records to unlimited records	75,000	16,500	Physical Server	
<b>Email Marketing Stand Alone Upgrades</b>				
Upgrade: Siebel Email Marketing Server Stand Alone 100K records to 500K records	25,000	5,500	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 500K records to 1MM records	25,000	5,500	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 1MM records to 3MM records	75,000	16,500	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 3MM records to 5MM records	100,000	22,000	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 5MM records to Unlimited records	50,000	11,000	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 100K records to Email Marketing Server	25,000	5,500	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 500K records to Email Marketing Server	0.00	0.00	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 1MM records to Email Marketing Server	0.00	0.00	Physical Server	

	License Price	Software Update License & Support	Licensing Metric	Notes
Upgrade: Siebel Email Marketing Server Stand Alone 3MM records to Email Marketing Server	0.00	0.00	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone 5MM records to Email Marketing Server	0.00	0.00	Physical Server	
Upgrade: Siebel Email Marketing Server Stand Alone Unlimited records to Email Marketing Server	0.00	0.00	Physical Server	
Upgrade: Siebel Addnl Email Marketing Server Stand Alone to Email Marketing Server	25,000	5,500	Physical Server	
<b>Pharma Marketing Server upgrades</b>				
Upgrade: Siebel Pharma Marketing Server -1 Brand-to 100K records to Unlimited Brands-to 100K records	350,000	77,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -2 Brands-to 100K records to Unlimited Brands-to 100K records	200,000	44,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -3 Brands-to 100K records to Unlimited Brands-to 100K records	50,000	11,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -1 Brand-to 100K records to 1 Brand-500K records	375,000	82,500	Physical Server	
Upgrade: Siebel Pharma Marketing Server -1 Brand-to 100K records to 1 Brand-Unlimited records	850,000	187,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server-Unlimited Brands-to 100K records to Unlimited Brands-Unlimited records	2,000,000	440,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -1 Brand-to 500K records to 1 Brand-Unlimited records	475,000	104,500	Physical Server	
Upgrade: Siebel Pharma Marketing Server -1 Brand-to 500K records to Unlimited Brands-Unlimited records	1,975,000	434,500	Physical Server	
Upgrade: Siebel Pharma Marketing Server -1 Brand-Unlimited records to Unlimited Brands-Unlimited records	1,500,000	330,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server-2 Brands-to 500K records to 2 Brands-Unlimited records	950,000	209,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -2 Brands-to 500K records to Unlimited Brands-Unlimited records	1,450,000	319,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -2 Brands-Unlimited records to Unlimited Brands-Unlimited records	500,000	110,000	Physical Server	
Upgrade: Siebel Pharma Marketing Server -3 Brands-to 500K records to Unlimited Brands-Unlimited records	925,000	203,500	Physical Server	
Upgrade: Siebel Pharma Marketing Server -4 Brands-to 500K records to Unlimited Brands-Unlimited records	400,000	88,000	Physical Server	
<b>Customer Applications</b>				
Upgrade: Siebel Events to Events for Finance	0.00	0.00	Concurrent User	
Upgrade: Siebel eSales to eCustomer	4,300	946	Concurrent User	
Upgrade: Siebel eService to eCustomer	4,300	946	Concurrent User	
Upgrade: Siebel Web Marketing to eCustomer	6,000	1,320	Concurrent User	
Upgrade: Siebel eSales and eService to eCustomer	100	22	Concurrent User	
Upgrade: Siebel eSales and Web Marketing to eCustomer	1,800	396	Concurrent User	
Upgrade: Siebel eService and Web Marketing to eCustomer	1,800	396	Concurrent User	
Upgrade: Siebel eService to HelpDesk Requestor	0.00	0.00	Application User	156
<b>Siebel Partner Applications</b>				
Upgrade: Siebel Partner Portal to Industry Specific Portal	0.00	0.00	Registered User	

**Siebel Customer Data Integration (CDI) Pricing  
Universal Application Network (UAN)**

The prices listed below are for software licenses and do not include maintenance and support fees. Maintenance and support fees must be included. Existing future discount clauses that do not specifically reference UAN pricing specifically are not applicable to a UAN quote.

A complete UAN solution consists of a UAN Application Foundation, UAN Process Libraries, UAN Transformations, and integration server and design tools provided by an integration server vendor.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Entry-level Integration for CRM</b>				
Siebel Customer Lifecycle Management Integration	250,000	55,000	per Customer	
UAN Integration Application Foundation up to 5 Applications				
UAN Processes for Customer Lifecycle Management				
UAN Integration Transformations to Oracle 11i 11.5.5				
UAN Integration Transformations to SAP™ R/3® 4.6				
UAN Integration Transformations to Siebel 7.7				
UAN Integration Transformations to Siebel 7.5				
UAN Integration Transformations to Siebel 7.0				
UAN Integration Transformations to Siebel 6.3				
<b>Integration Application Foundation (Required)</b>				
Siebel UAN Integration Application Foundation	100,000	22,000	Application Instance	
<b>Integration Process Libraries</b>				
Siebel UAN Integration Processes (includes the Customer Lifecycle Management, Order Management, PRM, Sales and Services Management Processes—no vertical libraries included)	250,000	55,000	per Customer	
Siebel UAN Business Integration Processes for Customer Lifecycle Management	50,000	11,000	per Customer	
Siebel UAN Business Integration Processes for Employee Relationship Management	50,000	11,000	per Customer	
Siebel UAN Business Integration Processes for Order Management	50,000	11,000	per Customer	
Siebel UAN Business Integration Processes for Partner Relationship Management	50,000	11,000	per Customer	
Siebel UAN Business Integration Processes for Sales Management	50,000	11,000	per Customer	
Siebel UAN Business Integration Processes for Services Management	50,000	11,000	per Customer	
<b>Integration Process Libraries for Telecommunications</b>				
Siebel UAN Communications Business Integration Processes for Billing Management	50,000	11,000	per Customer	
Siebel UAN Communications Business Integration Processes for Customer Lifecycle Management	50,000	11,000	per Customer	
Siebel UAN Communications Business Integration Processes for Order Management	50,000	11,000	per Customer	
Siebel UAN Communications Business Integration Processes for Product Management	50,000	11,000	per Customer	
Siebel UAN Communications Business Integration Processes for Service Assurance Management	50,000	11,000	per Customer	
<b>Integration Process Libraries for Energy</b>				
Siebel UAN Energy Business Integration Processes for Billing Management	50,000	11,000	per Customer	
Siebel UAN Energy Business Integration Processes for Customer Lifecycle Management	50,000	11,000	per Customer	
Siebel UAN Energy Business Integration Processes for Order Management	50,000	11,000	per Customer	
Siebel UAN Energy Business Integration Processes for Product Management	50,000	11,000	per Customer	
Siebel UAN Energy Business Integration Processes for Trouble Ticket Management	50,000	11,000	per Customer	
<b>Integration Transformation Libraries</b>				
Siebel UAN Integration Transformations (includes all Transformations)	150,000	33,000	per Customer	
Siebel UAN Integration Transformations to Oracle 11i 11.5.5	50,000	11,000	per Customer	
Siebel UAN Integration Transformations to SAP™ R/3® 4.6	50,000	11,000	per Customer	
Siebel UAN Integration Transformations to Siebel 7.7	0.00	0.00	per Customer	
Siebel UAN Integration Transformations to Siebel 7.5	0.00	0.00	per Customer	

**Siebel Customer Data Integration (CDI) Pricing  
Siebel Universal Customer Master Data Applications**

Siebel Master Data Applications require approval prior to quoting to a customer.

Siebel Master Data Applications include access to components of the Siebel Data Model, Siebel Data Manager, and Siebel Object Manager. User Interface components, including administrative views, are licensed only with the "Customer Data Steward" module. Customers may access only those data tables associated with Siebel Business Components and Siebel Business Objects included with licensed Siebel Master Data Applications. The Siebel Universal Customer Master Applications are licensed based on: the number of unique Contact Records which the customer may store in the Universal Customer Master and the number of Application Instances Integrated to the Siebel Universal Customer Master.

Note: Siebel Master Data Applications are not available on the Siebel horizontal build so it is suggested that customers having licensed the Siebel CRM horizontal product should select the High-Tech & Manufacturing vertical when purchasing Siebel Master Data Applications.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Master Data Applications Up to 2 Application Instances</b>				
Siebel Universal Customer Master for Enterprise-B2C	0.45	0.10	Contact Record	
Siebel Universal Customer Master for Enterprise-B2B	2.75	0.61	Contact Record	
Siebel Universal Customer Master	0.20	0.04	Contact Record	
<b>Additional Master Modules for UCM</b>				
Siebel Universal Activity Master	0.07	0.02	Contact Record	
Siebel Universal Sales Master	0.07	0.02	Contact Record	
Siebel Universal Service Master	0.07	0.02	Contact Record	
Siebel Universal Marketing Master	0.07	0.02	Contact Record	
Siebel Universal Field Service Master	0.07	0.02	Contact Record	
<b>Siebel Master Data Applications Up to 5 Application Instances</b>				
Siebel Universal Customer Master for Enterprise-B2C	0.85	0.19	Contact Record	
Siebel Universal Customer Master for Enterprise-B2B	4.80	1.06	Contact Record	
Siebel Universal Customer Master	0.30	0.07	Contact Record	
<b>Additional Master Modules for UCM</b>				
Siebel Universal Activity Master	0.11	0.02	Contact Record	
Siebel Universal Sales Master	0.11	0.02	Contact Record	
Siebel Universal Service Master	0.11	0.02	Contact Record	
Siebel Universal Marketing Master	0.11	0.02	Contact Record	
Siebel Universal Field Service Master	0.11	0.02	Contact Record	
<b>Siebel Master Data Applications Up to 9 Application Instances</b>				
Siebel Universal Customer Master for Enterprise-B2C	1.10	0.24	Contact Record	
Siebel Universal Customer Master for Enterprise-B2B	7	1.52	Contact Record	
Siebel Universal Customer Master	0.40	0.09	Contact Record	
<b>Additional Master Modules for UCM</b>				
Siebel Universal Activity Master	0.14	0.03	Contact Record	
Siebel Universal Sales Master	0.14	0.03	Contact Record	
Siebel Universal Service Master	0.14	0.03	Contact Record	
Siebel Universal Marketing Master	0.14	0.03	Contact Record	
Siebel Universal Field Service Master	0.14	0.03	Contact Record	
<b>Siebel Master Data Applications Unlimited App Instances</b>				
Siebel Universal Customer Master for Enterprise-B2C	1.40	0.31	Contact Record	
Siebel Universal Customer Master for Enterprise-B2B	8	1.82	Contact Record	
Siebel Universal Customer Master	0.50	0.11	Contact Record	
<b>Additional Master Modules for UCM</b>				
Siebel Universal Activity Master	0.18	0.04	Contact Record	
Siebel Universal Sales Master	0.18	0.04	Contact Record	
Siebel Universal Service Master	0.18	0.04	Contact Record	
Siebel Universal Marketing Master	0.18	0.04	Contact Record	
Siebel Universal Field Service Master	0.18	0.04	Contact Record	

**Siebel Universal Customer Master Data Applications  
Universal Customer Master for Automotive**

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Automotive Master Data up to 2 Application Instances</b>				
Siebel Universal Master for Automotive Captive Finance	0.60	0.13	Contact Record	
<b>Siebel Automotive Master Data up to 5 Application Instances</b>				
Siebel Universal Master for Automotive Captive Finance	1.10	0.24	Contact Record	
<b>Siebel Automotive Master Data up to 9 Application Instances</b>				
Siebel Universal Master for Automotive Captive Finance	1.40	0.31	Contact Record	
<b>Siebel Automotive Master Data unlimited App Instances</b>				
Siebel Universal Master for Automotive Captive Finance	1.75	0.39	Contact Record	

Siebel Universal Customer Master Data Applications  
Universal Customer Master for Life Sciences

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Life Sciences Master Data up to 2 Application Instances</b>				
Siebel Universal Customer Master for Life Sciences (required)	1.00	0.22	Contact Record	
<b>Additional Master Modules for Life Sciences UCM</b>				
Siebel Universal Activity Master for Life Sciences	0.35	0.08	Contact Record	
Siebel Universal Sales Master for Life Sciences	0.35	0.08	Contact Record	
Siebel Universal Service Master for Life Sciences	0.35	0.08	Contact Record	
Siebel Universal Marketing Master for Life Sciences	0.35	0.08	Contact Record	
Siebel Universal Field Service Master for Life Sciences	0.35	0.08	Contact Record	
<b>Siebel Life Sciences Master Data up to 5 Application Instances</b>				
Siebel Universal Customer Master for Life Sciences (required)	1.75	0.39	Contact Record	
<b>Additional Master Modules for Life Sciences UCM</b>				
Siebel Universal Activity Master for Life Sciences	0.61	0.13	Contact Record	
Siebel Universal Sales Master for Life Sciences	0.61	0.13	Contact Record	
Siebel Universal Service Master for Life Sciences	0.61	0.13	Contact Record	
Siebel Universal Marketing Master for Life Sciences	0.61	0.13	Contact Record	
Siebel Universal Field Service Master for Life Sciences	0.61	0.13	Contact Record	
<b>Siebel Life Sciences Master Data up to 9 Application Instances</b>				
Siebel Universal Customer Master for Life Sciences (required)	2.50	0.55	Contact Record	
<b>Additional Master Modules for Life Sciences UCM</b>				
Siebel Universal Activity Master for Life Sciences	0.88	0.19	Contact Record	
Siebel Universal Sales Master for Life Sciences	0.88	0.19	Contact Record	
Siebel Universal Service Master for Life Sciences	0.88	0.19	Contact Record	
Siebel Universal Marketing Master for Life Sciences	0.88	0.19	Contact Record	
Siebel Universal Field Service Master for Life Sciences	0.88	0.19	Contact Record	
<b>Siebel Life Sciences Master Data unlimited App Instances</b>				
Siebel Universal Customer Master for Life Sciences (required)	3.00	0.66	Contact Record	
<b>Additional Master Modules for Life Sciences UCM</b>				
Siebel Universal Activity Master for Life Sciences	1.05	0.23	Contact Record	
Siebel Universal Sales Master for Life Sciences	1.05	0.23	Contact Record	
Siebel Universal Service Master for Life Sciences	1.05	0.23	Contact Record	
Siebel Universal Marketing Master for Life Sciences	1.05	0.23	Contact Record	
Siebel Universal Field Service Master for Life Sciences	1.05	0.23	Contact Record	

Siebel Universal Customer Master Data Applications  
Universal Case Master for Public Sector

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Universal Case up to 2 Application Instances</b>				
Siebel Universal Case Master	0.16	0.04	Case Record	
<b>Siebel Universal Case up to 5 Application Instances</b>				
Siebel Universal Case Master	0.24	0.05	Case Record	
<b>Siebel Universal Case up to 9 Application Instances</b>				
Siebel Universal Case Master	0.32	0.07	Case Record	
<b>Siebel Universal Case unlimited App Instances</b>				
Siebel Universal Case Master	0.40	0.09	Case Record	

Siebel Universal Customer Master Data Applications  
Universal Product Master

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel Universal Product Master up to 2 Application Instances</b>				
Siebel Universal Product Master for Enterprises	30	7	Product Record	
Siebel Universal Product Master	15	3.30	Product Record	
<b>Additional Master Modules for Product Master</b>				
Siebel Universal Sales Master- Products	5	1.10	Product Record	
Siebel Universal Service Master - Products	5	1.10	Product Record	
Siebel Universal Field Service Master- Products	5	1.10	Product Record	
<b>Siebel Universal Product Master up to 5 Application Instances</b>				
Siebel Universal Product Master for Enterprises	52	11	Product Record	
Siebel Universal Product Master	25	6	Product Record	
<b>Additional Master Modules for Product Master</b>				
Siebel Universal Sales Master- Products	9	1.98	Product Record	
Siebel Universal Service Master - Products	9	1.98	Product Record	
Siebel Universal Field Service Master- Products	9	1.98	Product Record	
<b>Siebel Universal Product Master up to 9 Application Instances</b>				
Siebel Universal Product Master for Enterprises	71	16	Product Record	
Siebel Universal Product Master	35	8	Product Record	
<b>Additional Master Modules for Product Master</b>				
Siebel Universal Sales Master- Products	12	2.64	Product Record	
Siebel Universal Service Master - Products	12	2.64	Product Record	
Siebel Universal Field Service Master- Products	12	2.64	Product Record	
<b>Siebel Universal Product Master unlimited App Instances</b>				
Siebel Universal Product Master for Enterprises	93	20	Product Record	
Siebel Universal Product Master	45	10	Product Record	
<b>Additional Master Modules for Product Master</b>				
Siebel Universal Sales Master- Products	16	3.52	Product Record	
Siebel Universal Service Master - Products	16	3.52	Product Record	
Siebel Universal Field Service Master- Products	16	3.52	Product Record	

Siebel Universal Customer Master Data Applications  
Master Data Administrative & Development Tools

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Administrative and Development Tools</b>				
Siebel Data Quality	300	66	Application User	
Siebel Data Quality Matching Server	50,000	11,000	Physical Server	Ⓢ
Siebel Customer Data Steward	3,250	715	Application User	
Siebel Product Data Steward	3,250	715	Application User	
Siebel Tools	17,500	3,850	Application User	
Siebel Test Automation Interfaces	5,000	1,100	Application User	

Upgrading CDI Licenses  
Master Data Upgrades

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Upgrading Siebel Customer Master for Enterprise</b>				
Upgrade: Siebel Universal Customer Master for Enterprise B2C -up to 2 App Instances to up to 5 App Instances	0.40	0.09	Contact Record	
Upgrade: Siebel Universal Customer Master for Enterprise B2C -up to 5 App Instances to up to 9 App Instances	0.25	0.06	Contact Record	
Upgrade: Siebel Universal Customer Master for Enterprise B2C -up to 9 App Instances to unlimited App Instances	0.30	0.07	Contact Record	
Upgrade: Siebel Universal Customer Master for Enterprise B2B -up to 2 App Instances to up to 5 App Instances	2.05	0.45	Contact Record	
Upgrade: Siebel Universal Customer Master for Enterprise B2B -up to 5 App Instances to up to 9 App Instances	2.10	0.46	Contact Record	
Upgrade: Siebel Universal Customer Master for Enterprise B2B -up to 9 App Instances to unlimited App Instances	1.35	0.30	Contact Record	
<b>Upgrading Universal Customer Master</b>				
Upgrade: Siebel Universal Customer Master-up to 2 App Instances to up to 5 App Instances	0.10	0.02	Contact Record	
Upgrade: Siebel Universal Customer Master-up to 5 App Instances to up to 9 App Instances	0.10	0.02	Contact Record	
Upgrade: Siebel Universal Customer Master-up to 9 App Instances to unlimited App Instances	0.10	0.02	Contact Record	
Upgrade: Siebel Universal Activity Master-up to 2 App Instances to up to 5 App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Activity Master-up to 5 App Instances to up to 9 App Instances	0.03	0.01	Contact Record	
Upgrade: Siebel Universal Activity Master-up to 9 App Instances to unlimited App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Sales Master-up to 2 App Instances to up to 5 App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Sales Master-up to 5 App Instances to up to 9 App Instances	0.03	0.01	Contact Record	
Upgrade: Siebel Universal Sales Master-up to 9 App Instances to unlimited App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Service Master-up to 2 App Instances to up to 5 App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Service Master-up to 5 App Instances to up to 9 App Instances	0.03	0.01	Contact Record	
Upgrade: Siebel Universal Service Master-up to 9 App Instances to unlimited App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Marketing Master-up to 2 App Instances to up to 5 App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Marketing Master-up to 5 App Instances to up to 9 App Instances	0.03	0.01	Contact Record	
Upgrade: Siebel Universal Marketing Master-up to 9 App Instances to unlimited App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Field Service Master-up to 2 App Instances to up to 5 App Instances	0.04	0.01	Contact Record	
Upgrade: Siebel Universal Field Service Master-up to 5 App Instances to up to 9 App Instances	0.03	0.01	Contact Record	
Upgrade: Siebel Universal Field Service Master-up to 9 App Instances to unlimited App Instances	0.04	0.01	Contact Record	
<b>Upgrading Life Sciences Master Modules</b>				
Upgrade: Siebel Universal Customer Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.75	0.17	Contact Record	
Upgrade: Siebel Universal Customer Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.75	0.17	Contact Record	
Upgrade: Siebel Universal Customer Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.50	0.11	Contact Record	
Upgrade: Siebel Universal Activity Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.26	0.06	Contact Record	
Upgrade: Siebel Universal Activity Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.27	0.06	Contact Record	
Upgrade: Siebel Universal Activity Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.17	0.04	Contact Record	
Upgrade: Siebel Universal Sales Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.26	0.06	Contact Record	
Upgrade: Siebel Universal Sales Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.27	0.06	Contact Record	
Upgrade: Siebel Universal Sales Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.17	0.04	Contact Record	
Upgrade: Siebel Universal Service Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.26	0.06	Contact Record	
Upgrade: Siebel Universal Service Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.27	0.06	Contact Record	
Upgrade: Siebel Universal Service Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.17	0.04	Contact Record	

	License Price	Software Update License & Support	Licensing Metric	Notes
Upgrade: Siebel Universal Marketing Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.26	0.06	Contact Record	
Upgrade: Siebel Universal Marketing Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.27	0.06	Contact Record	
Upgrade: Siebel Universal Marketing Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.17	0.04	Contact Record	
Upgrade: Siebel Universal Field Service Master for Life Sciences-up to 2 App Instances to up to 5 App Instances	0.26	0.06	Contact Record	
Upgrade: Siebel Universal Field Service Master for Life Sciences-up to 5 App Instances to up to 9 App Instances	0.27	0.06	Contact Record	
Upgrade: Siebel Universal Field Service Master for Life Sciences-up to 9 App Instances to unlimited App Instances	0.17	0.04	Contact Record	
<b>Upgrading Product Master</b>				
Upgrade: Siebel Universal Product Master-up to 2 App Instances to up to 5 App Instances	10	2.20	Product Record	
Upgrade: Siebel Universal Product Master-up to 5 App Instances to up to 9 App Instances	10	2.20	Product Record	
Upgrade: Siebel Universal Product Master-up to 9 App Instances to unlimited App Instances	10	2.20	Product Record	
Upgrade: Siebel Universal Sales Master for Products-up to 2 App Instances to up to 5 App Instances	4.00	0.88	Product Record	
Upgrade: Siebel Universal Sales Master for Products -up to 5 App Instances to up to 9 App Instances	3.00	0.66	Product Record	
Upgrade: Siebel Universal Sales Master for Products -up to 9 App Instances to unlimited App Instances	4.00	0.88	Product Record	
Upgrade: Siebel Universal Service Master for Products -up to 2 App Instances to up to 5 App Instances	4.00	0.88	Product Record	
Upgrade: Siebel Universal Service Master for Products -up to 5 App Instances to up to 9 App Instances	3.00	0.66	Product Record	
Upgrade: Siebel Universal Service Master for Products -up to 9 App Instances to unlimited App Instances	4.00	0.88	Product Record	
Upgrade: Siebel Universal Field Service Master for Products -up to 2 App Instances to up to 5 App Instances	4.00	0.88	Product Record	
Upgrade: Siebel Universal Field Service Master for Products -up to 5 App Instances to up to 9 App Instances	3.00	0.66	Product Record	
Upgrade: Siebel Universal Field Service Master for Products -up to 9 App Instances to unlimited App Instances	4.00	0.88	Product Record	

**Siebel CRM Enterprise CRM Applications Pricing  
Siebel Self-Service Applications**

Note: quotes for customers that have a current contract originally signed with edocs require approval prior to presenting to a customer.

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Siebel eBilling Products</b>				
Siebel eBilling Manager for Consumer	7	1.54	Customer Account	
Siebel ePayment Manager	5	1.10	Customer Account	
Siebel eStatement Manager	5	1.10	Customer Account	
<b>Card Products</b>				
Siebel Card Manager	10	2.20	Customer Account	157
<b>Communications Products</b>				
Siebel Communications Billing Analytics Manager	10	2.20	Telephone Number	158
Siebel Communications Billing Manager for Business	10	2.20	Telephone Number	
Siebel Communications Billing Manager for Consumer	10	2.20	Telephone Number	
Siebel Communications Rate Plan Advisor	3.00	0.66	Telephone Number	
Siebel Communications Service Manager	8	1.76	Telephone Number	158

**Siebel CRM Enterprise CRM Applications Pricing  
Siebel SimBuilder**

Siebel SimBuilder provides training content developers with powerful tools and utilities that streamline the creation of effective training materials. Developers can publish multi-mode standards conformant eLearning, instructor and participant classroom guide documents, SimBuilder Visual guide documents and Siebel iHelp task steps from a single set of source files and a single development effort.

<b>Siebel SimBuilder Products</b>				
Siebel SimBuilder Single User	10,000	2,200	Each	

Appendix A—Restricted Availability Analytics Applications  
 Restricted Availability Siebel Analytics Applications

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Data Warehouse Server Options – Restricted Customers</b>				
Siebel Analytics Platform Server – Base – Restricted Customers (Includes the Siebel Analytics Server and Data Warehouse Server, but limited to accessing Siebel data sources only)	300,000	66,000	Physical Server	159
Siebel Analytics Platform Server – Extended – Restricted Customers (Includes the Siebel Analytics Server and Data Warehouse Server. For customers accessing Both Siebel and non-Siebel data sources)	500,000	110,000	Physical Server	
Additional Siebel Data Warehouse Server – Restricted Customers	200,000	44,000	Physical Server	
Siebel Data Warehouse Server – Extractor for PeopleSoft - Restricted Customers	50,000	11,000	Physical Server	
Siebel Data Warehouse Server – Extractor for SAP™ R/3® - Restricted Customers	50,000	11,000	Physical Server	
<b>Data Warehouse Server Options – Special Contract Customers</b>				
Siebel Analytics Platform Server – Base – Special Contract Customers (Includes the Siebel Analytics Server and Data Warehouse Server, but limited to accessing Siebel data sources only)	300,000	66,000	Physical Server	159
Siebel Analytics Platform Server – Extended – Special Contract Customers (Includes the Siebel Analytics Server and Data Warehouse Server. For customers accessing Both Siebel and non-Siebel data sources)	500,000	110,000	Physical Server	
Additional Siebel Data Warehouse Server – Special Contract Customers	200,000	44,000	Physical Server	
Siebel Data Warehouse Server – Extractor for PeopleSoft - Special Contract Customers	50,000	11,000	Physical Server	
Siebel Data Warehouse Server – Extractor for SAP™ R/3® - Special Contract Customers	50,000	11,000	Physical Server	

Appendix A—Restricted Availability Analytics Applications  
 Restricted Availability Third Party Data Warehouse Server Options

	License Price	Software Update License & Support	Licensing Metric	Notes
<b>Third Party Data Warehouse Server Options</b>				
Siebel Upgrade to Informatica PowerMart Unlimited CPU Server	200,000	44,000	Physical Server	160
Siebel Upgrade to Informatica PowerCenter Unlimited CPU Server	200,000	44,000	Physical Server	
Siebel Upgrade to Informatica PowerCenter Full Use Server	375,000	82,500	Physical Server	
Informatica PowerCenter Full Use Server	450,000	99,000	Physical Server	
Informatica PowerConnect for PeopleSoft	125,000	27,500	Physical Server	161
Informatica PowerConnect for SAP™ R/3®	150,000	33,000	Physical Server	161

## Pricing Notes

- 1 The Siebel Analytics Platform Server-CRM Edition and Siebel CRM Analytics Platform Server are for customers using Siebel Analytics Applications and performing analytics using ONLY Siebel data contained in the Siebel OLTP and Siebel Data Warehouse. Any data that is created or originates outside of a Siebel Application is NOT considered Siebel data. Siebel data sources are defined as the Siebel OLTP and Siebel Data Warehouse. The Siebel Analytics Platform Server-CRM Edition and Siebel CRM Analytics Platform Server include the Siebel Data Warehouse (ETL Server), Siebel Analytics Server, one Siebel Analytics Server Administrator Application User, and one Siebel Answers Application User. The customer may run the Siebel Data Warehouse Server and the Siebel Analytics Server on different physical servers. Each license of the Siebel Analytics Platform Server-CRM Edition or the Siebel CRM Analytics Platform Server includes one Physical Server license with a limit of up to 10 CPUs.
- 2 The Siebel Analytics Platform Server-Enterprise Edition is for customers that are using Siebel Analytics Applications, and are performing analytics using Siebel data sources and non-Siebel (external) data sources. Siebel data sources are defined as the Siebel OLTP and Siebel Data Warehouse. The Siebel Analytics Platform Server-Enterprise Edition includes the Siebel Data Warehouse (ETL Server), Siebel Analytics Server, one Siebel Analytics Server Administrator Application User, and one Siebel Answers Application User. The customer may run the Siebel Data Warehouse Server and the Siebel Analytics Server on different physical servers. Each license of Siebel Analytics Platform Server-Enterprise Edition includes one Physical Server license with a limit of up to 10 CPUs.
- 3 The Siebel Analytics Server-Stand Alone is for customers that are not licensing any Siebel Analytics Applications, but want to use Siebel Analytics as a stand alone business intelligence platform. The Siebel Analytics Server-Stand Alone can be used to perform analytics using any supported data sources (Siebel and/or Non-Siebel data). The Siebel Analytics Server-Stand Alone includes the Siebel Analytics Server, one Siebel Analytics Server Administrator Application User, and one Siebel Answers Application User.
- 4 When Siebel Analytics End User Applications are used to analyze Siebel CRM data, the corresponding Siebel application is required (e.g. Siebel Service Analytics requires the customer license Siebel Service, Siebel Sales Analytics requires the customer license Siebel Sales, etc).
- 5 Siebel Marketing Events Analytics is designed to be used with Siebel Events Manager and Siebel Marketing Planning Analytics is designed to be used with Siebel Marketing Resource Manager.
- 6 Siebel Intelligence Dashboard requires approval prior to initial quote when quoted with other Analytics End User applications or with The Siebel Analytics Platform Server (CRM or Enterprise). No approval is required to quote Siebel Intelligence Dashboard with Siebel Analytics Server - Stand Alone.
- 7 Each Application User of Siebel Analytics Briefing Book requires, at a minimum, one Application User of a Siebel Analytics End User application or a Application User of Siebel Intelligence Dashboard. Siebel Analytics Briefing Book includes the Briefing Book reader functionality, as well as a Microsoft Excel plug-in for browsing and viewing Siebel Business Analytics reports.
- 8 The Siebel Analytics Server Access includes the Siebel Analytics Server ODBC interface and the Simple Object Access Protocol (SOAP API) interface. This product is licensed per Application User and applies if the customer uses a third-party business intelligence or query tool to access the Siebel Analytics Server through the ODBC interface, or embeds content in a third party or custom solution using the SOAP interface. Licensing Siebel Analytics Server Access does not circumvent the need to license the appropriate Siebel Analytics End User applications for a given user if the intention is that an end user will be accessing pre-built Siebel Analytics metadata and data models through the third-party tool. A specific user does not need to license Siebel Analytics Server Access if they have already licensed a Siebel Analytics Application.
- 9 Each Application User of Siebel Answers requires, at a minimum, one Application User of an Analytics End User application or Siebel Intelligence Dashboard.
- 10 Each Siebel Delivers Application User requires a Siebel Analytics End User Application Application User or a Siebel Intelligence Dashboard Application User. One Siebel Delivers Server is suggested for every 1,000 Application users of Siebel Delivers.
- 11 Each Application User of Siebel Mobile Analytics requires, at a minimum, one Application User of a Siebel Analytics End User application or a Application User of Siebel Intelligence Dashboard and, at a minimum, one Application User of Siebel Delivers. Siebel Mobile Analytics includes Siebel Analytics Briefing Book functionality.
- 12 Siebel Advanced Reporting quotes should include all three options: Application Users of Siebel Advanced Reporting User Edition, Physical Server licenses of Siebel Advanced Reporting Engine and Application Users of Siebel Advanced Reporting Workbench.
- 13 Siebel Advanced Reporting options require one of the following: the Siebel Analytics Platform Server-CRM Edition, the Siebel Analytics Platform Server-Enterprise Edition, or the Siebel Analytics Server - Stand Alone edition. One Siebel Advanced Reporting Engine is required for every 1,000 Application users of Siebel Advanced Reporting User Edition.
- 14 Each Application User of Siebel Advanced Reporting Workbench requires a Siebel Analytics Server Access license per Application user. The Siebel Advanced Reporting Workbench requires access to the Siebel Analytics Server through the ODBC interface.
- 15 Each Siebel Advanced Reporting User Edition Application User requires, at a minimum, one Analytics End User Application or Siebel Intelligence Dashboard.
- 17 Each Application User of Siebel Intelligent Interaction Manager requires, at a minimum, one Siebel Analytics End User application or Intelligence Dashboard.
- 18 The Additional Siebel Data Warehouse Server (ETL Server) is for customers that have licensed the Siebel Analytics Platform Server-CRM Edition or Siebel Analytics Platform Server-Enterprise Edition and need to license an additional physical server license for the Siebel Data Warehouse Server (ETL Server).
- 19 Additional Siebel Analytics Servers do not include the Siebel Data Warehouse Server (ETL Server).
- 20 Each Siebel Analytics Server in a cluster requires a license for the Siebel Cluster Option for Siebel Analytics Server (Windows® or UNIX Edition). This license is valid only for customers with two or more Siebel Analytics Servers. The Siebel Cluster Option for Siebel Analytics Server is applicable to the Siebel Analytics Server, Siebel Analytics Platform Server-CRM Edition and Siebel Analytics Platform Server-Enterprise Edition.
- 21 One license of Siebel Server Extensions for Unix-Analytics is required for each Siebel Analytics Platform Server running Siebel Analytics in a Unix environment.
- 22 Purchase of Siebel Usage Accelerator Applications requires a Application User of Siebel Usage Accelerator Monitored User for each Application User of a Siebel base application (e.g. If there are 500 Siebel Sales Application Users, the customer must license 500 Application Users of Siebel Usage Accelerator Monitored User).
- 23 Purchase of Siebel Usage Accelerator Applications requires, at a minimum, one Application User of Siebel Usage Accelerator Dashboard User.
- 24 Each Application User of Siebel Usage Accelerator Dashboard User includes a Application User of Siebel Delivers (for use only with the Siebel Usage Accelerator application) and requires, at a minimum, one Physical Server license of the Siebel Delivers Server. For Non-Siebel Analytics Applications users, the Siebel Delivers Server requirement is met with purchase of the Siebel Usage Accelerator Platform Server Bundle. The Siebel Usage Accelerator Dashboard User is subject to the restrictions set forth in the Order Form for such program.
- 26 Siebel Usage Accelerator Analytics requires the customer has licensed, at a minimum, one Siebel Analytics Platform Server (CRM or Enterprise Edition), one Siebel Delivers Server and one Siebel Delivers Application User.
- 28 The Siebel Usage Accelerator Platform Server is subject to the restrictions set forth in the Order Form for such program.
- 27 Initial purchase of Enterprise Contact Center Analytic Applications requires, at a minimum, one Application User license of Siebel Enterprise Contact Center Analytics - Analyst User (or Add On) or one Application User license of Siebel Enterprise Analytic Applications - Business User (or Add On).
- 28 Siebel Enterprise Contact Center Agent Scorecard has a minimum initial purchase of 300 Application Users and requires licenses of Siebel Enterprise Contact Center & Agent Performance and Siebel Enterprise Customer Service Analytics.
- 29 Initial purchase of Enterprise Sales Analytic Applications requires, at a minimum, one Application User license of Siebel Enterprise Sales Analytics - Analyst User or one Application User license of Siebel Enterprise Analytic Applications - Business User (or Add On).
- 30 Initial purchase of Enterprise Sales Analytic Applications requires a license of either Siebel Data Warehouse Universal Adapter - Enterprise Sales, or Siebel Data Warehouse Business Adapters for SAP - Financials or Siebel Data Warehouse Business Adapters for Oracle Applications.
- 31 Siebel Enterprise Sales Analytics - Sales Revenue & Pipeline and Siebel Enterprise Sales Analytics - Revenue & Fulfillment requires a license of Siebel Enterprise Sales Analytics - Revenue.
- 32 Initial purchase of Financial Analytic Applications requires, at a minimum, one Application User license of Siebel Financial Analytics - Analyst User or one Application User license of Siebel Enterprise Analytic Applications - Business User (or Add On).
- 33 Initial purchase of Financial Analytic Applications requires, at a minimum, one license of either Siebel Data Warehouse Universal Adapter - Finance, or Siebel Data Warehouse Business Adapters for SAP - Financials, or Siebel Data Warehouse Business Adapters for Oracle Applications, or Siebel Data Warehouse Business Adapters for PeopleSoft.
- 34 Initial purchase of Supply Chain Applications requires, at a minimum, one Application User license of Siebel Supply Chain/Supplier Analytics - Analyst User, or one Application User license of Siebel Enterprise Analytic Applications - Business User (or Add On).
- 35 Initial purchase of Supply Chain Analytic Applications requires, at a minimum, one license of either Siebel Data Warehouse Universal Adapter - Supply Chain, or Siebel Data Warehouse Business Adapters for SAP - Supply Chain, or Siebel Data Warehouse Business Adapters for Oracle Applications.
- 36 Initial purchase of Enterprise Workforce Analytic Applications requires, at a minimum, one Application User license of Siebel Enterprise Workforce Analytics - Analyst User, or one Application User license of Siebel Enterprise Analytic Applications - Business User (or Add On).
- 37 Initial purchase of Workforce Analytic Applications requires, at a minimum, one license of either Siebel Data Warehouse Universal Adapter - Workforce, or Siebel Data Warehouse Business Adapters for Oracle Applications.
- 38 Siebel Data Warehouse Business Adapters for SAP (Financials or Supply Chain) require a license of Siebel Data Warehouse Server - Extractor for SAP™ R/3®
- 39 Siebel Data Warehouse Business Adapters for PeopleSoft requires a license of Siebel Data Warehouse Server - Extractor for PeopleSoft®
- 40 Customers purchasing Siebel Test Automation Interfaces must purchase it in the same quantities as Siebel Tools, so if the customer has 12 licenses of Siebel Tools then they must purchase 12 licenses of Siebel Test Automation Interfaces.
- 41 Each Application User of Siebel Report Designer Professional includes Siebel Report Designer.
- 42 Customers receive two Application User licenses of Siebel Report Designer and Siebel Report Designer Professional with their initial purchase of Siebel Reports and need only purchase additional licenses if they require more than two licenses of either Siebel Report Designer or Siebel Report Designer Professional. A Customer may purchase additional users of either Siebel Report Designer or Siebel Report Designer Professional only if licensed to use Siebel Reports.
- 43 Each Application User of Siebel Web UI Dynamic Developer Kit requires a Application User of Siebel Tools.

- 44 All Customer Order Management products (Advisor, Configurator, Dynamic Catalog, Dynamic Pricer, Quotes, Quote & Order Capture) require, at a minimum, one Physical Server license of the Siebel Customer Order Management Administration Server and the Siebel Customer Order Management Administration Server requires, at a minimum, one Application User license of a Customer Order Management product.
- 45 Initial purchase of Siebel Server Sync-Microsoft Exchange Server requires purchase of Expert Services hours. See Siebel Server Sync-Implementation Assistance in the TAM section of the latest Siebel Global Services price list for details.
- 46 Application Users of Siebel Server Sync-Microsoft Exchange Server must include anyone that accesses the MS Exchange server and benefits from the sync to Siebel whether or not they are a licensed Siebel user.
- 47 To utilize the Siebel Configurator runtime user interface requires a Application User of Siebel Configurator – Runtime for each user accessing the Siebel Configurator functionality.
- 48 To utilize the constraints engine, Siebel Configurator - Runtime requires, at a minimum, one Physical Server license of the Siebel Configurator Constraint Engine.
- 49 It is very important that each connector product the customer wishes to use is added to their quote or it will not be included in their license key. The Customer must represent to Siebel that they are valid licensees of the Individual application the connector is designed for—IBM IAA Object Model, SAP R/3, Oracle, etc.
- 50 The Siebel Customer Order Management Administration Server includes 3 Application User Licenses of Siebel Customer Order Management Server Administrator. Customers need only purchase additional administrators if more than 3 administrators are necessary. There is no Siebel Configurator functionality included with this product.
- 51 Siebel CTI Connect (parallel or USB) requires a Application User license of Siebel CTI for each Application User of Siebel CTI Connect (parallel or USB). Customers must choose either a parallel connection or a USB connection.
- 52 Standardizing and cleansing customer records requires the use of 3rd party data quality software that supports these processes through the Siebel Data Quality Universal Connector (included with Siebel Data Quality). If the customer has not licensed the Siebel Data Quality Matching server, the customer must also use the certified 3rd party data quality software for matching.
- 53 To cleanse data at the time of data entry, customers must purchase additional Siebel Data Quality Application Users.
- 54 All Siebel Handheld for Windows® options are certified on a limited list of Windows® devices. Refer to the current SRGP for a list of certified devices.
- 55 Siebel Handheld certification (Platform or Device) requires approval from Product Marketing prior to quoting. Siebel Handheld certification is available to all Siebel Handheld options—including verticals. It is designed for customers that will run Siebel Handheld on a device that is not currently supported by Siebel.
- 56 Customer's purchasing Siebel HelpDesk Online must also license Siebel HelpDesk or the Siebel HelpDesk Option.
- 57 To obtain equivalent functionality to the Siebel Partner Manager base application quote Siebel Sales + Siebel Service + Siebel Partner Manager.
- 58 Customers receive two Application User Licenses of Siebel Report Designer Professional and two Application User Licenses of Siebel Report Designer with their initial purchase of Siebel Reports.
- 59 Siebel Signature Capture Tool provides signature capture functionality for Siebel Handheld for Windows®. Note that this module may require some configuration using Siebel Tools.
- 60 Each Application User license of Siebel Store-and-Forward Messaging requires a Application User license of Siebel Handheld for Windows (Cross Industry or Vertical specific).
- 61 Each license of Siebel Wireless (excluding Siebel PRM Wireless add on version) does not require a corresponding base application license. The customer must have, at a minimum, one license of the appropriate base application for administrators of the Wireless application.
- 62 Each license of Siebel Wireless includes a license for the Siebel Mobile Connector.
- 63 Galmetrix Exchange Connector for Siebel requires that customers purchase Galmetrix survey systems (either directly by Galmetrix or through Siebel with Siebel Galmetrix eSurveys). Customers currently using this integration, in addition to those customers who have already signed agreements with Galmetrix for this integration, will be grand fathered in at no charge.
- 64 Siebel Collaboration requires that the customer have a dedicated Microsoft Sharepoint 2003 server. Application Users of Siebel Collaboration must include anyone that will be part of a collaboration (Siebel-Sharepoint users, Sharepoint only users or both).
- 65 Siebel Proposals & Presentations requires a dedicated Windows 2000 or Windows 2003 host machine for deployment on the Siebel Web Client in version 7.X. Microsoft Office must be installed on this host machine.
- 66 Each Application User of a Siebel Automated Service requires a Application User of Siebel HelpDesk, Siebel HelpDesk Option or a Application User of Siebel HelpDesk Online.
- 67 Each Application User of Siebel Change Management requires a Application User of Siebel HelpDesk (HelpDesk, HelpDesk Option, or HelpDesk Online).
- 68 Siebel Email Response requires a license for Siebel Contracts for each Application User of Siebel Email Response if the customer wishes to perform contract authentication as part of the inbound email process.
- 69 Each Application User of Siebel Smart Answer for Email Response requires a Application User license of Siebel Email Response. Each Application User of Smart Answer for Email Response includes a Application User license of Siebel Smart Answer for Employees.
- 70 Each Application User of Siebel Scheduling requires, at minimum, a Application User of one of the following: Siebel Field Service, or Siebel Service Handheld, or Siebel Service Wireless, or Siebel Mobile Connector. While each user of Siebel Scheduling does not require Siebel Field Service, the customer must have a deployment of Siebel Field Service to administer Siebel Scheduling.
- 71 Siebel Email/Web Offer Designer requires, at a minimum, one Physical Server of Siebel Email Marketing Server or one Concurrent User of Siebel Web Marketing to execute marketing offers designed with this module.
- 72 Siebel Email Marketing Server requires, at a minimum, one Application User of Siebel Email/Web Offer Designer.
- 73 Each Application User of Siebel Dialogue Manager requires a Application User license of Siebel Segment Manager.
- 74 Siebel Segment Manager requires a Siebel Analytics Server (CRM, Enterprise or Stand Alone) and Siebel Marketing Server (CRM or Enterprise).
- 75 The Siebel Marketing Server-CRM Edition requires a license for the Siebel Analytics Platform Server (CRM Edition), and, at a minimum, one Application User of Siebel Segment Manager.
- 76 Initial purchase of the Siebel Marketing Server (Enterprise or CRM Edition) requires purchase of two Siebel University courses: Marketing: Manager (Siebel 7.7) and (Marketing: Server Architect (Siebel 7.7).
- 77 The Siebel Marketing Server-Enterprise Edition requires a license for the Siebel Analytics Platform Server (Enterprise Edition or Stand Alone), and, at a minimum, one Application User of Siebel Segment Manager or Siebel Segment Manager-Stand Alone.
- 78 The Siebel Marketing Server-Enterprise Edition is licensed on a per-server basis and on the basis of the number of unique customer records (including contact records, prospect records and records in external data sources), which the Customer may access using the Siebel Marketing Server.
- 79 Siebel Customer Content with no base is useful for situations where the user requires a small subset of Siebel CRM functionality. In this situation each Application User of Siebel Customer Content requires a Application User of either Siebel HelpDesk Online or Siebel Content Publishing.
- 80 Each Application User of a Siebel Handheld Stand Alone license does not require a Siebel base application, but the customer must have, at a minimum, one license of a Siebel base application to administer the Siebel Handheld Stand Alone licenses.
- 81 Siebel Segment Manager-Stand Alone requires a Siebel Analytics Server-Stand Alone, and a Siebel Marketing Server-Enterprise Edition. This option does not require a Siebel base application.
- 82 Initial purchase of Siebel Incentive Compensation Management, Siebel ICM Advanced Planning and Modeling or Siebel Incentive Compensation Management Package requires, at a minimum, 10 Application User licenses.
- 83 Siebel Incentive Compensation Management Package contains Siebel Incentive Compensation Management, and Siebel ICM Advanced Planning and Modeling functionality.
- 84 Initial purchase of Siebel Incentive Compensation Management, Siebel ICM Advanced Planning and Modeling or Siebel Incentive Compensation Management Package requires, at a minimum, one Physical Server license of Siebel Incentive Compensation Management Server. Incentive Compensation Management Server requires, at a minimum, one Application User license of Siebel Incentive Compensation Management, ICM Advanced Planning and Modeling or Siebel Incentive Compensation Management Package.
- 85 Each employee agent responding to employee service requests requires a Siebel HelpDesk Application User license.
- 86 The Siebel Order Validation Engine requires, at a minimum, one Physical Server license of the Siebel Customer Order Management Administration Server.
- 87 The Siebel Email Marketing Stand Alone program requires a license for one of the Siebel Email Marketing Server Stand Alone options. Siebel Email Marketing Stand Alone is only available for organizations using the Program for their internal use. This option does not require a Siebel base application.
- 88 Siebel Email Marketing Server Stand Alone is licensed on a per-server basis and on the basis of the number of unique records that may be recipients of mailings using the Siebel Email Marketing Server Stand Alone program. Siebel Email Marketing Server Stand Alone requires, at a minimum, one Application user of Siebel Email Marketing Stand Alone.
- 89 Siebel eCustomer bundles functionality of Siebel eSales, Siebel eService, and Siebel Web Marketing into one product offering.
- 90 Siebel Web Marketing and Siebel eCustomer require, at a minimum, one license of the Siebel Marketing Automation base application (or Siebel Marketing Automation option) and one Application user of Siebel Email/Web Offer Designer for Web offer design.
- 91 This customer option requires, at a minimum, one license of the corresponding employee-facing program for administration and set-up of the customer-facing programs. For example, if the customer licenses Siebel Advanced Search for Customers, then the customer must license at least one Application User of Siebel Advanced Search (employee version) to administer and set up Siebel Advanced Search.
- 92 Siebel Communications, Media and Energy customers are recommended to license a Concurrent User of Siebel Quote & Order Capture for Customers for each Concurrent User of Siebel Configurator – Runtime for Customers.
- 93 Purchase of Siebel Events requires the customer has licensed, at a minimum, one (1) Application User license of Siebel Events Manager.
- 94 Each license of Siebel Smart Answer for customer applications requires one license of Siebel eCustomer or eService. Note that use of Siebel Smart Answer for both customer (e.g., Siebel eService) and employee facing (e.g., Siebel Email Response) applications enables increased feedback to the self-learning capabilities of Siebel Smart Answer and improves overall accuracy.
- 95 Siebel Partner Portal, including vertical versions, requires, at a minimum, one Application User of Siebel Partner Manager.
- 96 Each RegisteredApplication User of Siebel Partner Portal Analytics requires a RegisteredApplication User of Siebel Partner Portal. The initial order of Siebel Partner Portal Analytics requires, at a minimum, 200 RegisteredApplication Users. Siebel Partner Portal Analytics cannot be used to incorporate non-Siebel data. Siebel Partner Portal Analytics Application users are restricted to using only the Partner Portal Analytics Dashboards.
- 97 This partner option requires, at a minimum, one license of the corresponding employee-facing program for administration and set-up of the partner-facing programs. For example, if the customer licenses Siebel Advanced Search for Partners, then the customer must license at least one Application User of Siebel Advanced Search (employee version) to administer and set up Siebel Advanced Search.

- 98 Each user requires a user of Siebel Partner Commerce to enable partner commerce or order management (quoting or ordering) functionality.
- 99 The Siebel Customer Order Management Administrator for Partners is required for each user that wishes to administer the Siebel Customer Order Management Administration Server from the partner side. Partner administrator licenses are not included with the Siebel Customer Order Management Administration Server for Partners.
- 100 Each RegisteredApplication User of Siebel Dialogue Manager for Partners requires a Registered User license, of Siebel Segment Manager for Partners.
- 101 Siebel Partner Commerce requires, at a minimum, one Application User license of Siebel Quotes and one Application User license of Siebel Quote & Order Capture for administration and set-up of the partner-facing programs.
- 102 Siebel Training for Partners requires, at a minimum, one Application User license of Siebel Quote & Order Capture and Siebel Dynamic Pricer for administration and set-up of the partner-facing programs when requiring partners to purchase training through the partner portal. Siebel Training does not require Siebel Partner Portal.
- 103 Each Application User of Siebel Network Order Entry requires a Application User of Siebel Quote & Order Capture (or applicable vertical version of Siebel Quote & Order Capture).
- 104 The combination of Siebel Quote & Order Capture for CME and a Siebel CME Sales base includes Siebel Field Service Assets for Sales Base.
- 105 Siebel Loyalty Manager requires, at a minimum, one license of Siebel Loyalty Engine. Siebel Loyalty Engine requires, at a minimum, one Application User of Siebel Loyalty Manager.
- 106 Siebel Loyalty Member Services Representative requires, at a minimum, one Application User of Siebel Loyalty Manager.
- 107 Siebel Loyalty Customer Portal requires, at a minimum, one Application User of Siebel Loyalty Manager.
- 108 Siebel Quote & Order Capture for CME Partners is not available in IEOP (Hi) mode. Both Siebel Partner Commerce (Siebel Cross-industry) and Siebel Quote & Order Capture for CME partners options are required to enable full Siebel Communications, Media and Energy order processing functionality.
- 109 Purchase of Siebel Financial Services Usage Accelerator Applications requires a Application User of Siebel Financial Services Usage Accelerator Monitored User for each Application User of a Siebel Financial Services base application (e.g. if there are 500 Siebel Finance Sales Application Users, the customer must license 500 Application Users of Siebel Financial Services Usage Accelerator Monitored User).
- 110 Purchase of Siebel Financial Services Usage Accelerator Applications requires, at a minimum, one Application User of Siebel Financial Services Usage Accelerator Dashboard User.
- 111 Each Application User of Siebel Financial Services Usage Accelerator Dashboard User includes a Application User of Siebel Delivers (for use only with the Siebel Usage Accelerator application) and requires, at a minimum, one Physical Server license of the Siebel Delivers Server. For Non-Siebel Analytics Applications users, the Siebel Delivers Server requirement is met with purchase of the Siebel Financial Services Usage Accelerator Platform Server Bundle. The Siebel Financial Services Usage Accelerator Dashboard User is subject to the restrictions set forth in the Order Form for such program.
- 112 Siebel Financial Services Usage Accelerator Analytics requires the customer has licensed, at a minimum, one Siebel Analytics Platform Server (CRM or Enterprise Edition), one Siebel Delivers Server and one Siebel Delivers Application User.
- 113 The Siebel Financial Services Usage Accelerator Platform Server is subject to the restrictions set forth in the Order Form for such program.
- 114 Siebel Business Rules Processor requires approval and a Global Services Statement of Work to implement. Contact Siebel Global Services and Siebel Finance Product Marketing prior to quoting to a customer to acquire approval and further details. See the Exception Approval Guide for specific contacts.
- 115 This Siebel Loyalty Engine pricing applies for all verticals except CME, Hospitality and Travel. Specific Hospitality—Cruise and Travel—Railways deals are eligible for Cross-industry pricing with approval.
- 116 Siebel Customer Relationship Console requires approval prior to quoting to a customer. Siebel Customer Relationship Console requires that the customer owns, at a minimum, one license of Siebel Tools. Each user of Siebel Customer Relationship Console does not require a base application, but the customer must own, at a minimum, one license of Siebel Finance Sales, or Siebel Finance Service.
- 117 Each Application User license of Siebel Institutional Sales and Research requires a Application User of Siebel Financial Accounts.
- 118 Each Application User license of Siebel Investment Management requires a Application User of Siebel Financial Accounts.
- 119 All Siebel Field Service options become available only after ordering Siebel Field Service for insurance.
- 120 Siebel eCustomer for Financial Services bundles functionality of Siebel eSales for Financial Services, Siebel eService for Financial Services, and Siebel Web Marketing into one product offering.
- 121 Siebel eService for Financial Services includes the functionality of Siebel banking, Siebel brokerage, and Siebel Customer Portal.
- 122 Siebel Enrollment Portal requires approval prior to quoting to a customer.
- 123 Purchase of Siebel Events for Finance requires the customer has licensed, at a minimum, one (1) Application User license of Siebel Events Manager for Finance.
- 124 Purchase of Siebel Configurator – Runtime for Partners with Siebel Agent Portal requires a Application User license of Siebel Individual & Group Coverage or Siebel Partner Commerce for each Application User license of Siebel Configurator – Runtime for Partners.
- 125 Siebel Service Provider Portal requires, at a minimum, one (1) Application User of a Siebel insurance base application. Siebel Service Provider Portal cannot be combined with any other options for the same user.
- 126 Siebel Pharma Sales Analytics is now required for initial Pharma Analytics purchase only in combination with the Siebel Analytics Platform Server-Enterprise Edition. Purchase of Siebel Pharma Analytics with the Siebel Analytics Platform Server-CRM Edition does not require Siebel Pharma Sales Analytics. NOTE: upgrading to the Siebel Analytics Platform Server-Enterprise Edition will require purchase of Siebel Pharma Sales Analytics.
- 127 To utilize the mobile analytics functionality in Siebel Pharma Analytics applications, each Application User of a Siebel Pharma Analytics application (e.g. Siebel Pharma Sales Rep Analytics) requires a Application User of Siebel Mobile Analytics and, at a minimum, one physical server license of Siebel Data Warehouse Application Console.
- 128 Each Siebel Pharma Segment Manager Analytics Application User requires a Application User of Siebel Segment Manager.
- 129 Siebel Advanced Contracts includes the functionality of Siebel Contracts, Siebel Contract Terms and Conditions and Siebel Pricer.
- 130 Each Application User of Siebel Contract Terms and Conditions requires a Application User of Siebel Contracts.
- 131 Each Application User of Siebel Medical Inventory Management requires a Application User license of Siebel Medical Handheld for Windows® (Companion or Stand Alone).
- 132 Initial purchase of the Siebel Pharma Marketing Server requires purchase of two Siebel University courses: Marketing: Manager (Siebel 7.7) and (Marketing: Server Architect (Siebel 7.7).
- 133 The Siebel Pharma Marketing Server requires a license for the Siebel Analytics Platform Server (Enterprise Edition or Stand Alone), and, at a minimum, one Application User of Siebel Segment Manager or Siebel Segment Manager-Stand Alone.
- 134 Each Siebel Pharma Marketing Server, except the unlimited Brands – unlimited records server, is licensed on a per-server basis and on the basis of (i) the number of Brands per server, and (ii) the number of unique customer records (including both contact records, prospect records and records in external data sources) which the Customer may access using the Siebel Pharma Marketing Server. A "Brand" is a Application product offering that corresponds to a specific molecular entity, including multiple dosage forms and multiple strengths for the same molecular entity.
- 135 Each Application User of Siebel Signature Capture requires (1) a Application User license of Siebel Samples and (2) either a Application User license of Siebel Pharma Handheld for Windows® or a Siebel Pharma base application.
- 136 The customer must have, at a minimum, one license of a Siebel base application to administer the Siebel Pharma (or Medical) Handheld for Windows®—Stand Alone Licenses.
- 137 Each Application User of Siebel Signature Capture—Stand Alone requires a Application User license for Siebel Samples for Handheld—Stand Alone and a Application User license for Siebel Pharma Handheld for Windows®—Stand Alone.
- 138 Each Application User of Siebel Expense Reports for Handheld—Stand Alone requires a Application User license for Siebel Pharma Handheld for Windows®—Stand Alone and, at a minimum, one Application User license for Siebel Time and Expense Reporting.
- 139 Each Application User of Siebel Medical Education for Handheld—Stand Alone requires a Application User license for Siebel Pharma Handheld for Windows®—Stand Alone and, at a minimum, one Application User license for Siebel Medical Education.
- 140 Each Application User of Siebel Samples for Handheld Stand Alone requires a Application User license for Siebel Pharma Handheld for Windows®—Stand Alone and, at a minimum, one Application User license for Siebel Samples.
- 141 Siebel MedEd requires, at a minimum, purchase of one Application User of Siebel Medical Education for administrative purposes.
- 142 Siebel Details is priced per Application User and the Physical Server capacity is based on Concurrent Users. The initial Siebel Details order includes one Physical Server with capacity for 20 Concurrent Users. Additional server capacity for each Physical Server is purchased through a server pack. All employees, partners and customers of Siebel accounts utilizing Siebel Details require a Application User license.
- 143 Server Capacity is priced per Physical Server. Customers must purchase server capacity for each Physical Server on which Siebel Details is installed.
- 144 Volume adjustments are not applicable with Siebel Details – Server capacity options. Siebel Details – Server capacity options are priced per Physical Server and require, at a minimum one Application User of Siebel Details.
- 145 Siebel Pricing Authorization Management requires, at a minimum, one (1) Application User each of Siebel Quotes, and Siebel Contracts.
- 146 Siebel Pricing Claims Server-Up to 20 Users is restricted to no more than 20 users. Siebel Pricing Claims Server-Up to 20 Users requires, at a minimum, one (1) Application User each of Siebel Quotes, Siebel Contracts, and Siebel Pricing Authorization Management.
- 147 Siebel Dynamic Catalog for Consumer Goods, Siebel Quote & Order Capture for Consumer Goods, and Siebel Inventory and Order Management require, at a minimum, one Physical Server license of the Siebel Customer Order Management Administration Server for Consumer Goods and the Siebel Customer Order Management Administration Server for Consumer Goods requires, at a minimum, one Application User license of one of the products listed above.
- 148 The Siebel Customer Order Management Administration Server for Consumer Goods includes 3 Application User licenses of Siebel Customer Order Management Server Administrator. Customers need only purchase additional administrators if more than 3 administrators are necessary. There is no Siebel Configurator functionality or Pricing Administration functionality included with this product. Customers in need of Pricing Administration should purchase the Cross-industry Siebel Customer Order Management Administration Server.
- 149 Siebel Sales Volume Planning requires approval before quoting to a customer.
- 150 Demantra products are under Controlled Availability and require approval prior to quoting to a customer (Questions 1-6 required—see eSource: License > Pricing > Price List > Controlled Availability). While they do not require a Siebel base application, they are complementary to Siebel Trade Promotions. Demantra Predictive Trade Planning and Demantra Trade Promotion Optimization have a minimum initial purchase quantity of

- 151 Demantra Trade Promotion Optimization requires purchase of Demantra Predictive Trade Planning.
- 152 Each Application User of Siebel Van Sales/Delivery requires a Application User of Siebel Consumer Goods Sales Handheld OSS Stand Alone or a Application User of Siebel Consumer Goods Sales Handheld and the customer must license, at a minimum, one Application User of Siebel Consumer Good Sales, one Application User of Siebel Logistics Manager, one Application User of Siebel Order Capture.
- 153 Siebel Group Inventory & Execution and Siebel Group Sales & Event Management require approval prior to quoting to a customer.
- 154 Siebel Quote & Order Capture for OGC Partners is not available in IEOP (HI) mode. Both Siebel Partner Commerce (Siebel Cross-Industry) and Siebel Quote & Order Capture for OGC partners options are required to enable full order processing functionality.
- 155 Each Application User of Siebel Public Sector Case Investigations Analytics or Siebel Public Sector Benefits Management Analytics requires a Application User of Siebel Public Sector Case Management Analytics.
- 156 Each Concurrent User of Siebel eService, upgrades to 64 Application Users of Siebel HelpDesk Requestor.
- 157 Siebel Card Manager consists of three modules packaged as a single application -- Siebel Card Billing Manager, Siebel Card Analytics Manager, and Siebel Card Self-Service Manager.
- 158 Each license of Siebel Communications Service Manager requires a license of Siebel Communications Billing Manager.
- 159 The Limited Availability Data Warehouse Server Options are restricted to specific customers that licensed Siebel Analytics Applications prior to July 11th, 2002. The Limited Availability Options include (or are for use with) Informatica PowerCenter instead of Informatica PowerMart.
- 160 All products in the Restricted Availability Analytics Applications section require approval prior to quoting to a customer. Please refer to the Exception approval guide, found on the mySiebel Pricing microsite "Tools" tab for specific contacts. Restricted Availability Siebel Analytic Applications (products for Restricted Customers and Special Contract Customers) are only available to specific customers that licensed Siebel Analytics prior to July 11th, 2002. These products include (or are for use with) Informatica PowerCenter instead of Informatica PowerMart. Restricted Availability Third Party Data Warehouse Options are available for sale to all customers with the required approval.
- 161 Requires a license or upgrade to the Informatica PowerCenter Full Use Server.

## DEFINITIONS

**Named User Plus:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. A non human operated device will be counted as a named user plus in addition to all individuals authorized to use the programs, if such devices can access the programs. If multiplexing hardware or software (e.g., a TP monitor or a web server product) is used, this number must be measured at the multiplexing front end. Automated batching of data from computer to computer is permitted. You are responsible for ensuring that the named user plus per processor minimums are maintained for the programs contained in the user minimum table in the licensing rules section; the minimums table provides for the minimum number of named users plus required and all actual users must be licensed.

**Processor:** shall be defined as all processors where the Oracle programs are installed and/or running. Programs licensed on a Processor basis may be accessed by your internal users (including agents and contractors) and by your third party users. For the purposes of counting the number of processors which require licensing, for a Sun UltraSPARC T1 processor with 4, 6 or 8 cores at 1.0 gigahertz or 8 cores at 1.2 gigahertz for only those servers specified on the Sun Server Table which can be accessed at <http://oracle.com/contracts>, "n" cores shall be determined by multiplying the total number of cores by a factor of .25. For the purposes of counting the number of processors which require licensing for AMD and Intel multicore chips, "n" cores shall be determined by multiplying the total number of cores by a factor of .50. For the purposes of counting the number of processors which require licensing for all hardware platforms not otherwise specified in this section, a multicore chip with "n" cores shall be determined by multiplying "n" cores by a factor of .75. All cores on all multicore chips for each licensed program for each factor listed below are to be aggregated before multiplying by the appropriate factor and all fractions of a number are to be rounded up to the next whole number.

Notwithstanding the above, when licensing Oracle Standard Edition One or Standard Edition programs on servers with a maximum of 1 processor with 1 or 2 cores, only 1 processor shall be counted.

For example, a Sun UltraSPARC T1 based server installed and/or running the program on 6 cores would require 2 processor licenses (6 multiplied by a factor of .25 equals 1.50 which is then rounded up to the next whole number which is 2). An Intel or AMD based server installed and/or running the program on 7 cores would require 4 processor licenses (7 multiplied by a factor of .50 equals 3.50 which is then rounded up to the next whole number which is 4). Two multicore servers, for hardware platforms not specified above, installed and/or running the program on 10 cores would require 8 processor licenses (10 multiplied by a factor of .75 equals 7.50 which is then rounded up to the next whole number which is 8).

For the Healthcare Transaction Base program, only the processors on which Internet Application Server Enterprise Edition and this program are installed and/or running are counted for the purpose of determining the number of licenses required. For the iSupport, iStore and Configurator programs, only the processors on which Internet Application Server (Standard Edition and/or Enterprise Edition) and the licensed program are running are counted for the purpose of determining the number of licenses required for the licensed program; under these licenses you may also install and/or run the licensed program on the processors where a licensed Oracle Database (Standard Edition and/or Enterprise Edition) is installed and/or running. With respect to the Customer Data Hub program, in determining the number of licenses required, only processors on which both Oracle Database Enterprise Edition and the Customer Data Hub program are running in production shall be counted.

**Professional User 2003:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Professional Users 2003 are allowed to manually enter orders directly into the programs but any orders entered electronically into Order Management from other sources must be licensed separately.

**Professional User 2003 - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Professional Users 2003 - External are allowed to manually enter orders directly into the programs but any orders entered electronically into Order Management from other sources must be licensed separately.

**Application User, Field Sales User, Financials User, Inventory/Shipping User, Marketing User, Manufacturing User, Purchasing User, TeleSales User, Enterprise Asset Management (EAM) User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. If you license the Self Service Work Request option in conjunction with EAM, you are required to maintain licenses for the equivalent number of EAM Users licensed and you are granted unlimited access to initiate work requests, view work request status and view scheduled completion date for your entire employee population.

**Application Read-Only User:** is defined as an individual authorized by you to run only queries or reports against the application program for which you have also acquired non read-only licenses.

**Collaboration Program User:** is defined as an individual authorized by you to use the programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. For the purposes of counting and licensing the number of Real-Time Collaboration users, a Collaboration Program User within your company is defined as a user able to initiate, or host, a web conference and also participate in a web conference; all participants in the web conference external to your company and attending a web conference are not required to be licensed.

**Annual Transaction Volume:** is defined as the U.S. dollar denominated total value of all purchase orders transacted and all auctions conducted through the Oracle Exchange Platform by you and others during the applicable year of the Oracle Exchange Platform license regardless of whether any such auction results in a purchase order, provided that an auction resulting in a purchase order shall only be counted against the Annual Transaction Volume once.

**Beacon:** is defined as each target that is deployed and managed by the program that measures the response time of remote software or hardware interfaces by communicating with those interfaces over protocols, api's or programmatic interactions and measuring the total time elapsed between the initiation of communication and completion of the associated response from the remote interface.

**Case Report Form (CRF) Page:** is defined as the "electronic equivalent" of what would be the total number of physical paper pages initiated remotely by the Program (measured explicitly in the Program as Received Data Collection Instruments) during a 12-month period. You may not exceed the licensed number of CRF pages during any 12-month period unless you acquire additional CRF pages licenses from us.

**Compensated Individual:** is defined as an individual whose compensation or compensation calculations are generated by the programs. The term Compensated Individual includes, but is not limited to, your employees, contractors, retirees, and any other Person.

**Computer:** is defined as the computer on which the programs are installed. A Computer license allows you to use the licensed program on a single specified computer.

**Connector:** is defined as each connector connecting the software [product with an external product. A unique connector is required for each distinct product with which the software product is required to interface.

**Cost of Goods Sold:** is defined as the total cost of inventory that a company has sold during their fiscal year. If Cost of Goods Sold is unknown to you then Cost of Goods Sold shall be equal to 75% of total company revenue.

**Electronic Order Line:** is defined as the total number of distinct electronic order lines entered electronically into the Oracle Order Management application from any source (not manually entered by licensed Order Management Users, Professional Users 2003, or Professional Users 2003 External) during a 12 month period. This includes order lines originating as external EDI/XML transactions and/or sourced from other Oracle and non-Oracle applications. You may not exceed the licensed number of order lines during any 12 month period.

**Employee:** is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications.)

**Employee User:** is defined as an individual authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time. Your human resource personnel that require access to the Oracle Self Service Human Resources program may not be licensed as Employee Users, but must be licensed as Professional Users. Additionally, your technical support personnel that require access to the Oracle iSupport program may not be licensed as Employee Users, but must be licensed as Professional Users.

**Entry:** is defined as a unique item (e.g., object, person, entity or item of information) stored within the programs. Replicated entries stored within the program on multiple servers are counted as a single entry.

**Expense Report:** is defined as the total number of expense reports processed by the iExpenses during a 12 month period. You may not exceed the licensed number of expense reports during any 12 month period.

**Federated Link:** is defined as a one-to-one pairing between a source domain and a destination domain. A source domain is the point of origin for a request. A destination domain contains the resource that users from source domains want to access. One source domain might have many pairings with different destination domains and one destination domain might have many pairings with different source domains. Each and every pairing is a federated link.

**Field Technician:** is defined as an engineer, technician, representative, or other person who is dispatched by you, including the dispatchers, to the field using the programs.

**FTE Student:** is defined as any full-time student enrolled in your institution and any part-time student enrolled in your institution counts as 25% of an FTE Student. The definition of "full-time" and "part-time" is based on your policies for student classification. If the number of FTE Students is a fraction, that number will be rounded to the nearest whole number for purposes of license quantity requirements.

**Hosted Named User:** is defined as an individual authorized by you to access the hosted service, regardless of whether the individual is actively accessing the hosted service at any given time.

**Invoice Line:** is defined as the total number of invoice line items processed by the program during a 12 month period. You may not exceed the licensed number of Invoice Lines during any 12 month period unless you acquire additional Invoice Line licenses from us.

**Module:** is defined as each production database running the programs.

**Network Device:** is defined as the hardware and/or software whose primary purpose is to route and control communications between computers or computer networks. Examples of network devices include but are not limited to, routers, firewalls and network load balancers.

**Non Employee User - External:** is defined as an individual, who is not your employee, contractor or outsourcer, authorized by you to use the application programs which are installed on a single server or multiple servers, regardless of whether or not the individual is actively using the programs at any given time.

**Order Management User:** is defined as an individual authorized by you to use the applicable licensed application programs which are installed on a single server or on multiple servers regardless of whether the individual is actively using the programs at any given time. Order Management Users are allowed to manually enter orders directly into the programs but any orders entered electronically from other sources must be licensed separately.

**Partner Organization:** is defined as an external third party business entity that provides value-added services in marketing and selling your products. Depending upon the type of industry, partner organizations play different roles and are recognized by different names such as reseller, distributor, agent, dealer or broker.

**Person:** is defined as your employee or contractor who is actively working on behalf of your organization or a former employee who has one or more benefit plans managed by the system or continues to be paid through the system. For Time and Labor, a person is defined as an employee or contractor whose time or labor (piece work) or absences are managed by the system. For Project Resource Management, a person is defined as an individual who is scheduled on a project. For Internet Time, a person is defined as an individual who is charging time to a project via the application. The total number of licenses needed is to be based on the peak number of part-time and full-time people whose records are recorded in the system.

**Ported Number:** is defined as the telephone number that end users retain as they change from one service provider to another. This telephone number originally resides on a telephone switch and is moved into the responsibility of another telephone switch.

**Purchase Line:** is defined as the total number of purchase line items processed by the application during a 12 month period. Multiple purchase lines may be created on either a requisition or purchase order or may be automatically generated by other Oracle Application programs. For iProcurement, Purchase Lines are counted as all line items on an approved requisition created in iProcurement. For Purchasing Intelligence, Purchase Lines are counted as the line items on purchase orders processed through this application. This does not include communication on the same P.O.. For each application, you may not exceed the licensed number of Purchase Lines during any 12-month period unless you acquire additional Purchase Line licenses from us. You may acquire a different number of Purchase Line licenses for each program (Number of Purchase Lines for iProcurement could be a smaller number than for Purchasing Intelligence).

**RosettaNet Partner Interface Processes® (PIPs®):** are defined as business processes between trading partners. Preconfigured system-to-system XML-based dialogs for the relevant E-Business Suite Application(s) are provided. Each preconfigured PIP includes a business document with the vocabulary and a business process with the choreography of the message dialog.

**Service Order Line:** is defined as the total number of service order entry line items processed by the program during a 12 month period. Multiple service order entry line items may be entered as part of an individual customer service order or quote. You may not exceed the licensed number of Service Order Lines during any 12 month period unless you acquire additional Service Order Line licenses from us.

**Subscriber:** is defined as (a) a working telephone number for all wireline devices; (b) a portable handset or paging device that has been activated by you for wireless communications and paging; (c) a residential drop or a nonresidential device serviced by a cable provider; or (d) a live connected utility meter. The total number of Subscribers is equal to the aggregate of all types of Subscribers. If your business is not defined in the primary definition of Subscriber above, Subscriber is defined as each U.S. \$1,000 increment of your gross annual revenue as reported to the SEC in your annual report or the equivalent accounting or reporting document.

**Suite:** is defined as all the functional software components described in the product documentation.

**Terabyte:** is defined as a terabyte of computer storage space used by a storage filer equal to one trillion bytes.

**Test:** is defined as each unit of interaction with a software or hardware interface for which the total time elapsed between the initiation of communication and the completion of the resulting response is measured. A test may run on its own or be set up in conjunction with additional tests so that there are multiple units of interaction. Each unit of interaction must be counted as a Test; execution of a test or set of tests multiple times does not require additional tests. Examples of tests include but are not limited to, an http-get for a URL, icmp-echo for an IP address and sql-execute for a database.

**Trainee:** is defined as an employee, contractor, student or other person who is being recorded by the program.

**UPK Developer:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Developers may create, modify, view and interact with simulations and documentation.

**UPK Employee:** is defined as an active employee of yours. (note: The value of these applications is determined by the size of the active employee population and not the number of actual users. Therefore, all of your active employees must be included in your order when licensing these applications). UPK Employees may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**UPK User:** is defined as an individual authorized by you to use the programs which are installed on a single server or multiple servers, regardless of whether the individual is actively using the programs at any given time. UPK Users may view and interact with simulations and documentation but may not create or modify simulations or documentation.

**Workstation:** is defined as the client computer from which the programs are being accessed, regardless of where the program is installed.

**\$M Freight Under Management:** is defined as one million U.S. dollars of the total transportation value of tendered orders for all shipments for a given calendar year during the term of the license. FUM shall include the combined total of actual freight purchased by you, plus the cost of freight for shipments managed by you (e.g., you are not purchasing transportation services on behalf of your clients but are providing transportation management services for your clients). Freight that is paid by a third party shall also be included in the FUM total (e.g., inbound shipments from suppliers to the you with freight terms of prepaid).

**\$M in Revenue:** is defined as one million United States dollars in all income (interest income and non interest income) before adjustments for expenses and taxes generated by You during a fiscal year.

**\$M in Managed Assets:** is defined as one million U.S. dollars of the following total: (1) Book value of investment in capital leases, direct financing leases and other finance leases, including residuals, whether owned or managed for others, active on the program, plus (2) Book value of assets on operating leases, whether owned or managed for others, active on the program, plus (3) Book value of loans, notes, conditional sales contracts and other receivables, owned or managed for others, active on the program, plus (4) Book value of non earning assets, owned or managed for others, which were previously leased and active on the program, including assets from term terminated leases and repossessed assets, plus (5) Original cost of assets underlying leases and loans, originated and active on the program, then sold within the previous 12 months.

## ORACLE SUPPORT SERVICES

Oracle Support Services (OSS) offers the following programs: Software Update License & Support to provide customers with the right to Oracle product upgrades and 24x7 support of all Oracle products, and Oracle Advanced Product Support for a menu of additional services designed to provide an enhanced level of support. Services may vary by country. For availability, contact your local Support Sales representative. For a complete description of Oracle Support Services programs, refer to the Sales Support website at <http://www.oracle.com/Support>

### Software Update License & Support

Software Updates License & Support provides customers with the right to product upgrades and 24x7 technical support, and is available for five years from the release date of the product. Product upgrades includes upgraded versions of software, maintenance releases and patches. Customers receive direct access Oracle experts for product-specific questions about installing and operating Oracle software. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests.

### Support Renewals

Prices shown on this price list are annual fees that apply to both perpetual and term licenses for first year support only. The price of a technical support renewal for Software Update License & Support is the technical support fees paid for the same licenses in the prior year, increased by the appropriate renewal adjustment. Oracle uses two different renewal adjustments: the Inflationary Adjustment Rate (IAR) and the Local Renewal Adjustment (LRA). Support for all licenses is adjusted by the greater of the LRA or the IAR. In all cases, any valid technical support cap included in a license agreement or ordering document that governs the licenses, limits the renewal adjustment. For more information on renewal adjustments, contact your Support Sales representative.

### Advanced Product Support

Advanced Product Support is designed to provide an enhanced level of support to Oracle customers. Advanced Product Support delivers tailored, flexible support solutions built to meet the customers' specific business requirements. Advanced Product Support customers have the flexibility to purchase standard or combine standard services with specific offerings to provide a full solution.

Contact your local Support Sales representative for Advanced Product Support information and pricing.

### Incident Server Support Packages

Incident Server Support Packages provide incident-based web support for the following limited product sets:

- Oracle Database Server Support Package (2,000 USA (Dollar) for 10 incidents on one server):
  - Oracle Database Enterprise Edition, Oracle Database Standard Edition, Standard Edition One, Partitioning, Real Application Clusters
- Oracle Application Server Support Package (1,000 USA (Dollar) for 10 incidents on one server):
  - Internet Application Server Enterprise Edition, Internet Application Server Standard Edition, Internet Application Server Java Edition

With the purchase of Incident Server Support Packages, customers receive access to Oracle *MetaLink*, which provides 24x7 web-based technical support, including web-based Technical Assistance Requests.

### JDeveloper Support

JDeveloper Support is a 24x7 support service that provides direct access to Oracle experts for product-specific questions about installing and operating Oracle JDeveloper. Web based support is provided via OracleMetaLink. Features of MetaLink include proactive notifications, customized home pages, technical libraries and forums, product life-cycle information, a bug database, and the ability to log technical assistance requests. JDeveloper Support is priced at 218.90 USA (Dollar) per Named User Plus per annum. Price applies to first year support only. JDeveloper Support is available only for the free version of JDeveloper downloaded from OTN after Jun 28, 2005. All standard Oracle support policies, as outlined in the Technical Support Policies, are applicable to JDeveloper purchased before this date.

### Customer Support Services Policies and Definitions

The complete policy can be found in the Technical Support Policies at <http://www.oracle.com/support>

### Extended Support

Customers with current Software Updates, License & Support can support their product for a further 3 years, past the initial 5 years from the general availability date of the product, by purchasing Extended Support. Extended Support fees are applied to the desupported Oracle programs only. Extended Support fees consist of the prior year's fee for Software Updates & Support plus the applicable renewal adjustment, plus an additional fee based on the year. Additional fees are as follows:

Year 6 after product release: 10% of current year's Software Update License & Support

Year 7 after product release: 20% of current year's Software Update License & Support

Year 8 after product release: 20% of current year's Software Update License & Support

Extended Support offers the following:

- Updates, fixes and security alerts
- Tax, legal and regulatory updates
- Upgrade scripts
- Technical support
- Major product and technology releases

### Sustaining Support

Sustaining Support offered in years 9 and beyond provides technical support—i.e., access to Oracle's online and call-center support—and rights to future products for as long the customer is purchasing support. Sustaining support is charged as per renewal pricing, found in the "Support Renewals" section above.

Sustaining Support provides:

- Technical Support
- Access to MetaLink/Customer Connection
- Major product and technology releases
- Pre-existing fixes

Implementation Effectiveness,  
Technical Account Manager &  
Expert Services Pricing for Siebel  
CRM and Business Intelligence  
Applications

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**ORACLE®**

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**SIEBEL**  
CUSTOMER RELATIONSHIP  
MANAGEMENT

## TAM & Expert Services Pricing for Siebel CRM and Business Analytics Applications

### SIEBEL TECHNICAL ACCOUNT MANAGERS (TAM)

The TAM is a key implementation advisor for Siebel CRM and Business Analytics products responsible for guiding customers towards successful business outcomes. The TAM provides guidance around Oracle's leading practices and through the Implementation Assessment, tracks outcomes and key success metrics including:

- The customer's desired business outcomes and progress towards them
- Seats deployed vs. seats actually purchased to ensure rollout progress
- Benchmark of customization compared to other customers
- A visual high-level score card comparing the customer to best practices in the areas of strategy, governance, people, process, and technology
- Tracking of the key issues, risks, and recommendations to resolve them

The TAM also works with customers to determine what specific Expert Services and other Oracle resources are required for a successful implementation.

### SIEBEL EXPERT SERVICES

The Expert Services group is a global staff of technical specialists, who provide specialized implementation assistance for Siebel CRM and Business Analytics products and serve as technical advisors and reviewers of implementation activities, in order to help ensure the optimum technology solution.

#### Expert Services provide the following services:

- **Expert Assist** to reduce the risk and cost of any rework associated with making incorrect decisions at design and configuration time.
- **Technical Workshops** provide advice, support, and guidance on technical best practices for deploying the Siebel technologies, defining the Siebel architecture, and maintaining the production system.
- **Technical Reviews** are a series of technical assessments carried out at critical stages of the implementation. They reduce the risk of problems during production runtime and establishing confidence in the implementation.

If the customer has contracted with Oracle for a TAM, the Expert Services group will be brought in by the TAM to address specific customer issues throughout the implementation. If no TAM has been contracted, it is highly recommended that each customer purchase at least those Expert Service Reviews marked with an asterisk in the table below.

#### Expert Services provide the following services:

Architecture Consultancy Services	Production Readiness Review*	Design Consultancy Services
Architecture Workshop	EAI Design and Configuration Review	Configuration Workshop
Assignment Manager Review	EAI Workshop	Configuration Review*
CTI Design and Configuration Review	CTI Workshop	Design Review*
EIM Mapping Review	Sizing Review*	Siebel Script Performance Workshop
Performance Tuning System Audit	Workflow Manager Design Review	Siebel Script Code Review*
Production Health Check*	Security Workshop	Non-standard Change Review
Analytics Design Review*	Analytics Configuration Review*	Analytics Production Readiness Review*
Production Support Workshop and Review	Production Readiness and Scalability Service	RDBMS Migration Review and Assistance

**TECHNICAL ACCOUNT MANAGER/EXPERT SERVICES PACKAGES**

The following packages have been established to ensure that customers have an appropriate level of Technical Account Management and Expert Services involvement in an implementation. The table below lists regional prices for TAM/Expert Services packages.

- Customers can use any combination of days across services from Technical Account Manager and Expert Services
- TAM rates for packages are discounted compared to equivalent standard T&M rate for TAM/Expert Specialist
- All prices are specified in local currency unless noted
- All prices are also available in USD
- All packages expire 365 days from date of purchase and any unused days are forfeited
- Payment terms for all TAM packages are net thirty (30) days from the contract signing date

<b>Technical Account Manager and Expert Services Packages; USD Pricing</b>					
Country	30 Day Package	50 Day Package	100 Day Package	150 Day Package	200 Day Package
<b>Americas</b>					
United States	64,000	105,000	202,000	290,000	374,000
Argentina	30,300	49,400	95,700	137,000	177,000
Brazil	30,300	49,400	95,700	137,000	177,000
Canada	57,700	94,200	182,000	262,000	337,000
Central America	45,400	74,100	144,000	206,000	265,000
Chile	30,300	49,400	95,700	137,000	177,000
Colombia	40,700	66,500	129,000	185,000	238,000
Mexico	45,400	74,100	144,000	206,000	265,000
Venezuela	40,700	66,500	129,000	185,000	238,000
<b>Europe, Middle East, Africa (EMEA)</b>					
Austria	59,300	93,600	177,000	250,000	312,000
Belgium	59,300	93,600	177,000	250,000	312,000
Czech Republic	37,600	59,400	112,000	158,000	198,000
Denmark	59,300	93,600	177,000	250,000	312,000
Finland	59,300	93,600	177,000	250,000	312,000
France	59,300	93,600	177,000	250,000	312,000
Germany	59,300	93,600	177,000	250,000	312,000
Ireland	N/A	N/A	N/A	N/A	N/A
Italy	59,300	93,600	177,000	250,000	312,000
Netherlands	59,300	93,600	177,000	250,000	312,000
Norway	59,300	93,600	177,000	250,000	312,000
Portugal	52,400	82,800	156,000	221,000	276,000
Russia	37,600	59,400	112,000	158,000	198,000
South Africa	42,200	66,600	126,000	178,000	222,000
Spain	52,400	82,800	156,000	221,000	276,000
Sweden	59,300	93,600	177,000	250,000	312,000
Switzerland	59,300	93,600	177,000	250,000	312,000
United Kingdom	66,100	104,000	197,000	278,000	348,000
<b>Asia Pacific</b>					
Australia	58,094	91,982	174,281	246,899	309,834
China	45,000	71,250	135,000	191,250	240,000
Hong Kong	62,000	98,000	185,000	264,000	330,000
India	32,000	50,700	96,000	136,000	170,700
Japan	61,440	100,800	193,920	N/A	359,040
Korea	62,000	98,000	185,000	264,000	330,000
Singapore	45,000	71,250	135,000	191,250	240,000
Taiwan	45,000	71,250	135,000	191,250	240,000

Technical Account Manager and Expert Services Packages with Bundled Expenses: USD Pricing					
Country	30 Day Package	50 Day Package	100 Day Package	150 Day Package	200 Day Package
<b>Asia Pacific</b>					
China	54,000	85,500	162,000	229,500	288,000
Hong Kong	64,000	102,000	193,000	276,000	346,000
Korea	64,000	102,000	193,000	276,000	346,000

Technical Account Manager and Expert Services Packages: Local Currency					
Country	30 Day Package	50 Day Package	100 Day Package	150 Day Package	200 Day Package
<b>Americas</b>					
United States (USD)	64,000	105,000	202,000	290,000	374,000
Argentina (Peso)	92,467	150,754	292,048	418,083	540,151
Brazil (Real)	81,810	133,380	258,390	369,900	477,900
Canada (Dollar)	64,751	105,711	204,240	294,016	378,181
Central America (USD)	45,400	74,100	144,000	206,000	265,000
Chile (Peso)	15,872,655	25,878,190	50,132,445	71,767,450	92,721,450
Colombia (Peso)	100,101,650	163,556,750	317,275,500	455,007,500	585,361,000
Mexico (USD)	45,400	74,100	144,000	206,000	265,000
Venezuela (Bolívar)	87,505,000	142,975,000	277,350,000	397,750,000	511,700,000
<b>Europe, Middle East, Africa (EMEA)</b>					
Austria (Euro)	46,551	73,476	138,945	196,250	244,920
Belgium (Euro)	46,551	73,476	138,945	196,250	244,920
Czech Republic (Koruna)	834,983	1,319,096	2,487,184	3,508,706	4,396,986
Denmark (Krone)	347,050	547,789	1,035,884	1,463,113	1,825,964
Finland (Euro)	46,551	73,476	138,945	196,250	244,920
France (Euro)	46,551	73,476	138,945	196,250	244,920
Germany (Euro)	46,551	73,476	138,945	196,250	244,920
Ireland (Euro)	N/A	N/A	N/A	N/A	N/A
Italy (Euro)	46,551	73,476	138,945	196,250	244,920
Netherlands (Euro)	46,551	73,476	138,945	196,250	244,920
Norway (Krone)	362,590	572,317	1,082,267	1,528,625	1,907,724
Portugal (Euro)	41,134	64,998	122,460	173,485	216,660
Russia (USD)	37,600	59,400	112,000	158,000	198,000
South Africa (Rand)	275,735	435,164	823,284	1,163,052	1,450,548
Spain (Euro)	41,134	64,998	122,460	173,485	216,660
Sweden (Krona)	435,066	686,715	1,298,596	1,834,175	2,289,050
Switzerland (Franc)	72,299	114,117	215,798	304,800	380,390
United Kingdom (Pound)	35,258	55,474	105,080	148,285	185,623
<b>Asia Pacific</b>					
Australia (Dollar)	76,800	121,600	230,400	326,400	409,600
China (Yuan)	360,788	571,247	1,082,363	1,533,347	1,924,200
Hong Kong (Dollar)	480,822	760,010	1,434,712	2,047,373	2,559,216
India (Rupee)	1,451,840	2,300,259	4,355,520	6,170,320	7,744,659
Japan (Yen)	7,680,000	12,600,000	24,240,000	N/A	44,880,000
Korea (Won)	58,670,600	92,737,400	175,065,500	249,823,200	312,279,000
Singapore (Dollar)	71,287	112,839	213,800	302,883	380,088
Taiwan (Dollar)	1,437,075	2,275,369	4,311,225	6,107,569	7,664,400

Technical Account Manager and Expert Services Packages with Bundled Expenses: Local Currency					
Country	30 Day Package	50 Day Package	100 Day Package	150 Day Package	200 Day Package
Asia Pacific					
China (Yuan)	432,945	685,496	1,298,835	1,840,016	2,309,040
Hong Kong (Dollar)	496,333	791,030	1,496,754	2,140,435	2,683,299
Korea (Won)	60,563,200	96,522,600	182,635,900	261,178,800	327,419,800

**TECHNICAL ACCOUNT MANAGER/EXPERT SERVICES TIME AND MATERIALS RATES (T&M)**

The table below lists regional Time and Material prices for TAM and Expert Services. Note that for South Africa, the TAM and Expert Services are priced independently.

- All prices are specified in local currency unless noted
- Payment terms for all TAM packages are net thirty (30) days from the contract signing date
- SLISA discount not available for Time and Material rates

**IMPLEMENTATION EFFECTIVENESS**

Research shows that 85% of application implementation challenges and risks are related to human factors around change, rather than technical issues. Oracle brought together a team of experts with implementation expertise to help customers specifically address the issues surrounding an Oracle Siebel CRM implementation from the end user's perspective. Their objective is to ensure that a customer's investment in Oracle Siebel CRM is as highly leveraged as possible by improving end user acceptance and usage. This goal is achieved through:

- Leading Practice Workshop providing executive level education on the 5 key elements for a successful front office implementation: Strategy, Governance, People, Process and Technology. Typically taking 2 days
- Usability Assessment targeting key areas to increase user value and productivity Recommendations and related action plans are provided, typically taking up to 10 days.
- End User Survey Diagnostic (EUSD) assesses end user perceptions of Oracles applications and organizational factors that impact end user satisfaction with Oracle applications.

**END USER SURVEY DIAGNOSTIC**

The End User Survey Diagnostic has a fixed list price of \$10,000 and is independent of the size of the implementation. Multiple surveys may be discounted based on volume, and other discounting may be applicable. Additional Time and Materials services may be required for complex segmentation and analysis.

Pricing for Implementation Effectiveness offerings is determined based on specific customer needs using the single rates listed below. For help developing a quote or proposal, please contact your either Vicki Warren or Chris Hannafan.

Notes:

- Additional Time and Materials services may be required for complex implementations.

<b>TAM &amp; Expert Services / Implementation Effectiveness Regional Time &amp; Materials Rate (T&amp;M): USD Pricing</b>	
Country <i>(priced per hour unless noted)</i>	Rate
<b>Americas</b>	
United States	275
Argentina	130
Brazil	130
Canada	248
Central America	195
Chile	130
Colombia	175
Mexico	195
Venezuela	175
<b>Europe, Middle East, Africa (EMEA)</b>	
Austria	260
Belgium	260
Czech Republic	200
Denmark	260
Finland	260
France	260
Germany	260
Ireland	260
Italy	260
Netherlands	260
Norway	260
Portugal	190
Russia (USD)	200
South Africa (TAMES)	135/216
Spain	230
Sweden	260
Switzerland	260
UK	290
<b>Asia Pacific</b>	
Australia	258
China	200
Hong Kong	276
India	142
Japan	260
Korea	276
Singapore	200
Australia	258

<b>TAM &amp; Expert Services / Implementation Effectiveness Regional Time &amp; Materials Rate (T&amp;M): Local Currency Pricing</b>	
Country <i>(priced per hour unless noted)</i>	Rate
<b>Americas</b>	
United States (USD)	275
Argentina (Peso)	397
Brazil (Real)	351
Canada (Dollar)	278
Central America (USD)	195
Chile (Peso)	68,101
Colombia (Peso)	430,413
Mexico (USD)	195
Venezuela (Bolivar)	376,250
<b>Europe, Middle East, Africa (EMEA)</b>	
Austria (Euro)	204
Belgium (Euro)	204
Czech Republic (Koruna)	4,441
Denmark (Krone)	1,522
Finland (Euro)	204
France (Euro)	204
Germany (Euro)	204
Ireland (Euro)	204
Italy (Euro)	204
Netherlands (Euro)	204
Norway (Krone)	1,590
Portugal (Euro)	149
Russia (USD)	200
South Africa (Rand) (TAMES)	882/1411
Spain (Euro)	181
Sweden (Krona)	1,908
Switzerland (Franc)	317
UK (Pound)	155
<b>Asia Pacific</b>	
Australia (Dollar)	341
China (Yuan)	1,604
Hong Kong (Dollar)	2,140
India (Rupee)	6,443
Japan (Yen)	32,500
Korea (Won)	261,179
Singapore (Dollar)	317
Australia (Dollar)	341



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STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 PURCHASING OPERATIONS  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

December 12, 2006

**CHANGE NOTICE No.28**  
**TO**  
**CONTRACT NO. 071B6000081**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR		TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
<b>Oracle Corporation</b> <b>500 Oracle Parkway</b> <b>Redwood Shores, CA 94065</b>  <b>dave.campbell@oracle.com</b>		VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
		BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Reid Sisson <b>Department of Information Technology</b>		
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>December 12, 2006</b>		
TERMS	<b>Net 45 Days</b>	SHIPMENT <b>N/A</b>
F.O.B.	<b>Destination</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>		
MISCELLANEOUS INFORMATION:		

**NATURE OF CHANGE (S):**

Effective January 1, 2007, this contract is hereby **CANCELLED** and replaced by **071B7200116** resulting from a corporate name change and new tax ID number and the acquisition of Siebel Systems, Inc. and PeopleSoft, Inc. as further defined in two (2) vendor letter dated November 28, 2006.

**AUTHORITY/REASON:**

Per agreement between Vendor and DMB Purchasing Operations

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$0.00**

**Estimated State of Michigan Spending Forecast**

Agency	License / Service Type	Estimate
DHS-Bridges	OEM monitoring packages	\$125,000.00
DHS-CSES	Six Application Server (IAS) cpu licenses	\$86,000.00
DCH	MMIS - Siebel TAM Services	\$160,000.00
DCH	MDSS - License purchases	\$16,148.00
DIT - ITAM	five Database/cpu licenses	\$95,160.00
DHS-Bridges	Interim license support renewal thru 2/28/07	\$4,861.00
DHS-general	Interim license support renewal thru 2/28/07	\$4,971.00
DCH	Interim license support renewal thru 2/28/07	\$2,651.00
DCH	Interim license support renewal thru 2/28/07	\$13,256.00
Treasury /MDOS Civil Service	Consolidated Call Center - Siebel TAM Services	\$552,000.00
DIT-Enterprise	Annual License Support Renewal	\$4,400,000.00
DIT - Enterprise	Siebel License Maintenance Renewal	\$260,000.00
Treasury	275 Database/Names User Licenses	\$105,000.00
	<b>Total</b>	<b>\$5,825,047.00</b>

**From:** <robert.mowid@oracle.com>  
**To:** Reid Sisson <sissonr@michigan.gov>  
**Date:** 10/30/2006 11:29:48 AM  
**Subject:** Re: Proposal to Add Spending Authority to Oracle Contract

Reid,

Per your request, Oracle agrees to having additional spending authority added to the contract between the State of Michigan and Oracle.

Also, as we have talked about, there are additional projects that may take place during the year that may be beyond the spending authority within this request. I will continue to keep you up to date on any new price quote requests or anything else that I see or hear about that may impact this.

If you need any additional information, please let me know.

Best Regards,

Rob Mowid

**CC:** <robert.mowid@oracle.com>

STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

June 27, 2006

**CONTRACT CHANGE NO. 27**  
**TO**  
**CONTRACT NO. 071B6000081**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle Corporation</b> <b>500 Oracle Parkway</b> <b>Redwood Shores, CA 94065</b>  <p style="text-align: right;">dave.campbell@oracle.com</p>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
	BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Reid Sisson <p style="text-align: center;"><b>Department of Information Technology</b></p>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <p style="text-align: center;"><b>Net 45 Days</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>Destination</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

Effective immediately, this contract is **INCREASED** by \$7,454,301.60 to allow for the purchase of products to develop and maintain critical system operational systems for the Michigan Medical Information System (MMIS) and the Bridges system and for the services to maintain critical systems.

Services	Reference	Fees
Provide technical assistance on a time and materials basis, as directed by the MI DIT Project Manager.	Exhibit1-FPE-300158308	\$4,992,000.00
<b>Total Fees</b>		<b>\$4,992,000.00</b>

The services described above will be provided at the hourly rates set forth in the table below.

Consultant Level	Rate (\$/Hour)
Practice Manager	\$200.00
Technical Manager	\$200.00
Consultant	\$200.00

**The Software Licenses and Services will be provided per the rates in the ordering document attached below.**

**All other pricing, terms and conditions remain unchanged.**

**INCREASE: \$7,454,301.60**

**AUTHORITY/REASON:**

**Contract amended per the mutual agreement of the State and the vendor.**

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$157,816,225.60**

**Customer Name** STATE OF MICHIGAN  
**Customer Location** Romney Building  
 111 S Capitol Ave  
 LANSING  
 MI 48909

**ORACLE CONTRACT INFORMATION**

**Agreement** Software License and Services Agreement  
**Agreement Name** STATE-58021-15-NOV-95

This ordering document incorporates by reference the terms of the agreement specified above ("agreement"). The following defined and capitalized terms in the referenced agreement between you and Oracle USA, Inc. (as a successor in interest to Oracle Corporation, hereinafter "Oracle") shall have the same meaning as the stated terms in this ordering document: "Agreement" and "agreement;" "Customer" and "you"/"your;" "Program" and "program;" "Technical Support" and "technical support;" "Program Documentation" and "program documentation;" and "Ordering Document" and "ordering document."

**A. PROGRAMS AND SERVICES**

You have ordered the program licenses and 12 months of technical support services described below. Listed below is a summary of net fees due under the ordering document. These fees are exclusive of any applicable shipping charges or applicable taxes.

All fees on this Ordering Document are in US Dollars

Product Description / License Type	Quantity	List Fee	Discount %	Net Fee
Change Management Pack - Named User Plus Perpetual	775			
License		46,500.00	67.00	15,345.00
Software Update License & Support		10,230.00	67.00	3,375.90
Change Management Pack - Processor Perpetual	80			
License		240,000.00	67.00	79,200.00
Software Update License & Support		52,800.00	67.00	17,424.00
Configuration Management Pack - Named User Plus Perpetual	775			
License		46,500.00	67.00	15,345.00
Software Update License & Support		10,230.00	67.00	3,375.90
Configuration Management Pack - Processor Perpetual	80			
License		240,000.00	67.00	79,200.00
Software Update License & Support		52,800.00	67.00	17,424.00
Diagnostics Pack - Named User Plus Perpetual	775			
License		46,500.00	67.00	15,345.00
Software Update License & Support		10,230.00	67.00	3,375.90
Diagnostics Pack - Processor Perpetual	80			
License		240,000.00	67.00	79,200.00
Software Update License & Support		52,800.00	67.00	17,424.00
Oracle Database Enterprise Edition - Named User Plus Perpetual	775			
License		620,000.00	67.00	204,600.00
Software Update License & Support		136,400.00	67.00	45,012.00
Oracle Database Enterprise Edition - Processor Perpetual	76			
License		3,040,000.00	67.00	1,003,200.00
Software Update License & Support		668,800.00	67.00	220,704.00
Partitioning - Named User Plus Perpetual	150			
License		30,000.00	67.00	9,900.00
Software Update License & Support		6,600.00	67.00	2,178.00

Product Description / License Type	Quantity	List Fee	Discount %	Net Fee
Partitioning - Processor Perpetual	48			
License		480,000.00	67.00	158,400.00
Software Update License & Support		105,600.00	67.00	34,848.00
Real Application Clusters - Processor Perpetual	40			
License		800,000.00	67.00	264,000.00
Software Update License & Support		176,000.00	67.00	58,080.00
Tuning Pack - Named User Plus Perpetual	775			
License		46,500.00	67.00	15,345.00
Software Update License & Support		10,230.00	67.00	3,375.90
Tuning Pack - Processor Perpetual	80			
License		240,000.00	67.00	79,200.00
Software Update License & Support		52,800.00	67.00	17,424.00
		<b>List Fee</b>	<b>Discount %</b>	<b>Net Fee</b>
		Oracle Programs License Fees	67.00	2,018,280.00
		Oracle Programs Support Fees	67.00	444,021.60
		Net Fees		2,462,301.60
		<b>Total Fees</b>		<b>2,462,301.60</b>

**B. General Terms**

**1 Commencement Date**

All program licenses and the period of performance for all services are effective upon shipment of tangible media or upon the effective date of this ordering document if shipment of tangible media is not required.

**2 Territory**

The program licenses and services described in section A are for use in the U.S.

**3 Fees, Invoicing, and Payment Obligation**

a. All fees due under this ordering document shall be non-cancellable and the sums paid nonrefundable, except as provided in the agreement.

b. License fees are invoiced as of the commencement date. Service fees are invoiced after performance of the service; specifically, technical support fees are invoiced quarterly in arrears from the commencement date.

c. In addition to the fees listed in Section A, Oracle will invoice you for any applicable shipping charges or applicable taxes.

d. In entering into payment obligations under this ordering document, you agree and acknowledge that you have not relied on the future availability of any program or updates.

**4 Delivery and Installation**

a. Oracle has no delivery obligation under this ordering document. You acknowledge that Oracle has delivered to your location the current production release as of the effective date below for 1 copy of the software media and 1 set of program documentation (in the form generally available) for each program listed in section A.

b. You shall be responsible for installation of the software.

**5 Source Code**

Oracle may deliver source code as part of its standard delivery for particular programs; all source code delivered by Oracle is subject to the terms of the agreement, ordering document and program documentation.

**6 Segmentation**

The program licenses provided in this ordering document are offered separately from any other proposal for consulting services you may receive or have received from Oracle and do not require you to purchase Oracle consulting services.

**7 Order of Precedence**

In the event of any inconsistencies between the agreement and this ordering document, this ordering document shall take precedence.

**8 Customer Reference**

In consideration of the discounts granted to you under this ordering document, Oracle may refer to you as a customer in sales presentations, marketing vehicles and activities. In addition you agree to become part of Oracle's reference program by working with a representative from Oracle Marketing to develop a customer profile for use on Oracle.com and for other promotional activities at Oracle's discretion. The profile will include a quote from an executive of your company and your company's logo.

**C. Future Purchases**

**1 Additional Copies of Programs**

Provided that you have continuously maintained technical support for the programs listed in section A, you may order media packs at the standard media fee in effect at the time your order is placed provided the programs listed in section A for use on the computer/operating system combination requested by you are available in a production release.

STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

March 27, 2006

**CONTRACT CHANGE NO. 26**

**TO**  
**CONTRACT NO. 071B6000081**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle Corporation</b> <b>500 Oracle Parkway</b> <b>Redwood Shores, CA 94065</b>  <b>dave.campbell@oracle.com</b>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
	BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Reid Sisson <b>Department of Information Technology</b>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <b>Net 45 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Destination</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

Effective immediately, this contract is **INCREASED** by \$2,668,924.00 per the attached Vendor quotes to allow for the purchase of new product and services for MMIS, Bridges and other approved projects. All other pricing, terms and conditions remain unchanged.

**INCREASE: \$2,668,924.00**

**AUTHORITY/REASON:**

Contract amended per the mutual agreement of the State and the vendor.

Approved By Ad Board on 3/7/06	<b>\$3,826,000.00</b>
Amount Added via CN 26	<b>\$2,058,140.00</b>
	<b>\$610,784.00</b>
	<b>\$2,668,924.00</b>
Remaining Amount Approved 3/7/06	<b>\$1,157,076.00</b>

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$150,361,924.00**



Valid through: 03/31/06

**Customer Name:** State of Michigan  
**Customer Location:** 235 S. Grand Ave  
Lansing  
MI  
48909  
Lynn Draschil  
draschil@michigan.gov  
517-241-7423

**Oracle Account Manager:** Rob Mowid  
robert.mowid@oracle.com  
517-339-2970 (work)  
517-204-5547 (cell)

All fees on this draft quotation are in US Dollars.

Product Description	Quantity	List Fee	Discount %	Net Fee
<b>Oracle Database Enterprise Edition - Named User Plus Perpetual</b>	475			
License		380,000.00	65%	133,000.00
Software Update License & Support		83,600.00	65%	29,260.00
<b>Oracle Database Enterprise Edition - Processor Perpetual</b>	60			
License		2,400,000.00	65%	840,000.00
Software Update License & Support		528,000.00	65%	184,800.00
<b>Real Application Clusters - Named User Plus Perpetual</b>	300			
License		120,000.00	65%	42,000.00
Software Update License & Support		26,400.00	65%	9,240.00
<b>Real Application Clusters - Processor Perpetual</b>	60			
License		1,200,000.00	65%	420,000.00
Software Update License & Support		264,000.00	65%	92,400.00
<b>Oracle Database Diagnostics Pack - Processor Perpetual</b>	60			
License		180,000.00	65%	63,000.00
Software Update License & Support		39,600.00	65%	13,860.00
<b>Tuning Pack - Processor Perpetual</b>	60			
License		180,000.00	65%	63,000.00
Software Update License & Support		39,600.00	65%	13,860.00
<b>Change Management Pack - Processor Perpetual</b>	60			
License		180,000.00	65%	63,000.00
Software Update License & Support		39,600.00	65%	13,860.00
<b>Oracle Database Configuration Management Pack - Processor Perpetual</b>	60			
License		180,000.00	65%	63,000.00
Software Update License & Support		39,600.00	65%	13,860.00

A. - continued from prior page.

<b>Product Category Total</b>	<b>List Fees</b>	<b>Discount %</b>	<b>Net Fees</b>
<b>License Fees</b>	4,820,000.00	65%	1,687,000.00
<b>Software Update License &amp; Support Fees</b>	1,060,400.00	65%	371,140.00
		<b>Total Fees</b>	<b>2,058,140.00</b>

The Program licenses provided in this quotation are offered separately from any other proposal for consulting services Customer may receive or has received from Oracle and do not require Customer to purchase Oracle consulting services.

REVISED 3.2.06

**ORACLE**

**Assumption:** Is approximately \$70,000 remaining on the POs after 3.31.06. Patty B & Chris H confirmed

**Purpose:** Project total amount of dollars beginning April 1 through Sept 30, 2006.

**Number of contractors:** 4

**Number of contractor conversions:** 2

Rick Foster	April	20	160	\$ 253.00	\$ 40,480.00	
Rick Foster	May	22	176	\$ 253.00	\$ 44,528.00	
Rick Foster	June	22	176	\$ 253.00	\$ 44,528.00	
Rick Foster	July	20	160	\$ 253.00	\$ 40,480.00	
Rick Foster	August	23	184	\$ 253.00	\$ 46,552.00	
Rick Foster	Sept	20	160	\$ 253.00	\$ 40,480.00	
Roger Berry	April	20	160	\$ 253.00	\$ 40,480.00	
Roger Berry	May	22	176	\$ 253.00	\$ 44,528.00	
Roger Berry	June	22	176	\$ 253.00	\$ 44,528.00	
Roger Berry	July	20	160	\$ 253.00	\$ 40,480.00	
Roger Berry	August	23	184	\$ 253.00	\$ 46,552.00	
Roger Berry	Sept	20	160	\$ 253.00	\$ 40,480.00	
Ken Christenson	April	20	160	\$ 216.00	\$ 34,560.00	
Ken Christenson	May	22	176	\$ 216.00	\$ 38,016.00	
Ken Christenson	June	22	176	\$ 216.00	\$ 38,016.00	
Ken Christenson	July	20	160	\$ 216.00	\$ 34,560.00	
Ken Christenson	August	9	72	\$ 216.00	\$ 15,552.00	
Ken Christenson	Sept	0	0	\$ 216.00	\$ -	
John Revard	April	4	32	\$ 187.00	\$ 5,984.00	Departing 4.6.06
John Revard	May	0	0	\$ 187.00	\$ -	
John Revard	June	0	0	\$ 187.00	\$ -	
John Revard	July	0	0	\$ 187.00	\$ -	
John Revard	August	0	0	\$ 187.00	\$ -	
John Revard	Sept	0	0	\$ 187.00	\$ -	

Projected monies needed 4.1.06 through 9.30.06  
 \$ 680,784.00  
 Monies remaining from FY06 beginning 4.1.06  
 \$70,000.00

<b>Total dollars needed through 9.30.06</b>
<b>\$ 610,784.00</b>

**STATE OF MICHIGAN**  
**DEPARTMENT OF MANAGEMENT AND BUDGET**  
**ACQUISITION SERVICES**  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933

March 10, 2006

**CONTRACT CHANGE NO. 25 (Revised)**

**TO**  
**CONTRACT NO. 071B6000081**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle Corporation</b> <b>500 Oracle Parkway</b> <b>Redwood Shores, CA 94065</b>  <p style="text-align: right;">dave.campbell@oracle.com</p>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
	BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Reid Sisson <p style="text-align: center;"><b>Department of Information Technology</b></p>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <p style="text-align: center;"><b>Net 45 Days</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>Destination</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

**Effective immediately, this contract is INCREASED BY \$3,638,000.00 to cover ongoing maintenance services from March 1, 2006 to February 27, 2007. All other pricing, terms and conditions remain unchanged. (See Attached.)**

**INCREASE: \$3,638,000.00**

**AUTHORITY/REASON:**

**Contract amended per the mutual agreement of the State and the vendor.**

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$147,693,000.00**



21-Feb-06

Reid Sisson  
STATE OF MICHIGAN  
Michigan Department of Information Technology  
Hollister Building  
LANSING  
MI 48933  
United States

Re: Service Renewal # 1412137

Dear Reid Sisson,

Please find attached a quotation for the above service renewal. The technical support services and benefits you are receiving will expire, or have expired, on 27-Feb-06. This quotation is provided pursuant to the terms and conditions of the valid license agreement that you executed when you acquired technical support from Oracle or an Oracle authorized Reseller for the licenses referenced on the above service renewal; your service order under this quotation is subject to Oracle's acceptance.

The new service level, named Software Update License & Support, reflects the combination of Software Updates and Product Support service levels. All licenses on which you previously had both Software Updates and Product Support have been quoted on this renewal with Software Update License & Support. All licenses on which you previously had only Software Updates have been quoted on this renewal with Software Updates. Your access and entitlement to support services are unaffected. For more detailed information on this change, please refer to <http://www.oracle.com/support/standard.html>.

In order to complete this service renewal and to ensure that there is no interruption to your technical support, please accept this service renewal in accordance with the attached Acceptance Details on or before 28-Feb-06. Once ordered, technical support for the support period defined below is non-cancelable and the related fees are non-refundable. An invoice, including applicable sales tax, GST, or VAT (collectively referred to as "Tax"), will only be issued upon receipt of acceptance. If your company is tax exempt, a copy of your tax exemption certificate must be included with your purchase order or other form of payment.

Oracle's technical support policies govern the terms of your technical support and are subject to change in accordance with its terms. The most current technical support policies, including Oracle's Reinstatement Policy, can be found on the web at <http://www.oracle.com/support/policies.html>. Customers who allow technical support to lapse and later wish to reactivate it will be subject to Oracle's then current Reinstatement Policy. Applicable reinstatement fees may apply in addition to the annual technical support fees.

Oracle provides information and notices about technical support via e-mail. Accordingly, it is important that you provide updated e-mail information with your order to ensure that you receive all communication and notices from us.

Please note that as part of a corporate restructuring associated with our recent acquisition of PeopleSoft, Inc., Oracle Corporation has transferred substantially all of its U.S. based operations, including our contracts with our customers to, Oracle USA, Inc., effective March 1, 2005.

# ORACLE®

Accordingly, Oracle USA, Inc., is now responsible for the performance of all of these obligations under these contracts. Correspondence and invoices relating to these contracts will reflect the name of Oracle USA, Inc. Likewise, any correspondence and payments from you (including the vendor specification on any tax exemption certificates) should be address to Oracle USA, Inc. We expect that Oracle's addresses and your contacts will remain unchanged.

I would like to take this opportunity to thank you for your continued business with Oracle. If you require further information, please do not hesitate to contact me at your earliest convenience.

Regards,

Sara Phillips  
Oracle Support Services  
E-mail: [sara.jordan@oracle.com](mailto:sara.jordan@oracle.com)  
Tel.: 703 364 0017  
Fax: 719 757 4303



Oracle Service Renewal

Quotation Date: 22-Feb-06

Reid Sisson
STATE OF MICHIGAN
Michigan Department of Information Technology
Hollister Building
LANSING
MI 48933
United States

Tel.: 517 241-1638
Fax:
E-mail: sissonr@michigan.gov

THIS QUOTATION IS VALID THROUGH 28-Feb-06.

PLEASE DO NOT CHANGE ANY OF THE INFORMATION BELOW WHEN SUBMITTING YOUR SERVICE RENEWAL. ORDERS IN WHICH THE SERVICE DETAILS HAVE BEEN CHANGED ARE NOT VALID AND YOUR ORDER WILL NOT BE PROCESSED. If a change to the information provided below is required, please contact me and an updated service renewal quote will be provided to you in accordance with Oracle's technical support policies located at http://www.oracle.com/support/policies.html.

The service level Software Update License & Support reflects the combination of Software Updates and Product Support. For more detailed information on this change, please refer to http://www.oracle.com/support/standard.html.

Table with 7 columns: Product Description, CSI #, Qty, License Metric, License Level / Type, Start Date, Final Price. Rows include items like Tuning Pack - Named User Perpetual, Oracle Database Enterprise Edition, and Internet Application Server.



Service Level: Software Update License & Support						End Date: 27-Feb-07
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Diagnostics Pack - Processor Perpetual	3367635	309		FULL USE	28-Feb-06	24,067.76
Change Management Pack - Processor Perpetual	3367624	66		FULL USE	28-Feb-06	7,256.62
Advanced Security - Processor Perpetual	3367624	15		FULL USE	28-Feb-06	16,492.33
Partitioning - Processor Perpetual	3367624	14		FULL USE	28-Feb-06	15,392.81
Internet Developer Suite - Named User Perpetual	3367624	79		FULL USE	28-Feb-06	43,429.79
Advanced Security - Named User Perpetual	3367624	50		FULL USE	28-Feb-06	1,099.47
Discoverer Desktop Edition - Named User Perpetual	3367624	170		FULL USE	28-Feb-06	21,040.14
Oracle Database Standard Edition - Named User Perpetual	3367624	107		FULL USE	28-Feb-06	3,972.88
Real Application Clusters - Processor Perpetual	14053758	8		FULL USE	28-Feb-06	20,918.06
Change Management Pack - Processor Perpetual	3367635	295		FULL USE	28-Feb-06	22,977.31
Oracle Database Enterprise Edition - Processor Perpetual	3367635	326		FULL USE	28-Feb-06	1,015,674.80
Advanced Security - Named User Perpetual	3367635	20		FULL USE	28-Feb-06	311.56
Spatial - Processor Perpetual	3367635	4		FULL USE	28-Feb-06	3,115.57
Discoverer Desktop Edition - Named User Perpetual	3367635	15		FULL USE	28-Feb-06	1,168.34
Oracle Database Standard Edition - Processor Perpetual	3367635	6		FULL USE	28-Feb-06	7,010.03
Partitioning - Named User Perpetual	3367635	194		FULL USE	28-Feb-06	3,022.10
Spatial - Named User Perpetual	3367635	10		FULL USE	28-Feb-06	155.78
Advanced Security - Processor Perpetual	3367635	22		FULL USE	28-Feb-06	17,135.62
Internet Application Server Enterprise Edition - Named User Perpetual	3367635	70		FULL USE	28-Feb-06	2,180.90
Diagnostics Pack - Named User Perpetual	3367635	120		FULL USE	28-Feb-06	186.93
Change Management Pack - Named User Perpetual	3367635	120		FULL USE	28-Feb-06	186.93
Tuning Pack - Processor Perpetual	3367635	303		FULL USE	28-Feb-06	23,600.42
Purchasing - Application User Perpetual	3367635	209		FULL USE	28-Feb-06	65,033.96
Internet Developer Suite - Named User Perpetual	3367635	24		FULL USE	28-Feb-06	9,346.70



Service Level: Software Update License & Support						End Date: 27-Feb-07	
Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price	
Oracle Database Enterprise Edition - Named User Perpetual	3367635	335		FULL USE	28-Feb-06	20,874.30	
Internet Developer Suite - Named User Perpetual	3367624	199		FULL USE	28-Feb-06	45,793.19	
Oracle Database Personal Edition - Named User Perpetual	3367624	494		FULL USE	28-Feb-06	24,456.07	
Oracle Database Enterprise Edition - Processor Perpetual	3367624	127		FULL USE	28-Feb-06	628,728.44	
Real Application Clusters - Processor Perpetual	3367624	64		FULL USE	28-Feb-06	158,419.77	
Internet Application Server Enterprise Edition - Named User Perpetual	3367624	872		FULL USE	28-Feb-06	43,169.40	
Open System Gateways - Computer Perpetual	3367624	2		FULL USE	28-Feb-06	3,712.98	
Change Management Pack - Named User Perpetual	3367624	401		FULL USE	28-Feb-06	992.60	
Tuning Pack - Processor Perpetual	3367624	77		FULL USE	28-Feb-06	9,529.91	
Discrete Manufacturing - Application User Perpetual	3367624	8		FULL USE	28-Feb-06	3,955.53	
Rdb Enterprise Edition - Named User Perpetual	3367624	900		FULL USE	28-Feb-06	81,707.10	
Internet Application Server Enterprise Edition - Named User Perpetual	3367624	107		FULL USE	28-Feb-06	18,976.57	
Oracle Database Enterprise Edition - Named User Perpetual	3367624	2076		FULL USE	28-Feb-06	205,549.65	
Oracle Database Standard Edition - Processor Perpetual	3367624	4		FULL USE	28-Feb-06	7,425.94	
Partitioning - Processor Perpetual	3367624	20		FULL USE	28-Feb-06	24,753.10	
Advanced Security - Processor Perpetual	3367624	25		FULL USE	28-Feb-06	30,941.37	
Internet Application Server Enterprise Edition - Processor Perpetual	3367624	43		FULL USE	28-Feb-06	106,438.30	
Diagnostics Pack - Named User Perpetual	3367624	1244		FULL USE	28-Feb-06	3,079.27	
Tuning Pack - Named User Perpetual	3367624	1329		FULL USE	28-Feb-06	3,289.70	
Diagnostics Pack - Processor Perpetual	3367624	90		FULL USE	28-Feb-06	11,138.87	
Change Management Pack - Processor Perpetual	3367624	71		FULL USE	28-Feb-06	8,787.35	
Financials - Application User Perpetual	3367624	590		FULL USE	28-Feb-06	291,721.35	
Partitioning - Processor Perpetual	14378398	56		FULL USE	28-Feb-06	48,048.00	



**Service Level: Software Update License & Support** **End Date: 27-Feb-07**

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	Final Price
Internet Application Server Enterprise Edition - Processor Perpetual	13906374	1		FULL USE	28-Feb-06	1,557.74

**Total Amount: USD 3,630,549.87**

Plus Applicable Tax



## Acceptance Details

Oracle processes service renewal orders after receipt of a purchase order or other acceptable form of payment such as a credit card for the total fees specified on the Oracle Service Renewal.

### PURCHASE ORDER, CREDIT CARD CONFIRMATION

#### **Purchase Order**

If accepting your service renewal by Purchase Order, your Purchase Order must include the following:

Service Renewal #: 1412137  
Term of Service: 28-Feb-06 to 27-Feb-07  
Local Tax, if applicable

The terms of your agreement with Oracle and this order supersede the terms of a Purchase Order.

Please e-mail or fax your Purchase Order to:

Attn: Sara Phillips  
Oracle Support Services  
Fax: 719 757 4303  
E-mail: sara.jordan@oracle.com  
Customer: STATE OF MICHIGAN  
From: Reid Sisson

#### **Credit Card**

If accepting your service renewal by Credit Card, please complete the sections below and fax this information to:

Attn: Sara Phillips  
Oracle Support Services  
Fax: 719 757 4303  
E-mail: sara.jordan@oracle.com  
Customer: STATE OF MICHIGAN  
From: Reid Sisson

\_\_\_\_\_  
Credit Card Number

\_\_\_\_\_  
Expiration Date

\_\_\_\_\_  
Authorized Signature

\_\_\_\_\_  
Print Name

Your credit card must be valid for the entire Term of the Service above. Oracle will bill your credit card in accordance with the Payment Terms below.



**PAYMENT TERMS**

Payment Terms for all fees payable to Oracle are 30 NET and will be invoiced quarterly in arrears.

**ADDITIONAL ORACLE TERMS**

There are no additional terms.



**Customer Details**

Please verify and update the following information to enable us to provide an efficient and timely service to your company. If changes are required, please e-mail or fax the updated information to:

Attention: Sara Phillips  
Oracle Support Services  
E-mail: sara.jordan@oracle.com  
Fax: 719 757 4303  
Tel.: 703 364 0017

Company Name: STATE OF MICHIGAN  
Service Renewal #: 1412137

**For Quotation**

Contact: Reid Sisson  
Company: STATE OF MICHIGAN  
Address: Michigan Department of Information Technology  
Hollister Building  
LANSING  
MI 48933  
United States

Tel.: 517 241-1638  
Fax:  
E-mail: sissonr@michigan.gov

**For Invoice**

Contact: PAYABLE ACCOUNTS  
Company: STATE OF MICHIGAN  
Address: Michigan Dept of Information Technology Procurement - Atrium, South Tower  
Constitution Hall  
525 W. Allegan  
LANSING  
MI 48913  
United States

Tel.: -313.876.5649  
Fax:  
E-mail:

**STATE OF MICHIGAN**  
**DEPARTMENT OF MANAGEMENT AND BUDGET**  
**ACQUISITION SERVICES**  
**P.O. BOX 30026, LANSING, MI 48909**  
**OR**  
**530 W. ALLEGAN, LANSING, MI 48933**

February 24, 2006

**CONTRACT CHANGE NO. 25**

**TO**  
**CONTRACT NO. 071B6000081**  
 between  
**THE STATE OF MICHIGAN**  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle Corporation</b> <b>500 Oracle Parkway</b> <b>Redwood Shores, CA 94065</b>  <p style="text-align: right;">dave.campbell@oracle.com</p>	TELEPHONE (517) 214-8581 <b>Dave Campbell</b>
	VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
	BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Reid Sisson <p style="text-align: center;"><b>Department of Information Technology</b></p>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <p style="text-align: center;"><b>Net 45 Days</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>Destination</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

Effective immediately, this contract is **INCREASED BY \$3,638,000.00** to cover ongoing maintenance services from March 1, 2006 to February 27, 2007. All other pricing, terms and conditions remain unchanged.

**INCREASE: \$3,638,000.00**

**AUTHORITY/REASON:**

Contract amended per the mutual agreement of the State and the vendor.

**TOTAL REVISED ESTIMATED CONTRACT VALUE: \$147,693,000.00**

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES**

December 8, 2005

P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933  
 CONTRACT CHANGE NO. 24  
 TO  
 CONTRACT NO. 071B6000081

between  
 THE STATE OF MICHIGAN  
 and

NAME & ADDRESS OF VENDOR  <b>Oracle Corporation          500 Oracle Parkway          Redwood Shores, CA 94065</b>	TELEPHONE Frank Carchedi <b>(650) 506-7000</b> <b>Frank.Carchedi@oracle.com</b>
	VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001)
	BUYER (517) 373-3993 <b>Dale Reif</b>
Contract Administrator: Norm Buckwalter <b>Department of Information Technology</b>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <b>Net 45 Days</b>	SHIPMENT <b>N/A</b>
F.O.B. <b>Destination</b>	SHIPPED FROM <b>N/A</b>
MINIMUM DELIVERY REQUIREMENTS <b>N/A</b>	
MISCELLANEOUS INFORMATION:	

**NATURE OF CHANGE (S):**

Effective immediately, the following pricing has been added to the contract. Please see attached Vendor letter dated November 23, 2005. All other terms and conditions remain the same.

Please note Buyer has changed to Dale Reif (517) 373-3993

**AUTHORITY/REASON:**

Contract amended per the mutual agreement of the State and the vendor.

**TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$144,055,000.00**

ORACLE®

November 23, 2005

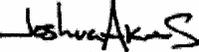
State of Michigan  
Attn: Greg Faremouth  
Acquisition Services  
530 W. Allegan  
Lansing, MI 48933

RE: Pricing

Dear Sir/Madam:

In consideration of your recent and cumulative purchases, Oracle has confirmed that the State of Michigan has reached its obligation to extend your existing price hold of a 61% software discount, along with the 22% maintenance rate, as agreed to in the February 28, 2005 Oracle Ordering Document. This price hold will be valid until December 31, 2006. All other terms of the contract, including software license, annual software support and consulting services will remain unchanged.

Sincerely,



Joshua Akers  
Manager, Oracle Contracts

**STATE OF MICHIGAN  
 DEPARTMENT OF MANAGEMENT AND BUDGET  
 ACQUISITION SERVICES  
 P.O. BOX 30026, LANSING, MI 48909  
 OR  
 530 W. ALLEGAN, LANSING, MI 48933  
 CONTRACT CHANGE NO. 23  
 TO  
 CONTRACT NO. 071B6000081  
 between  
 THE STATE OF MICHIGAN  
 and**

NAME & ADDRESS OF VENDOR  <p style="text-align: center;"><b>Oracle Corporation          500 Oracle Parkway          Redwood Shores, CA 94065</b></p>	TELEPHONE Frank Carchedi <b>(650) 506-7000</b> <b>Frank.Carchedi@oracle.com</b> <hr/> VENDOR NUMBER/MAIL CODE (2) 94-2422637 (001) <hr/> BUYER (517) 241-1646 <b>Greg Faremouth</b>
Contract Administrator: Norm Buckwalter <p style="text-align: center;"><b>Department of Information Technology</b></p>	
CONTRACT PERIOD: From: <b>January 31, 2005</b> To: <b>January 31, 2008</b>	
TERMS <p style="text-align: center;"><b>Net 45 Days</b></p>	SHIPMENT <p style="text-align: center;"><b>N/A</b></p>
F.O.B. <p style="text-align: center;"><b>Destination</b></p>	SHIPPED FROM <p style="text-align: center;"><b>N/A</b></p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;"><b>N/A</b></p>	
MISCELLANEOUS INFORMATION:  <b>NATURE OF CHANGE (S):</b>  <p style="text-align: center;">Effective immediately, this contract is hereby EXTENDED until January 31, 2008. All other terms and conditions remain the same.</p>	
<b>AUTHORITY/REASON:</b>  <p style="text-align: center;"><b>Contract amended per the mutual agreement of the State and the vendor.</b></p>	
<b>TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$144,055,000.00</b>	

<b>FOR THE VENDOR:</b>  <p style="text-align: center;"><b>Oracle Corporation</b>          _____          Firm Name</p> <hr/> <p style="text-align: center;">Authorized Agent Signature  <b>Robert Bagnulo ,Senior Contracts          Manager</b>          _____          Authorized Agent (Print or Type)</p> <hr/> <p style="text-align: center;">Date</p>	<b>FOR THE STATE:</b>  <p style="text-align: center;">Signature  <b>Anthony J. DesChenes, Director</b>          _____          Name</p> <hr/> <p style="text-align: center;"><b>Strategic Business Development          Acquisition Services</b>          _____          Title</p> <hr/> <p style="text-align: center;">Date</p>
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## INTRODUCTORY SECTION

This Contract is comprised of three sections plus corresponding exhibits. The terms set forth in Section I apply to both Consulting Services and License and Technical Support. Section II is for Consulting Services only. Section III is for License and Technical Support only. The terms and conditions of the consulting section (Section II) apply only to consulting services, and the terms and conditions of the license and technical support section (Section III) apply only to license and technical support.

## TABLE OF CONTENTS

### SECTION I-CONSULTING, LICENSE AND TECHNICAL SUPPORT TERMS

I-A	TERM OF CONTRACT, FORM OF SERVICES, RATES/PRICE EXHIBITS
I-B	ISSUING OFFICE
I-C	CONTRACT ADMINISTRATOR
I-D	ASSIGNMENT
I-E	WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT
I-F	NOTICE
I-G	ENTIRE AGREEMENT
I-H	NO WAIVER OF DEFAULT
I-I	SEVERABILITY
I-J	HEADINGS
I-K	RELATIONSHIP OF PARTIES
I-L	UNFAIR LABOR PRACTICES
I-M	SURVIVOR
I-N	GOVERNING LAW
I-O	CONTRACT DISTRIBUTION
I-P	STATEWIDE CONTRACTS

### SECTION II-CONSULTING TERMS AND CONDITIONS

II-A	CONSULTING DEFINITIONS AND ACRONYM GLOSSARY
II-B	PURCHASE ORDERS
II-C	COST LIABILITY
II-D	CONTRACTOR RESPONSIBILITIES
II-E	NEWS RELEASES
II-F	DISCLOSURE
II-G	ACCOUNTING RECORDS
II-H	INDEMNIFICATION
II-I	NON-INFRINGEMENT/COMPLIANCE WITH LAWS
II-J	WARRANTIES AND REPRESENTATIONS
II-K	STAFFING OBLIGATIONS
II-L	WORK PRODUCT AND OWNERSHIP
II-M	CONFIDENTIALITY OF DATA AND INFORMATION
II-N	REMEDIES FOR BREACH OF CONFIDENTIALITY
II-O	CONTRACTOR'S LIABILITY INSURANCE
II-P	NOTICE AND RIGHT TO CURE
II-Q	CANCELLATION
II-R	RIGHTS AND OBLIGATIONS UPON CANCELLATION
II-S	EXCUSABLE FAILURE
II-T	DELEGATION
II-U	MODIFICATION OF SERVICE
II-V	CALENDAR WARRANTY
II-W	STATE STANDARDS
II-X	ELECTRONIC FUNDS TRANSFER
II-Y	TRANSITION ASSISTANCE
II-Z	STOP WORK
II-AA	LIQUIDATED DAMAGES

- II-BB LIMITATION OF LIABILITY
- II-CC EXPORT CONTROL

**SECTION III-LICENSE AND TECHNICAL SUPPORT TERMS**

- III-A GENERAL TERMS FOR SOFTWARE LICENSE AND TECHNICAL SUPPORT
- III-B DEFINITIONS
- III-C RIGHTS GRANTED
- III-D ACCEPTANCE
- III-E TRANSFER AND ASSIGNMENT
- III-F VERIFICATION
- III-G TECHNICAL SUPPORT SERVICES
- III-H TERM
- III-I TERMINATION BY CUSTOMER
- III-J TERMINATION BY ORACLE
- III-K EFFECT OF TERMINATION
- III-L INDEMNITY, WARRANTIES, REMEDIE
- III-M PAYMENT PROVISIONS
- III-N NONDISCLOSURE
- III-O NOTICE FOR ORDERS
- III-P LIMITATION OF LIABILITY
- III-Q EXPORT ADMINISTRATION
- III-R TAXES – FEDERAL, STATE AND LOCAL
- III-S CUSTOMER’S OBLIGATION
- III-T CANCELLATION
- III-U AGREEMENT PRICING AND DISCOUNTING TERMS
- III-V PRICING AND DISCOUNTING TERMS FOR NEW PROGRAM LICENSES AND TECHNICAL SUPPORT
- III-W DISCOUNT SCHEDULE
- III-X LEARNING CREDITS
- III-Y ORACLE’S DECEMBER 1, 2004 E-BUSINESS GLOBAL PRICE LIST SUPPLEMENT

## SECTION I CONSULTING, LICENSE AND TECHNICAL SUPPORT TERMS

### I-A TERM OF CONTRACT, FORM OF SERVICES, RATES EXHIBIT

The term of this contract is thirty-six (36) months beginning January 31, 2005 and shall end January 31, 2008. This Contract can be renewed yearly for two additional years under the same terms and conditions by mutual agreement of the parties.

For consulting services only, time and material consulting engagements may be ordered under this Contract. Rates for consulting services are attached herein as Exhibit A.

### I-B ISSUING OFFICE

This Contract is issued by the State of Michigan, Department of Management and Budget (DMB), Acquisition Services, hereafter known as Acquisition Services, for the State of Michigan, **Department of Information Technology (DIT)**. Where actions are a combination of those of Acquisition Services and **DIT**, the authority will be known as the State.

Acquisition Services is the sole point of contact in the State with regard to all contractual matters described herein. Acquisition Services is the only office authorized to change, modify, amend, alter, clarify, etc., the prices, specifications, terms, and conditions of this Contract. Acquisition Services will remain the SOLE POINT OF CONTACT throughout the contractual process, until such time as the Director of acquisitions shall direct otherwise in writing. All communications concerning prices, specifications, terms and conditions must be addressed to:

**Greg Faremouth, Buyer Specialist, CPPB**  
Strategic Business Development  
DMB, Acquisition Services  
2nd Floor, Mason Building  
P.O. Box 30026  
Lansing, MI 48909

[E-mail: Faremouthg@michigan.gov](mailto:Faremouthg@michigan.gov)

### I-C CONTRACT ADMINISTRATOR

The person listed below will administer the Contract on a day-to-day basis during the term of the Contract. However, administration of this Contract implies no authority to change, modify, clarify, amend, or otherwise alter the prices, terms, conditions, and specifications of such Contract. That authority is retained by Acquisition Services. The Contract Administrator for this project is:

**Norm Buckwalter**  
Department of Information Technology  
105 West Allegan  
Lansing, MI 48913

[E-mail: BuckwalterN@michigan.gov](mailto:BuckwalterN@michigan.gov)

### I-D ASSIGNMENT

Neither party shall have the right to assign this Contract or to assign or delegate any of its duties or obligations under this Contract to any other party (whether by operation of law or otherwise), without the prior written consent of the State. However, upon 30 days written notice to the non-assigning party, Oracle may assign its rights under this Contract to an entity that is acquiring all or substantially all of Oracle's assets and assuming all liabilities related to such assets. Additionally, the assignee must agree in writing to be bound by the terms and conditions of the Contract and any related Releases hereunder. Any purported assignment in violation of this section shall be null and void. Further, the Contractor may not assign the right to receive money due under the Contract without the prior written consent of the Director of Acquisition Services.

**I-E NON-DISCRIMINATION CLAUSE**

In the performance of any Contract or purchase order resulting here from, the bidder agrees not to discriminate against any employee or applicant for employment, with respect to their hire, tenure, terms, conditions or privileges of employment, or any matter directly or indirectly related to employment, because of race, color, religion, national origin, ancestry, age, sex, height, weight, marital status, physical or mental disability unrelated to the individual's ability to perform the duties of the particular job or position.

The Contractor agrees that any subcontract entered into through a Release under this CONTRACT will comply with the provision requiring non-discrimination in employment, as herein specified, binding upon each subcontractor.

This covenant is required pursuant to the Elliot Larsen Civil Rights Act, 1976 Public Act 453, as amended, MCL 37.2101, *et seq*, and the Persons with Disabilities Civil Rights Act, 1976 Public Act 220, as amended, MCL 37.1101, *et seq*, and any breach thereof may be regarded as a material breach of the Contract or purchase order.

**I-F WORKPLACE SAFETY AND DISCRIMINATORY HARASSMENT**

In performing services for the State pursuant to this Contract, the Contractor shall comply with Department of Civil Service Rules 2-20 regarding Workplace Safety and 1-8.3 regarding Discriminatory Harassment. In addition, the Contractor shall comply with Civil Service Regulations governing workplace safety and discriminatory harassment and any applicable state agency rules on these matters that the agency provides to the Contractor. Department of Civil Service Rules and Regulations can be found on the Department of Civil Service website at <http://www.michigan.gov/mdcs>.

**I-G NOTICES**

Any notice given to a party under this Contract must be written and shall be deemed effective, if addressed to such party as addressed below upon (i) delivery, if hand delivered; (ii) receipt of a confirmed transmission by facsimile if a copy of the notice is sent by another means specified in this section; (iii) the third (3rd) Business Day after being sent by U.S. mail, postage pre-paid, return receipt requested; or (iv) the next Business Day after being sent by a nationally recognized overnight express courier with a reliable tracking system.

For the Contractor: **Oracle Corporation**  
1910 Oracle Way  
Reston, Virginia 20190  
Attention: Chief Counsel, Legal Department.

For the State: **Greg Faremouth, Buyer Specialist, CPPB**  
DMB, Acquisition Services  
P O Box 30026  
Lansing, MI 48909  
Email: faremouthg@michigan.gov

Either party may change its address where notices are to be sent giving written notice in accordance with this section.

**I-H ENTIRE AGREEMENT**

This Contract shall represent the entire agreement between the parties and supersedes all proposals or other prior agreements, oral or written, and all other communications between the parties relating to this subject.

**I-I NO WAIVER OF DEFAULT**

The failure of a party to insist upon strict adherence to any term of the Contract shall not be considered a waiver or deprive the party of the right thereafter to insist upon strict adherence to that term, or any other term, of the Contract.

**I-J SEVERABILITY**

Each provision of the Contract shall be deemed to be severable from all other provisions of the Contract and, if one or more of the provisions of the Contract shall be declared invalid, the remaining provisions of the Contract shall remain in full force and effect.

**I-K HEADINGS**

Captions and headings used in the Contract are for information and organization purposes. Captions and headings, including inaccurate references, do not, in any way, define or limit the requirements or terms and conditions of this Contract.

**I-L RELATIONSHIP OF THE PARTIES**

The relationship between the State and the Contractor is that of client and independent Contractor. No agent, employee, or servant of the Contractor or any of its subcontractors shall be or shall be deemed to be an employee, agent, or servant of the State for any reason. The Contractor will be solely and entirely responsible for its acts and the acts of its agents, employees, servants and subcontractors during the performance of this Contract.

**I-M UNFAIR LABOR PRACTICES**

Pursuant to 1980 Public Act 278, as amended, MCL 423.231, et seq, the State shall not award a Contract or subcontract to an employer whose name appears in the current register of employers failing to correct an unfair labor practice compiled pursuant to section 2 of the Act. This information is compiled by the United States National Labor Relations Board.

A Contractor of the State, in relation to the Contract, shall not enter into a Contract with a subcontractor, manufacturer, or supplier whose name appears in this register. Pursuant to section 4 of 1980 Public Act 278, MCL 423.324, the State may void any Contract if, subsequent to award of the Contract, the name of the Contractor as an employer, or the name of the subcontractor, manufacturer or supplier of the Contractor appears in the register.

**I-N SURVIVOR**

Any provisions of the Contract that impose continuing obligations on the parties including, but not limited to the Contractor's indemnity and other obligations shall survive the expiration or cancellation of this Contract for any reason.

**I-O GOVERNING LAW**

This Contract shall in all respects be governed by, and construed in accordance with, the laws of the State of Michigan.

**I-P CONTRACT DISTRIBUTION**

Acquisition Services shall retain the sole right of Contract distribution to all State agencies and local units of government unless other arrangements are authorized by Acquisition Services.

**I-Q STATEWIDE CONTRACTS**

If the Contract is for the use of more than one agency and if the goods or services provided under the Contract do not meet the form, function and utility required by an agency, that agency may, subject to state purchasing policies, procure the goods or services from another source.

## SECTION II-CONSULTING TERMS AND CONDITIONS

### II-A Consulting Definitions and Acronym Glossary

**Acquisition Services:** Department of Management & Budget, Acquisition Services; the procurement authority for the Executive Branch Department in State government.

**Contractor:** Oracle Corporation, its employees and agents. It shall also include any Subcontractor retained by Contractor as permitted under the terms of this Contract.

**Customer:** Michigan Department of Information Technology (DIT) and individual State departments that have received the prior approval of DIT or member of the State of Michigan Extended Purchasing Program (EPP) on whose behalf Primary

**DIT:** State of Michigan, Department of Information Technology

**DMB:** State of Michigan, Department of Management & Budget

**EPP:** Extended Purchasing Program; Acquisition Services extends its services to any city, village, county, township, school district, intermediate school district, non-profit hospital, institution of higher education, community or junior college. This program is called the Extended Purchasing Program.

**Normal Business Days and Hours:** Monday through Friday, 7:00 a.m. to 6:00 p.m., Eastern Standard Time, except for holidays observed by the State of Michigan.

**OFM:** State of Michigan, Office of Financial Management

**Release:** The Release consists of an ordering document and Statement of Work exhibit. The ordering document provides details identifying the State or entity of the State as the customer, a reference and incorporation of the terms of this Contract #\_\_\_\_\_ and a summary of all services ordered by the State. The ordering document and time and material statement of work exhibit is attached as Exhibit B.

**Residuals:** means information in nontangible form (i.e., not written or other documentary form, including tape or disk), which may be retained by employees of either party who have had access to the confidential material, including ideas, know-how, or techniques contained therein, but not as a result of any deliberate effort to memorize the information

**Self-Help Code** means any back door, time bomb, drop dead device, or other software routine designed to disable a computer program automatically with the passage of time or under the positive control of a person other than the licensee of the software. Self-Help Code does not include Software routines in a computer program (or other person acting by authority of the owner) to obtain access to a licensee's computer system (s) (e.g. remote access via modem) for purposes of maintenance or technical support.

**Software:** the object code version of computer programs, developed under a Release issued pursuant to this Contract and any related documentation, excluding maintenance diagnostics

**State:** State of Michigan and its executive agencies, but not to any other state entities including without limitation boards of education, school districts, intermediate school districts, non-profit hospitals, institutions of higher educations, community or junior colleges, counties, townships, or municipal entities ("State Entities").

**State Entities:** Entities (other than the State and its executive agencies), including without limitation boards of education, school districts, intermediate school districts, non-profit hospitals, institutions of higher educations, community or junior colleges, counties, townships, or municipal entities.

**Statement of Work:** The Statement of Work exhibit includes the specific details for the engagement including the scope of work, pricing, project assumptions and project obligations.

**Unauthorized Code** means any virus, Trojan horse, spyware, worm or other Software routines or components designed to permit unauthorized access to disable, erase, or otherwise harm software, equipment, or data; or to perform any other such actions.

**II-B PURCHASE ORDERS**

Orders for delivery of Services may be issued directly by the DIT through the issuance of a Purchase Order Form along with a Release signed by DIT and Contractor and the terms and conditions contained herein. Contractor shall reference the Purchase Order Number on all invoices for payment.

**II-C COST LIABILITY**

The State of Michigan assumes no responsibility or liability for costs incurred by the Contractor prior to the signing of the Contract. Total liability of the State is limited to the terms and conditions of the Contract.

**II-D CONTRACTOR RESPONSIBILITIES**

The Contractor will assume responsibility for all contractual activities offered in a Release. Contractor will not provide third party hardware or software under this Contract.

If any part of the work is to be subcontracted, the contractor must notify the state and identify the subcontractor(s), including firm name and address, contact person, complete description of work to be subcontracted, and descriptive information concerning subcontractor's organizational abilities. The State reserves the right to approve subcontractors for this project and to require the Contractor to replace subcontractors found to be unacceptable. The Contractor is responsible for adherence by the subcontractor to all provisions of the Contract.

**II-E NEWS RELEASES**

With respect to the State, Contractor will not release any news releases pertaining to this Contract or its performance of work for the State hereunder. State Entities and the Contractor may negotiate the procedures for handling news releases in their individually negotiated Releases and Statements of Work.

**II-F DISCLOSURE**

All information in this Contract is subject to the provisions of the Freedom of Information Act, 1976 Public Act No. 442, as amended, MCL 15.231, *et seq.*

**II-G ACCOUNTING RECORDS**

The Contractor is required to maintain all pertinent financial and accounting records and evidence pertaining to the Contract in accordance with generally accepted principles of accounting. Financial and accounting records, related to this Contract shall be made available, upon request, to the State of Michigan, its designees, or the Michigan Auditor General no more than once per quarter during the Contract period and any extension thereof, and for three (3) years from the expiration date and final payment on the Contract or extension thereof.

**II-H INDEMNIFICATION**

**1. PATENT/COPYRIGHT INFRINGEMENT INDEMNITY**

(a) To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the Customer from and against all losses, liabilities, damages (including taxes), and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties) incurred in connection with any action or proceeding threatened or brought against the Customer to the extent that such action or proceeding is based on a claim that any software or service supplied by the contractor or its Subcontractors, or the operation of such software or service, or the use or reproduction of any documentation provided with such software or service infringes any existing United States patent copyright, trademarks or trade secret of any person or entity, which is enforceable under

the laws of the United States. Upon Contractor's acceptance of its obligation to defend and indemnify, the Customer may no longer incur costs related to investigation or litigation for which Contractor shall have an obligation to indemnify, except as otherwise directed or authorized by Contractor.

In addition, should the software or service, or its operation, become or be likely to become the subject of a claim of infringement, the Contractor shall at the Contractor's sole expense and option (i) procure for the Customer the right to continue using, software or service, or (ii) replace or modify the same with software or service of equivalent function and performance so that it becomes non-infringing, or, if such options are not reasonably available to Contractor, (iii) accept its return by the Customer with appropriate refund to the Customer of fees paid for the infringing materials.

(b) In the event of (a)(iii) immediately above, Contractor will also reimburse the State for any procurement costs incurred as a consequence of the State ceasing its use of infringing material(s) and returning it, provided however, and notwithstanding any other provision in this Contract to the contrary, that such procurement costs shall be subject to the limitation of liability set forth in Section II-BB.

**THE FOREGOING SHALL BE THE CUSTOMER'S SOLE AND EXCLUSIVE REMEDY FOR ANY INFRINGEMENT COVERED UNDER THIS PROVISION.**

Contractor will not indemnify Customer, however, if the claim of infringement is caused by (1) Customer's misuse or modification of the software or service; (2) Customer's failure to use corrections or enhancements made available by Contractor; (3) Customer's distribution, marketing or use of the Contractor provided software or service outside of the Customer's organization for the benefit of third parties; (4) any information, design, direction, specification, instruction, software, data or materials provided by Customer or any third party except for third party subcontractors and vendors of Contractor, (5) any information, design, direction, specification, instruction, software, data or material not furnished by Contractor; or (6) the combination of any equipment, software, commodity or service with any software or services not provided by Oracle.

**2. OTHER INDEMNITIES**

a. General Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from liability for third party claims, including all claims and losses, and all related costs and expenses (including reasonable attorneys' fees and costs of investigation, litigation, settlement, judgments, interest and penalties), accruing or resulting to any person, firm or corporation for bodily injury (including death) and damage to real property and property (excluding loss of data) caused by the Contractor in the performance of a Release under this Contract and that are attributable to the negligence or tortious acts of the Contractor to the extent such actions or omissions were not caused by the action or omission of the State or any third party; provided that the Contractor is notified in writing within thirty (30) days from the time that the State has knowledge of such claims. As used in this Section, the term "property" shall not include software, documentation, data or data files. The Contractor shall have no liability for any claim of bodily injury and/or property damage arising from use of software.

**THIS SECTION STATES THE PARTIES' ENTIRE LIABILITY AND EXCLUSIVE REMEDY FOR BODILY INJURY AND PROPERTY DAMAGE.**

b. Code Indemnification

To the extent permitted by law, the Contractor shall indemnify, defend and hold harmless the State from any claim, loss, or expense arising from Contractor's breach of the No Surreptitious Code Warranty.

**3. INDEMNIFICATION NOT LIMITED**

In any and all claims against the State, its departments, divisions, agencies, sections, commissions, officers, employees and agents, by any employee of the Contractor any of its Subcontractors, the indemnification obligation under the Contract shall not be limited in any way by the amount or type of damages, compensation or benefits payable by or for the Contractor or any of its Subcontractors under worker's disability compensation acts, disability benefit acts or other employee benefit acts. This indemnification clause is intended to be comprehensive. Any overlap in sub clauses, or the fact that greater specificity is provided as to some categories of risk, is not intended to limit the scope of indemnification under any other sub clauses.

**4. CONTINUATION OF INDEMNIFICATION OBLIGATIONS**

The Contractor's duty to indemnify continues in full force and effect, notwithstanding the expiration or early cancellation of the Contract, with respect to any claims based on facts or conditions that occurred prior to expiration or cancellation, subject to the applicable statute of limitations.

**5. INDEMNIFICATION PROCEDURES**

The procedures set forth below shall apply to all indemnity obligations under this Contract.

- a. Within thirty (30) days after receipt by the State of written notice of a claim in respect of which it will seek indemnification or within such shorter time period as is necessary to allow Contractor to timely respond to the claim, the State shall promptly notify the Contractor of such claim in writing and take or assist the Contractor in taking, as the case may be, any reasonable action to avoid the imposition of a default judgment against Contractor. Promptly after receipt of written notice from the State relating to any claim, the Contractor shall notify the State in writing whether Contractor agrees to assume control of the defense and settlement of that claim (a "Notice of Election"). After notifying Contractor of a claim and prior to the receipt of the State receiving Contractor's Notice of Election, the State shall be entitled to defend against the claim, at the Contractor's expense, and the Contractor will be responsible for any reasonable costs incurred by the State in defending against the claim during such period.
- b. If Contractor delivers a Notice of Election relating to any claim: (i) the State shall be entitled to participate in the defense of such claim and to employ counsel at its own expense to assist in the handling of such claim and to monitor and advise the State about the status and progress of the defense; (ii) Contractor shall provide written notice to the State of a proposed settlement and allow the State five (5) Business Days to provide written consent for the settlement proposed, unless a shorter time period is reasonably necessary to preserve the settlement opportunity and such shorter time is reflected in the notice of the proposed settlement. In no event shall the time period be less than twenty-four (24) hours following actual notice. If the State does not reject the proposal in writing, stating the reasons for the rejection by the date specified in the notice or five (5) Business Days if no other time period is specified, the State will be deemed to have approved the proposed settlement or ceasing to defend against such claim, and (iii) to the extent that any principles of Michigan governmental or public law may be involved or challenged, the State shall have the right, at its own expense, to control the defense of that portion of such claim involving the principles of Michigan governmental or public law. Notwithstanding the foregoing, the State may retain control of the defense and settlement of a claim by written notice to Contractor given within ten (10) days after the State's receipt of Contractor's information requested by the State pursuant to clause (ii) of this paragraph if the State determines that Contractor has failed to demonstrate to the reasonable satisfaction of the State Contractor's financial ability to carry out its defense and indemnity obligations under this Section. Any litigation activity on behalf of the State, or any of its subdivisions pursuant to this Section, must be coordinated with the Department of Attorney General. In the event the insurer's attorney represents the State pursuant to this Section, the insurer's attorney may be required to be designated as a Special Assistant Attorney General by the Attorney General of the State.

- c. If Contractor does not deliver a Notice of Election relating to any claim of which it is notified by the State as provided above, the State shall have the right to defend the claim in such manner as it may deem appropriate, at the cost and expense of Contractor. If it is determined that the claim was one against which Contractor was required to indemnify the State, upon request of the State, Contractor shall promptly reimburse the State for all such reasonable costs and expenses.

## **II-I NON-INFRINGEMENT/COMPLIANCE WITH LAWS**

The Contractor warrants that in performing the services called for by this Contract it will not violate any applicable law, rule, or regulation, any contracts with third parties, or any intellectual rights of any third party, including but not limited to, any existing United States patent, trademark, copyright, or trade secret. In the event of a breach of the foregoing warranty with respect to the intellectual property right of any third party, the State's exclusive remedy, and Contractor's sole responsibility, shall be the infringement indemnification obligations set forth in Section II-H (INDEMINIFCATION.)

## **II-J WARRANTIES AND REPRESENTATIONS**

The Contractor warrants the following:

1. The Contractor will perform all services in accordance with professional standards in the industry;
2. The Contractor will use adequate numbers of qualified individuals with suitable training, education, experience and skill to perform the services;
3. The Contractor will use commercially reasonable efforts to use efficiently any resources or services necessary to provide the services that are separately chargeable to the State;
4. The Contractor will use commercially reasonable efforts to perform the services in the most cost effective manner consistent with the required level of quality and performance;
5. The Contractor has duly authorized the execution, delivery and performance of the Contract;
6. The Contractor has not unlawfully provided any gifts, payments or other inducements to any officer, employee or agent of the State;
7. The Contractor will use commercially reasonable efforts to ensure that no viruses or similar items are coded or introduced into the systems used to provide the services;
8. The Contractor will not insert or activate any disabling code into any software\_delivered under the Contract without the State's prior written approval;
9. To the extent that tangible deliverables with defined specifications and acceptance criteria are being provided under a Release, Contractor warrants, for a period of ninety (90) days from the performance of a particular service relating thereto, that such tangible deliverables shall perform in accordance with such specifications and acceptance criteria.
10. A ninety (90) day warranty on all developed software, data conversion programs, and data and customization to the product performed by the Contractor.
11. No Surreptitious Code Warranty. The Contractor represents and warrants that no copy of licensed software provided to the state contains or will contain any self-help code or any unauthorized code as defined below. This warranty is referred to in this contract as the "No Surreptitious Code Warranty."

Contractor agrees that it shall not utilize any Self Help Code in an effort to electronically repossess any software work product delivered and developed under a Release. Contractor

agrees that it shall not utilize any Self Help Code in an effort to electronically repossess any software work product delivered and developed under a Release. Contractor will use up-to-date commercial virus detection software to detect the presence of and remove any unauthorized code from any software prior to delivering it to the State.

12. Customer must report any deficiencies in the Services to Contractor in writing within ninety (90) days of completion of the Services in order to receive warranty remedies.

**THE WARRANTY HEREIN IS EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, INFORMATIONAL CONTENT, SYSTEMS INTEGRATION, NON-INFRINGEMENT, INTERFERENCE WITH ENJOYMENT OR OTHERWISE. FOR ANY BREACH OF THE ABOVE WARRANTIES RELATING TO PERFORMANCE OF THE SERVICES OR SOFTWARE PROVIDED UNDER THIS CONTRACT, THE CUSTOMER'S EXCLUSIVE REMEDY AND CONTRACTOR'S ENTIRE LIABILITY, SHALL BE THE RE-PERFORMANCE OF THE DEFECTIVE SERVICES AND IF CONTRACTOR FAILS TO RE-PERFORM THE SERVICES AS WARRANTED WITHIN A PERIOD OF 30 DAYS, CUSTOMER MAY END THE RELEVANT SERVICES AND RECOVER THE FEES PAID TO CONTRACTOR FOR THE DEFICIENT SERVICES.**

#### **II-K STAFFING OBLIGATIONS**

The State reserves the right to approve the Contractor's assignment of personnel to this project and to recommend reassignment of personnel deemed unsatisfactory by the State.

The Contractor shall not remove or reassign, without the State's prior written approval, any of the personnel until such time as the personnel have completed all of their planned and assigned responsibilities in connection with performance of the Contractor's obligations under this Contract. The Contractor agrees that the continuity of all personnel is critical and agrees to the continuity of all personnel. Removal of any personnel without the written consent of the State may be considered by the State to be a material breach of this Contract. The prohibition against removal or reassignment shall not apply where personnel must be replaced for reasons beyond the reasonable control of the Contractor including but not limited to illness, disability, resignation or termination of the personnel's employment.

The foregoing provision is limited to Key Personnel, which shall be identified in each Release.

#### **II-L WORK PRODUCT AND OWNERSHIP**

(i) The following provision applies only to the State of Michigan and its executive agencies ("State"), but not to any other state entities including without limitation boards of education, school district, intermediate school district, non-profit hospital, institutions of higher education, community or junior college, county, township, or municipal entities ("State Entities").

1. "Contract Property" shall mean those deliverables developed by Oracle solely for the State and pursuant to the State's written specifications under this Master Contract, except for any Oracle Works. Contract Property does not include any Oracle Programs, Documentation, or anything developed outside this Master Contract.

2. On the condition that all fees under this Master Contract are paid, Oracle will assign to the State all copyrights in the Contract Property. Oracle retains the right to develop, use, and distribute works that are substantially similar to the Contract Property, including similar in function, structure, sequence, or organization.

3. "Oracle Works" shall mean: (a) anything provided by or on behalf of Oracle from a repository; (b) any software code generated by computer aided software engineering (CASE) tools; (c) any tools, interfaces, and utilities developed by or on behalf of Oracle; and (d) any derivative works of (a), (b), or (c) above.

4, Oracle retains all right, title and interest, including all copyrights, in any Oracle Works. Upon payment of all fees due under this Contract, Oracle grants to the State a non-exclusive, non-assignable, royalty free, perpetual, internal-use license to use Oracle Works that are embodied in Contract Property. This Contract does not grant, amend, or modify any license for any software programs or documentation owned or distributed by Oracle.

5. Oracle may freely use the 'residuals' from the Contract Property. Oracle shall have no obligation to limit or restrict the assignment of such Oracle employees or to pay royalties to the State for any work or product resulting from the use of residuals. The State's copyright to the Contract Property shall not be deemed to be violated by: (i) Oracle's use of the residuals or any Oracle products in the course of providing products or services to any other party, even though the use of such residuals or Oracle products may result in delivery to such third parties of certain portions of software, documentation, or other products which are similar or identical to portions of the Contract Property, or (ii) Oracle's use of any Oracle products or of ideas, concepts, know-how, or techniques that Oracle developed previously in the course of performing services for other Oracle customers, even though the use thereof may result in delivery to the State of certain portions of software, documentation, or other products which are similar or identical to portions of that owned by such Oracle customer

6. Except as specifically set forth above, upon payment of all fees due under the applicable Release issued under this Contract Oracle grants the State a perpetual, non-exclusive, non-assignable, royalty-free license to use anything developed by Oracle for State Entities under this Contract ("Oracle Property"). Oracle shall retain all copyrights, patent rights, and other intellectual property rights to the Oracle Property (as defined in (ii) below).

(ii) The following provision applies only to state entities, including without limitation boards of education, institutions of higher education, county or municipal entities, other than the State of Michigan and its executive agencies ("State Entities").

Upon payment of all fees due under the applicable Release issued under this Contract, Oracle grants the State Entities a perpetual, non-exclusive, non-assignable, royalty-free license to use anything developed by Oracle for the State or State Entities under that Release ("Oracle Property"). Oracle shall retain all copyrights, patent rights, and other intellectual property rights to the Oracle Property.

## **II-M CONFIDENTIALITY OF DATA AND INFORMATION**

To the extent permissible under the law, each party agrees to protect the confidentiality of the Confidential Information of the other party in the same manner that it protects the confidentiality of its own proprietary and confidential information of like kind, but in no event shall either party exercise less than reasonable care in protecting such Confidential Information. Confidential information will be clearly identified as confidential to the non-disclosing at the time of disclosure.

Neither party shall not be required under the provisions of this section to keep confidential, (1) information generally available to the public, (2) information released by the State generally, or to the Contractor without restriction, (3) information independently developed or acquired by either party or its personnel without reliance in any way on otherwise protected information of other party. Notwithstanding the foregoing restrictions, each party may use and disclose any information which it is otherwise required by law to disclose, but in each case only after the other party has been so notified, and has had the opportunity, if possible, to obtain reasonable protection for such information in connection with such disclosure.

In addition to the foregoing, the State represents that it has certain statutory and/or regulatory obligations with regard to the use and protection of nonpublic personal information under its

control. Any access by Contractor to any such nonpublic personal information will be incidental to the services provided by Contractor to the State. The State agrees that it will not unnecessarily provide any such nonpublic personal information to Contractor under the Contract and that it agree to use its best efforts to restrict the Contractor's access to such nonpublic personal information. To the extent that the Contractor has any incidental access to any nonpublic personal information in providing its services to the State, the Contractor agrees that it shall not disclose or use any nonpublic personal information except to the extent reasonably required to carry out its obligations under the Contract.

Each party may freely use the "residuals" from the confidential material of the other party, provided that each party shall maintain the confidentiality of the other party's confidential material as required herein. Each party shall have no obligation to limit or restrict the assignment of its employees or to pay royalties to the other party for any work resulting from the use of residuals.

## **II-N REMEDIES FOR BREACH OF CONFIDENTIALITY**

The parties acknowledge that a breach of its confidentiality obligations may be considered a material breach of the Contract.

Furthermore the Contractor acknowledges that in the event of such a breach the State may be irreparably harmed. Accordingly, if a court should find that the Contractor has breached or attempted to breach any such obligations, the State may seek the entry of an appropriate order restraining it from any further breaches or attempted to threatened breaches. This remedy shall be in addition to and not in limitation of any other remedy or damages provided by law.

## **II-O CONTRACTOR'S LIABILITY INSURANCE**

The Contractor is required to provide proof of the minimum levels of insurance coverage as indicated below. The purpose of this coverage shall be to protect the State from claims which may arise out of or result from the Contractor's performance of services under the terms of this Contract, whether such services are performed by the Contractor, or by any subcontractor, or by anyone directly or indirectly employed by any of them, or by anyone for whose acts they may be liable.

The Contractor waives all rights against the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents for recovery of damages to the extent these damages are covered by the insurance policies the Contractor is required to maintain pursuant to this Contract and to the extent that such damages were not negligently or intentionally caused by the State of Michigan. The Contractor also agree to provide evidence that all applicable insurance policies contain a waiver of subrogation by the insurance company.

The Insurance shall be written for not less than any minimum coverage herein specified or required by law, whichever is greater. All deductible amounts for any of the required policies must be approved by the State.

The State reserves the right to reject insurance written by an insurer the State deems unacceptable.

**BEFORE THE CONTRACT IS SIGNED BY BOTH PARTIES OR BEFORE THE PURCHASE ORDER IS ISSUED BY THE STATE, THE CONTRACTOR MUST FURNISH TO THE DIRECTOR OF ACQUISITION SERVICES, CERTIFICATE (S) OF INSURANCE VERIFYING INSURANCE COVERAGE. THE CERTIFICATE MUST BE ON THE STANDARD "ACCORD" FORM.**

**THE CONTRACT OR PURCHASE ORDER NO. MUST BE SHOWN ON THE CERTIFICATE OF INSURANCE TO ASSURE CORRECT FILING. All such Certificate(s) are to be prepared and submitted by the Insurance Provider and not by the Contractor.**

All such Certificate(s) shall contain a provision indicating that coverage's afforded under the policies WILL NOT BE CANCELLED OR MATERIALLY CHANGED without THIRTY (30) days prior written notice having been given to the Director of Acquisition Services. Such NOTICE must include the CONTRACT NUMBER affected.

The Contractor is required to provide the type and amount of insurance checked () below:

1. Commercial General Liability with the following minimum coverage's:  
\$2,000,000 General Aggregate Limit other than Products/Completed Operations  
\$2,000,000 Products/Completed Operations Aggregate Limit  
\$1,000,000 Personal & Advertising Injury Limit  
\$1,000,000 Each Occurrence Limit  
\$500,000 Fire Damage Limit (any one fire)

The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the Commercial General Liability policy. All insurance coverage provided relative to this Contract/Purchase Order is PRIMARY to any comparable liability insurance (including self-insurances) carried by the State.

2. If a motor vehicle is used to provide services or products under this Contract, the Contractor must have vehicle liability insurance for bodily injury and property damage as required by law. The Contractor must list the State of Michigan, its departments, divisions, agencies, offices, commissions, officers, employees and agents as ADDITIONAL INSUREDS on the vehicle liability policy.
3. Worker's disability compensation, disability benefit or other similar employee benefit act with minimum statutory limits. NOTE: (1) If coverage is provided by a State fund or if Contractor has qualified as a self-insurer, separate certification must be furnished that coverage is in the state fund or that Contractor has approval to be a self-insurer; (2) Any citing of a policy of insurance must include a listing of the States where that policy's coverage is applicable; and (3) Any policy of insurance must contain a provision or endorsement providing that the insurers' rights of subrogation are waived. This provision shall not be applicable where prohibited or limited by the laws of the jurisdiction in which the work is to be performed.
4. Employers liability insurance with the following minimum limits:  
\$100,000 each accident  
\$100,000 each employee by disease  
\$500,000 aggregate disease

## II-P NOTICE AND RIGHT TO CURE

In the event of a curable breach by the Contractor, the Customer shall provide the Contractor written notice of the breach and a reasonable time period to cure said breach described in the notice. This section requiring notice and an opportunity to cure shall not be applicable in the event of successive or repeated breaches of the same nature or if the Customer determines in its sole discretion that the breach poses a serious and imminent threat to the health or safety of any person or the imminent loss, damage or destruction of any real or tangible personal property.

## II-Q CANCELLATION

The State may cancel this Contract or any Release without further liability or penalty to the State, its departments, divisions, agencies, offices, commissions, officers, agents and employees for any of the following reasons:

Material Breach by the Contractor. In the event that the Contractor breaches any of its material duties or obligations under the Contract, which are either not capable of or subject to being cured, or are not cured within the time period specified in the written notice of breach set forth in Section II-P (Notice and Right to Cure), or pose a serious and imminent threat to the health and

safety of any person, or the imminent loss, damage or destruction of any real or tangible personal property, the State may, having provided written notice of cancellation to the Contractor, cancel this Contract in whole or in part, for cause, as of the date specified in the notice of cancellation.

a. In the event that this Contract is cancelled for cause, in addition to any legal remedies otherwise available to the State by law or equity, the Contractor shall be responsible for costs incurred by the State in canceling the Contract, including but not limited to, State administrative costs, attorneys fees and court costs, and any additional costs the State may incur to procure the services required by this Contract from other sources. Such costs and damages shall be subject to the limitation on liability set forth in Section II-BB.

b. In the event the State chooses to partially cancel this Contract for cause charges payable under this Contract will be equitably adjusted to reflect those services that are cancelled. If the State chooses to partially cancel the Contract, the Contractor may, at its option, decline to provide partial services, without penalty or breach of this Contract.

c. In the event this Contract is cancelled for cause pursuant to this section, and it is therefore determined, for any reason, that the Contractor was not in breach of contract pursuant to the provisions of this section, that cancellation for cause shall be deemed to have been a cancellation for convenience, effective as of the same date, and the rights and obligations of the parties shall be limited to that otherwise provided in the Contract for a cancellation for convenience.

Cancellation For Convenience By the State. The State may cancel this Contract for its convenience, in whole or part, if the State determines that such a cancellation is in the State's best interest. Reasons for such cancellation shall be left to the sole discretion of the State and may include, but not necessarily be limited to (a) the State no longer needs the services or products specified in the Contract, (b) relocation of office, program changes, changes in laws, rules, or regulations make implementation of the Contract services no longer practical or feasible, and (c) unacceptable prices for additional services requested by the State. The State may cancel the Contract for its convenience, in whole or in part, by giving the Contractor written notice 30 days prior to the date of cancellation. If the State chooses to cancel this Contract in part, the charges payable under this Contract shall be equitably adjusted to reflect those services that are cancelled. If the State chooses to partially cancel the Contract, the Contractor may, at its option, decline to provide partial services, without penalty or breach of this Contract.

3. Non-Appropriation.

(a) Contractor acknowledges that, if this Contract extends for several fiscal years, continuation of this Contract is subject to appropriation or availability of funds for this Contract. If funds to enable the State to effect continued payment under this Contract are not appropriated or otherwise made available, the State shall have the right to terminate this Contract and all affected Statements of Work, in whole or in part, at the end of the last period for which funds have been appropriated or otherwise made available by giving written notice of termination to Contractor. The State shall give Contractor at least thirty (30) days advance written notice of termination for non-appropriation or unavailability (or such time as is available if the State receives notice of the final decision less than thirty (30) days before the funding cutoff).

(b) If funding for the Contract is reduced by law, or funds to pay Contractor for the agreed-to level of the Services or production of Deliverables to be provided by Contractor are not appropriated or otherwise made available, the State may, upon thirty (30) days written notice to Contractor, reduce the level of the Services or the change the production of work product in such manner and for such periods of time as the State may elect. The charges payable under this Contract will be equitably adjusted to reflect any services or work product not provided by reason of such reduction.

(c) In the event the State terminates this Contract, eliminates certain work, or reduces the level of Services to be provided by Contractor pursuant to this Section, the State shall pay Contractor for all Services performed through the effective date of the termination, to the extent funds are available. For the avoidance of doubt, this Section will not preclude Contractor from reducing or stopping Services and/or raising against the State in a court of competent jurisdiction, any claim for a shortfall in payment for Services performed or work product accepted before the effective date of termination.

4. Criminal Conviction. The State may cancel this Contract in the event the Contractor, an officer of the Contractor, or an owner of a 25% or greater share of the Contractor, is convicted of a criminal offense incident to the application for or performance of a State, public or private Contract or subcontract; or convicted of a criminal offense including but not limited to any of the following: embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempting to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under State or federal antitrust statutes; or convicted of any other criminal offense which in the sole discretion of the State, reflects upon the Contractor's business integrity.
5. Approvals Rescinded. In the event any final administrative or judicial decision or adjudication disapproves a previously approved request for purchase of services pursuant to Article 11, Section 5 of the Michigan Constitution of 1963, and Chapter 7 of the Civil Service Rules. Notwithstanding any other provision of this Contract to the contrary, the State Personnel Director is authorized to disapprove contractual disbursements for services if the Director determines that the Contract of the disbursements under the Contract violate Article 11, Section 5 of the Constitution or violate applicable Civil Service rules or regulations. Cancellation may be in whole or in part and may be immediate as of the date of the written notice to the Contractor or may be effective as of the date stated in such written notice.
6. Termination by Contractor. In the event that the State breaches a material term of this Contract or a specific Release and fails to correct the breach within 30 days of written specification of the breach, the Contractor may terminate this Contract and/or the applicable Release. If the Contractor so terminates this Contract and/or an applicable Release, the State must pay within 30 days all amounts which have accrued prior to the end of the Contract and/or applicable Release as well as all sums remaining unpaid for services received under this Contract, plus related taxes, if any, and expenses. Except for the nonpayment of fees, Contractor agrees to extend the 30 day period for so long as the State continues reasonable efforts to cure the breach.

## **II-R RIGHTS AND OBLIGATIONS UPON CANCELLATION**

If the Contract is canceled by the State for any reason, the Contractor shall, (a) stop all work as specified in the notice of cancellation, subject to Section II-P (NOTICE AND RIGHT TO CURE), (b) take any reasonable action that may be necessary, or that the State may direct, for preservation and protection of Work Product or other property derived or resulting from the Contract that may be in the Contractor's possession, (c) return all materials and property provided directly or indirectly to the Contractor by any entity, agent or employee of the State, (d) transfer title and deliver to the State, unless otherwise directed by the Contract Administrator or his or her designee, all Contract Property, as defined in Section II-L (WORK PRODUCT AND OWNERSHIP) resulting from the Contract, and (e) take any reasonable action to mitigate and limit any potential damages, or requests for Contractor adjustment or cancellation settlement costs, to the

maximum practical extent, including, but not limited to, canceling or limiting as otherwise applicable, those subcontracts, and outstanding orders for material and supplies resulting from the canceled Contract.

In the event the State cancels this Contract prior to its expiration for its own convenience, or for non-appropriation the State shall pay the Contractor for all charges due for services provided prior to the date of cancellation and if applicable as a separate item of payment pursuant to the Contract, for partially completed Work Product, on a percentage of completion basis. In the event of a cancellation for cause, or any other reason under the Contract, the State will pay, if applicable, as a separate item of payment pursuant to the Contract, for all partially completed Work Products, to the extent that the State requires the Contractor to submit to the State any such deliverables, and for all charges due under the Contract for any cancelled services provided by the Contractor prior to the cancellation date.

All completed or partially completed Contract Property, as defined in Section II-L (WORK PRODUCT AND OWNERSHIP), prepared by the Contractor pursuant to this Contract shall, at the option of the State, become the State's property, and the Contractor shall be entitled to receive just and fair compensation for such Contract Property. Regardless of the basis for the cancellation, the State shall not be obligated to pay, or otherwise compensate, the Contractor for any lost expected future profits, costs or expenses incurred with respect to Services not actually performed for the State.

Upon a good faith cancellation, the State shall have the right to assume, at its option, any and all subcontracts and Releases for services and materials provided under this Contract, and may further pursue completion of the Work Product under this Contract by replacement contract or otherwise as the State may in its sole judgment deem expedient, subject to any applicable license terms for Contractor's software.

## **II-S EXCUSABLE FAILURE**

Neither party shall be liable for any default or delay in the performance of its obligations under the Contract if and to the extent such default or delay is caused, directly or indirectly, by: fire, flood, earthquake, elements of nature or acts of God; riots, civil disorders, rebellions or revolutions in any country; the failure of the other party to perform its material responsibilities under the Contract (either itself or through another contractor); injunctions (provided the injunction was not issued as a result of any fault or negligence of the party seeking to have its default or delay excused); or any other cause beyond the reasonable control of such party; provided the non-performing party and its subcontractors are without fault in causing such default or delay, and such default or delay could not have been prevented by reasonable precautions and cannot reasonably be circumvented by the non-performing party through the use of alternate sources, workaround plans or other means, including disaster recovery plans. In such event, the non-performing party will be excused from any

further performance or observance of the obligation(s) so affected for as long as such circumstances prevail and such party continues to use its best efforts to recommence performance or observance whenever and to whatever extent possible without delay provided such party promptly notifies the other party in writing of the inception of the excusable failure occurrence, and also of its abatement or cessation.

If any of the above enumerated circumstances substantially prevent, hinder, or delay performance of the services necessary for the performance of the State's functions for more than 14 consecutive days, and the State determines that performance is not likely to be resumed within a period of time that is satisfactory to the State in its reasonable discretion, then at the State's option:

(a) the State may procure the affected services from an alternate source, and the State shall not be liable for payments for the unperformed services under the Contract for so long as the delay in performance shall continue; (b) the State may cancel any portions of the Contract so affected and the charges payable there under shall be equitably adjusted to reflect those services canceled; or (c) the Contract will be canceled without liability of the State to the Contractor as of the date specified by the State in a written notice of cancellation to the Contractor. The Contractor will not have the right to any additional payments from the State as a result of any excusable failure occurrence or to payments for services not rendered as a result of the excusable failure condition. Defaults or delays in performance by the Contractor which are caused by acts or omissions of its subcontractors will not relieve the Contractor of its obligations under the Contract except to the extent that a subcontractor is itself subject to any excusable failure condition described above and the Contractor cannot reasonably circumvent the effect of the subcontractor's default or delay in performance through the use of alternate sources, workaround plans or other means.

## **II-T DELEGATION**

The Contractor shall not delegate any duties or obligations under this Contract to a subcontractor unless the Director of Acquisition Services has given written consent to the delegation.

## **II-U MODIFICATION OF SERVICE**

a. With respect to the State only, the Director of Acquisition Services reserves the right to modify services during the course of this Contract. Such modification may include adding or deleting tasks that these services shall encompass and/or any other modifications deemed necessary.

The State reserves the right to request from time to time, any changes to the requirements and specifications of its Release and the work to be performed by the Contractor under such Release. The Contractor shall provide a change order process and all requisite forms. The State reserves the right to negotiate the process during negotiation. At a minimum, the State would like the Contractor to provide a detailed outline of all work to be done, including tasks necessary to accomplish the deliverables, timeframes, listing of personnel assigned, estimated hours for each individual per task, and a complete and detailed cost justification.

1. Within five (5) business days of receipt of a request by the State for any such change, or such other period of time as to which the parties may agree mutually in writing, the Contractor shall submit to the State a proposal describing any changes in products, services, timing of delivery, assignment of personnel, and the like, and any associated price adjustment.

The price adjustment shall be based on a good faith determination and calculation by the Contractor of the additional cost to the Contractor in implementing the change request less any savings realized by the Contractor as a result of implementing the change request. The

Contractor's proposal shall describe in reasonable detail the basis for the Contractor's proposed price adjustment, including the estimated number of hours by task by labor category required to implement the change request.

2. If the State accepts the Contractor's proposal, the parties will execute on amendment to the Release. The Contractor will not implement any change request until the amendment has been signed by both parties. The Contractor shall not be entitled to any compensation for implementing any change request except as provided explicitly in a fully signed amendment.
3. If the State does not accept the Contractor's proposal, the State may:
  - a. Withdraw its change request; or
  - b. Modify its change request, in which case the procedures set forth above will apply to the modified change request.

If the State requests or directs the Contractor to perform any activities that are outside the scope of the Contractor's responsibilities under the Release ("New Work"), the Contractor must notify the State promptly, and before commencing performance of the requested activities, that it believes the requested activities are New Work. If the Contractor fails to so notify the State prior to commencing performance of the requested activities, any such activities performed before notice is given by the Contractor shall be conclusively considered to be In-scope Services, not New Work.

If the State requests or directs the Contractor to perform any services or functions that are consistent with and similar to the services being provided by the Contractor under the Release, but which the Contractor reasonably and in good faith believes are not included within the scope of the Contractor's responsibilities and charges as set forth in the Release, then prior to performing such services or function, the Contractor shall promptly notify the State in writing that it considers the services or function to be an "Additional Service" for which the Contractor should receive additional compensation. If the Contractor does not so notify the State, the Contractor shall have no right to claim thereafter that it is entitled to additional compensation for performing such services or functions. If the Contractor does so notify the State, then such a service or function shall be governed by the change request procedure set forth in the preceding paragraph.

- b. With respect to the State Entities only, the Contractor and the State Entity will negotiate and include in the relevant Release and/or Statement of Work the procedures, if any, for the modification of Services during the course of performance.

## **II-V CALENDAR WARRANTY**

The Contractor represents and warrants that all software for which the Contractor provided under this Contract to the State of Michigan and used by the State prior to, during or after the calendar year 2000, includes or shall include, at no added cost to the State, design and performance so the State shall not, with respect to such software, experience software abnormality and/or the generation of incorrect results from the software, due to date oriented processing, in the operation of the business of the State of Michigan.

The software design, to insure calendar year rollover compatibility, shall include, but is not limited to: data structures (databases, data files, etc.) that provide 4-digit date century; stored data that contain date century recognition, including, but not limited to, data stored in databases and hardware device internal system dates; calculations and program logic (e.g., sort algorithms, calendar generation, event recognition, and all processing actions that use or produce date values) that accommodates same century and multi-century formulas and date values; interfaces that supply data to and receive data from other systems or organizations that prevent non-compliant dates and data from entering any State system; user interfaces (i.e., screens, reports, etc.) that accurately show 4 digit years; and assurance that the year 2000 shall be correctly treated as a leap year within all calculation and calendar logic.

The foregoing warranty shall be subject to the exclusive remedy provision set forth in Section II-J (WARRANTIES AND REPRESENTATIONS.)

## II-W STATE STANDARDS

- 1. EXISTING TECHNOLOGY STANDARDS.** The Contractor will adhere to all existing standards as described within the comprehensive listing of the State's existing technology standards at [www.state.mi.us/cio/oits](http://www.state.mi.us/cio/oits).
- 2. PM METHODOLOGY STANDARDS.** The State has adopted a standard, documented Project Management Methodology (PMM) for use on all Information Technology (IT) based projects. This policy is referenced in the document titled "Project Management Methodology" – DMB Administrative Guide Procedure 1380.02 issued June 2000. Vendors may obtain a copy of this procedure by contacting the DIT, Research and Policy. The State of Michigan Project Management Methodology can be obtained from the DIT's website at <http://www.michigan.gov/dit>.

The contractor shall use the State's PMM to manage State of Michigan Information Technology (IT) based projects. The requesting agency will provide the applicable documentation and internal agency processes for the methodology. If the vendor requires training on the methodology, those costs shall be the responsibility of the vendor, unless otherwise stated.

- 3. ADHERANCE TO PORTAL TECHNOLOGY TOOLS.** For all projects involving e-Government, all bidders are expected to read, understand and support compliance with the provisions of Executive Order No. 2000-6 and Executive Directive 2001-1, issued by the State of Michigan, Office of the Governor.

The State of Michigan, e-Michigan Office has adopted the following tools as its Portal Technology development efforts:

- \* Vignette Content Management and personalization Tool
- \* Inktomi Search Engine
- \* Tivoli Directory Services (Presentation Layer)
- \* WebSphere Application Server
- \* WebSphere e-Pay Payment Processing Module

Vendors must use the Portal Technology Tools to implement web content management and deployment efforts for agencies. Tools used for web based application development must work in conjunction with Vignette and Inktomi. The interaction with Vignette and Inktomi must be coordinated with the Department of Information technology.

Under special circumstances vendors that are compelled to use alternate tools must submit an exception request to the Department of Information Technology for evaluation and approval of each alternate tool prior to proposal evaluation by the State.

## II-X ELECTRONIC FUNDS TRANSFER

Electronic transfer of funds is available to State contractors. Vendors are encouraged to register with the State of Michigan Office of Financial Management so the State can make payments related to this Contract electronically (<http://www.cpexpress.state.mi.us/>).

## II-Y TRANSITION ASSISTANCE

If this Contract is not renewed at the end of this term, or is canceled prior to its expiration, for any reason, the Contractor may be requested to provide for up to 180 days after the expiration or cancellation of this Contract, reasonable transition assistance requested by the State, to allow for the expired or canceled portion of the Services to continue without interruption or adverse effect, and to facilitate the orderly transfer of such services to the State or its designees. Such transition assistance will be deemed by the parties to be governed by the

terms and conditions of this Contract, (notwithstanding this expiration or cancellation) except for those Contract terms or conditions that do not reasonably apply to such transition assistance. The State shall pay the Contractor for any resources utilized in performing such transition assistance at the most current rates provided by the Contract for Contract performance.

## **II-Z STOP WORK**

The State may, at any time, by written stop work order to the Contractor, require that the Contractor stop all, or any part, of the work called for by this Contract or a Release for a period of up to 90 days after the stop work order is delivered to the Contractor, and for any further period to which the parties may agree. The stop work order shall be specifically identified as such and shall indicate that it is issued under this section. Upon receipt of the stop work order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the stop work order during the period of work stoppage. Within the period of the stop work order, the State shall either:

Cancel the stop work order; or

Cancel the work covered by the stop work order as provided in the cancellation section of this Contract.

If a stop work order issued under this section is canceled or the period of the stop work order or any extension thereof expires, the Contractor shall resume work. The State shall make an equitable adjustment in the delivery schedule, the contract price, or both, and the Contract shall be modified, in writing, accordingly, if:

The stop work order results in an increase in the time required for, or in the Contractor's costs properly allocable to the performance of any part of this Contract; and

The Contractor asserts its right to an equitable adjustment within 30 days after the end of the period of work stoppage; provided, that if the State decides the facts justify the action, the State may receive and act upon a proposal submitted at any time before final payment under this Contract.

If the stop work order is not canceled and the work covered by the stop work order is canceled for reasons other than material breach, the State shall allow reasonable costs resulting from the stop work order in arriving at the cancellation settlement.

If a stop work order is not canceled and the work covered by the stop work order is canceled for material breach, the State shall not allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop work order.

An appropriate equitable adjustment may be made in any related contract of the Contractor that provides for adjustment and is affected by any stop work order under this section. The State shall not be liable to the Contractor for loss of profits because of a stop work order issued under this section.

## **II-AA LIQUIDATED DAMAGES**

The State and the Contractor hereby agree that liquidated damages may be negotiated in individual Work Contracts and as such both parties negotiate to the specific standards set forth in those Work Contracts. It is agreed between the Contractor and the State that the actual damages to the State as a result of Contractor's failure to provide promised services would be difficult or impossible to determine with accuracy. The State and the Contractor therefore agree that liquidated damages as set out in the Work Contract shall be a reasonable approximation of the damages that shall be suffered by the State as a result thereof. Accordingly, in the event of such damages, at the written direction of the State, the Contractor shall pay the State the indicated amount as liquidated damages, and not as a penalty. Amounts due the State as liquidated damages, if not paid by the Contractor within fifteen (15) days of notification of assessment, may be deducted by the State from any money payable to the Contractor pursuant to this Contract. The State will notify the Contractor in writing of any claim for liquidated damages pursuant to this paragraph and the Work Contract on or before the date the State deducts such sums from money payable to the Contractor. No delay by the State in assessing or collecting liquidated damages shall be construed as a waiver of such rights.

The Contractor shall not be liable for liquidated damages when, in the opinion of the State, incidents or delays result directly from causes beyond the control and without the fault or negligence of the Contractor. Such causes may include, but are not restricted to, acts of God, fires, floods, epidemics, and labor unrest; but in every case the delays must be beyond the control and without the fault or negligence of the Contractor.

Liquidated damages will be assessed as follows: Damage amounts will be determined during Contract negotiations .

## **II-BB LIMITATION OF LIABILITY**

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF PROFITS, REVENUE, DATA OR DATA USE. EXCEPT FOR CONTRACTOR'S OBLIGATION UNDER SECTION II-H 1(a). (PATENT/COPYRIGHT INFRINGEMENT INDEMNITY) OF THIS AGREEMENT TO INDEMNIFY CUSTOMER FROM A THIRD PARTY'S CLAIM THAT THE SERVICES OR SOFTWARE INFRINGE ITS INTELLECTUAL PROPERTY RIGHTS, CONTRACTOR'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO THIS CONTRACT AND CUSTOMER'S ORDER(S), WHETHER ARISING OUT OF CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO: (A) ONE AND ONE-HALF TIMES THE FEES CUSTOMER PAID CONTRACTOR FOR DEFICIENT SERVICES UNDER THE APPLICABLE STATEMENT OF WORK, FOR THOSE ORDERS WITH FEES EXCEEDING \$100,000; OR (B) TWO TIMES THE FEES CUSTOMER PAID CONTRACTOR FOR THE DEFICIENT SERVICES UNDER THE APPLICABLE STATEMENT OF WORK, FOR THOSE ORDERS WITH FEES OF \$100,000 OR LESS.

## **II-CC Export Control**

Export laws and regulations of the United States and any other relevant local export laws and regulations apply to Contractor's Services and Services deliverables (including technical data) provided hereunder. The Customer agrees to comply with any and all export laws and regulations (including deemed export and deemed re-export regulations).

## SECTION III-LICENSE AND SUPPORT TERMS AND CONDITIONS

### III-A GENERAL TERMS FOR SOFTWARE LICENSE AND SUPPORT

The license and technical support terms set forth below shall apply to the State of Michigan ("Customer") and Oracle Corporation ("Oracle") and to each Program license granted and to all Technical Support Services ("Technical Support") provided by Oracle hereunder. When completed and executed by both parties, an Order Form shall evidence the Program licenses granted and the Technical Support to be provided.

### III-B DEFINITIONS

1. **"Program"** shall mean the computer software in object code form owned or distributed by Oracle for which Customer is granted a license pursuant to this Contract; and the media; the user guides and manuals for use of the software ("Documentation") and Updates.
2. **"Order Form"** shall mean the document by which Customer orders Program licenses and Technical Support, and which is agreed to by the parties. The Order Form shall reference the Effective Date of this Contract.
3. **"Price List"** shall mean Oracle's applicable standard commercial fee schedule that is attached to the agreement when a Program license or Technical Support is ordered by Customer.
4. **"Designated System"** shall mean the computer hardware and operating system designated on the relevant Order Form.
5. **"Supported Program Licenses"** shall mean a Program license for which Customer has ordered Technical Support for the relevant time period.
6. **"Technical Support"** shall mean Program support provided under Oracle's policies in effect on the date Technical Support is ordered.
7. **"Commencement Date"** shall mean the date on which the Programs are delivered by Oracle to Customer, or if no delivery is necessary, the Effective Date set forth on the relevant Order Form.
8. **"Update"** shall mean a subsequent release of the Program which is generally made available for Supported Program Licenses at no additional charge other than media and handling charges. Update shall not include any release, option or future product which Oracle licenses separately.
9. **"User"** unless otherwise specified on the Order Form, shall mean an individual authorized by Customer to use specified Programs, regardless of whether the individual is actively using the Programs at any time.
10. **"Application Program"** shall be a Program designated as application software by Oracle.
11. **"Limited Production Program"** shall be a Program which does not appear on the Price List or which is designated as Limited Production by Oracle.

### III-C RIGHTS GRANTED

- A. Oracle grants to Customer a nonexclusive license to use the Programs Customer obtains under this Contract, as follows:

- i. to use the Programs solely for Customer's own internal data processing operations on the Designated System or on a backup system if the Designated System is inoperative, up to any applicable maximum number of designated Users or other such limitation (if any). Customer may not relicense the Programs or use the Programs for third-party training, commercial time-sharing, rental or service bureau use;
- ii. to use the Documentation provided with the Programs in support of Customer's authorized use of the Programs;
- iii. to copy the Programs for archival or backup purposes; no other copies shall be made without Oracle's prior consent. All titles, trademarks, and copyright and restricted rights notices shall be reproduced in such copies. All archival and backup copies of the Programs are subject to the terms and conditions of this Contract; and
- iv. to modify the Programs and combine them with other software products.

Customer shall not copy or use the Programs (including the Documentation) except as otherwise specified in this Contract or an Order Form. Customer shall have the right to allow Customer's third party agents ("Agents") to use the Programs for Customer's internal use purposes so long as Customer ensures that Agents use the Programs in accordance with the terms of this Contract.

- B. Customer agrees not to cause or permit the reverse engineering, disassembly or decompilation of the Programs.
- C. Oracle shall retain all title, copyright and other proprietary rights in the Programs. Customer does not acquire any rights, express or implied, in the Programs, other than those specified in this Contract.
- D. To use a Program specified on an Order Form ("ordered Program"), Customer may need to use an ancillary Program embedded in or delivered with the ordered Program. The ancillary Program may be used only as described in the Order Form or Documentation for implementation of the ordered Program and for no other purpose. Customer shall have no right to use any other software program that may be delivered with ordered Programs.
- E. As an accommodation to Customer, Oracle may supply Customer with pre-production releases of Programs (which may be labeled "Alpha" or "Beta"). These products are not suitable for production use.

### **III-D ACCEPTANCE**

For each Program license for which delivery is required under this Contract, Customer shall have a 15 day "Acceptance Period" beginning on the Commencement Date. During the Acceptance Period, Customer may cancel the license by giving written notice to Oracle and returning the Program in accordance with the Technical Support policies in effect at the time Technical Support was ordered. Unless such cancellation notice is given, the license will be deemed accepted by Customer at the end of the Acceptance Period. If Customer is granted a right-to-copy license, subsequent copies shall be deemed accepted upon acceptance of the master copy.

### **III-E TRANSFER AND ASSIGNMENT**

- A. Customer may transfer a Program license within its organization upon notice to Oracle: transfers are subject to the terms and fees specified in Oracle's transfer policy in effect at the time of the transfer.
- B. Customer may not assign this Contract or transfer a Program License to a legal entity separate from Customer without the prior written consent of Oracle. Oracle shall not unreasonably withhold or delay such consent.

### **III-F VERIFICATION**

At Oracle's written request, not more frequently than annually, Customer shall furnish Oracle with a signed certification (a) verifying that the Programs are being used pursuant to the provisions of this Contract, including any User and other limitations; and (b) listing the locations, types and serial numbers of the Designated Systems on which the Programs are run.

Oracle may, at its expense, audit Customer's use of the Programs. Any such audit shall be conducted during regular business hours at Customer's facilities and shall not unreasonably interfere with Customer's business activities. If an audit reveals that Customer has underpaid fees to Oracle based on the Price List in effect at the time the audit is completed; if the underpaid fees exceed 5% of the license fees paid, then Customer shall also pay Oracle's reasonable costs of conducting the audit. Audits shall be conducted no more than once annually.

### **III-G TECHNICAL SUPPORT SERVICES**

Technical Support services ordered by Customer will be provided under Oracle's Technical Support policies in effect on the date Technical Support is ordered, subject to the payment by Customer of the applicable fees. Reinstatement of lapsed Technical Support services is subject to Oracle's Technical Support reinstatement fees in effect on the date Technical Support services is re-ordered. Customer may obtain Technical Support services for Limited Production Programs and pre-production releases of Programs on a time and materials basis.

### **III-H TERM**

If not otherwise specified on the Order Form, this Contract and each Program license granted under this Contract shall remain in effect perpetually unless the license or this Contract is terminated as provided in Section III-I or III-J.

### **III-I TERMINATION BY CUSTOMER**

Customer may terminate any Program license at any time; however, termination shall not relieve Customer's obligations specified in Section III-K.

### **III-J TERMINATION BY ORACLE**

Oracle may terminate this Contract or any license upon written notice if Customer breaches this Contract and fails to correct the breach within 30 days following written notice specifying the breach.

### **III-K EFFECT OF TERMINATION**

Termination of this Contract or any license shall not limit either party from pursuing other remedies available to it, including injunctive relief, nor shall such termination relieve Customer's obligation to pay all fees that have accrued or are otherwise owed by Customer under any Order Form or other similar ordering document under this Contract, for which Customer has received programs and/or Technical Support under this Contract. The parties' rights and obligations under Sections III-C.B, III-C.C, III-C.D, III-E.B, and Sections III-H through III-Q shall survive termination of this Contract.

### **III-L INDEMNITY, WARRANTIES, REMEDIES**

#### **1. Infringement Indemnity**

Oracle will defend and indemnify Customer against a claim that the Programs infringe a copyright or patent provided that: (a) Customer notifies Oracle in writing within 30 days of the claim; (b) Oracle has sole control of the defense and all related settlement negotiations; and (c) Customer provides Oracle with the assistance, information and authority necessary to perform Oracle's obligations under this Section. Reasonable out-of-pocket expenses incurred by Customer in providing such assistance will be reimbursed by Oracle. Oracle shall have no liability for any claim of infringement based on use of a superseded or altered release of Programs if the infringement would have been avoided by the use of a current unaltered release of the Programs which Oracle provides to Customer.

In the event the Programs are held or are believed by Oracle to infringe, Oracle shall have the option, at its expense, to (a) modify the Programs to be noninfringing; (b) obtain for Customer a license to continue using the Programs, or (c) terminate the license for the infringing Programs and refund the license fees paid for those Programs, prorated over a five year term from the e Commencement Date. This Section III-L states Oracle's entire liability and Customer's exclusive remedy for infringement.

## **2. Warranties and Disclaimers**

### **A. Program Warranty**

Oracle warrants for a period of one year from the Commencement Date that each unmodified Program will perform the functions described in the Documentation.

### **B. Media Warranty**

Oracle warrants the tapes, diskettes or other media to be free of defects in materials and workmanship under normal use for 90 days from the Commencement Date.

### **C. Technical Support**

Oracle warrants that its Technical Support services will be performed consistent with generally accepted industry standards. This warranty shall be valid for 90 days from performance of Technical Support.

### **D. Disclaimers**

**THE WARRANTIES ABOVE ARE EXCLUSIVE AND IN LIEU OF ALL OTHER WARRANTIES, WHETHER EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**ORACLE DOES NOT WARRANT THAT THE PROGRAMS WILL MEET CLIENT'S REQUIREMENTS, THAT THE PROGRAMS WILL OPERATE IN COMBINATIONS WHICH CLIENT MAY SELECT FOR USE, THAT THE OPERATION OF THE PROGRAMS WILL BE UNINTERRUPTED OR ERROR-FREE, OR THAT ALL PROGRAM ERRORS WILL BE CORRECTED. LIMITED PRODUCTION PROGRAMS, PRE-PRODUCTION RELEASES OF PROGRAMS AND COMPUTER-BASED TRAINING PRODUCTS ARE DISTRIBUTED "AS IS."**

## **3. Exclusive Remedies**

For any breach of the warranties contained in Section III-L, Customer's exclusive remedy, and Oracle's entire liability, shall be:

### **A. For Programs**

The correction of Program errors that cause breach of the warranty, or if Oracle is unable to make the Program operate as warranted, Customer shall be entitled to recover the fees paid to Oracle for the Program license.

### **B. For Media**

The replacement of defective media returned within 90 days of the Commencement Date.

### **C. For Technical Support**

The reperformance of the Technical Support, or if Oracle is unable to perform the Technical Support as warranted, Customer shall be entitled to recover the fees paid to Oracle for the unsatisfactory Technical Support.

## **III-M PAYMENT PROVISIONS**

### **1. Invoicing and Payment**

Invoices for payment of license fees shall be due and payable 30 days from the Commencement Date. Technical Support shall be payable quarterly in arrears; such fees will be those in effect at the beginning of the period for which the fees are paid. All other applicable

fees shall be payable 30 days from the invoice date, and shall be deemed overdue if they remain unpaid thereafter. Customer agrees to pay applicable media and shipping charges. Customer shall issue a purchase order, or alternative document acceptable to Oracle, on or before the Effective Date of the applicable Order Form.

## **2. Taxes**

The fees listed in this Contract do not include taxes; if Oracle is required to pay sales, use, property, value-added or other taxes based on the Programs or Technical Support granted in this Contract or on Customer's use of Programs or Technical Support, then such taxes shall be billed to and paid by Customer, except for those taxes for which the Customer provides applicable tax exempt certification. This Section shall not apply to taxes based on Oracle's income.

## **III-N NONDISCLOSURE**

By virtue of this Contract, the parties may have access to information that is confidential to one another ("Confidential Information"). Confidential Information shall be limited to the Programs, the terms and pricing under this Contract, and all information clearly identified as confidential.

A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on disclosure; or (d) is independently developed by the other party. Customer shall not disclose the results of any benchmark tests of the Programs to any third party without Oracle's prior written approval.

The parties agree to hold each other's Confidential Information in confidence during the term of this Contract and for a period of two years after termination of this Contract. The parties agree, that unless required by law, they shall not make each other's Confidential Information available in any form to any third party or to use each other's Confidential Information for any purpose other than the implementation of this Contract. Each party agrees to take all reasonable steps to ensure that Confidential Information is not disclosed or distributed by its employees or agents in violation of the terms of this Contract.

## **III-O NOTICE FOR ORDER FORM**

All notices, including notices of address change, required to be sent hereunder shall be in writing and shall be deemed to have been given when mailed by first class mail to the first address listed in the relevant Order Form (if to Customer) or to the Oracle address on the Order Form (if to Oracle).

To expedite order processing, Customer agrees that Oracle may treat documents faxed by Customer to Oracle as original documents; nevertheless, either party may require the other to exchange original signed documents.

## **III-P LIMITATION OF LIABILITY**

**IN NO EVENT SHALL EITHER PARTY BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, OR DAMAGES FOR LOSS OF PROFITS, REVENUE, DATA OR USE, INCURRED BY EITHER PARTY OR ANY THIRD PARTY, WHETHER IN AN ACTION IN CONTRACT OR TORT, EVEN IF THE OTHER PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. ORACLE'S LIABILITY FOR DAMAGES HEREUNDER SHALL IN NO EVENT EXCEED THE AMOUNT OF FEES PAID BY CUSTOMER UNDER THIS CONTRACT, AND IF SUCH DAMAGES RESULT FROM CUSTOMER'S USE OF THE PROGRAMS OR TECHNICAL SUPPORT, SUCH LIABILITY SHALL BE LIMITED TO FEES PAID FOR THE RELEVANT PROGRAMS OR TECHNICAL SUPPORT GIVING RISE TO THE LIABILITY, PRORATED OVER A FIVE-YEAR TERM FROM THE COMMENCEMENT DATE OF THE APPLICABLE LICENSE OR THE DATE OF PERFORMANCE OF THE APPLICABLE TECHNICAL SUPPORT.**

The provisions of this Contract allocate the risks between Oracle and Customer. Oracle's pricing reflects this allocation of risk and the limitation of liability specified herein.

### **III-Q EXPORT ADMINISTRATION**

Customer agrees to comply fully with all relevant export laws and regulations of the United States ("Export Laws") to assure that neither the Programs nor any direct product thereof are (1) exported, directly or indirectly, in violation of Export Laws; or (2) are intended to be used for any purposes prohibited by the Export Laws, including, without limitation, nuclear, chemical, or biological weapons proliferation.

### **III-R TAXES – FEDERAL, STATE AND LOCAL**

Customer represents that Customer is exempt from Federal Excise Tax, State and Local Taxes. Such taxes are not included in the contract prices. Federal Excise tax exemption certificates will be furnished upon request.

### **III-S CUSTOMER'S OBLIGATION**

Customer's payment obligation is payable only and solely from funds appropriated for the purchase of this Contract. All funds for payments after the end of the current fiscal year are subject to the availability of a legislative appropriation for the purpose of this Contract. Payments during subsequent fiscal periods are dependent upon the same action.

Customer agrees to give Oracle written notice of such non-appropriation within thirty (30) days after it receives notice of such non-appropriation; provided, however that such non-appropriation of funds shall no relieve Customer's obligation to pay fees that have accrued, for which Customer has received license(s) and/or Technical Support service(s) under this Contract.

### **III-T CANCELLATION**

Cancellation of the Contract by Customer may be for (a) default of Oracle, or (b) lack of further need for the Technical Support service or commodity. Default is defined as the failure of Oracle to fulfill the obligations of the Contract. In case of default by Oracle, Customer may immediately cancel the Contract without further liability to the Customer, its departments, agencies, and employees; provided that such termination does not relieve Customer's obligation to pay fees that have accrued, for which Customer has received license(s) and/or Technical Support service(s) under this Contract.

In the event Customer no longer needs the Technical Support services or licenses specified in the Contract due to program changes, changes in law, rules or regulations, relocation of offices, or lack of funding, Customer may cancel the Contract without further liability to the Customer, its departments, agencies, and employees by giving Oracle written notice of such cancellation 30 days prior to the date of cancellation; provided that such termination does not relieve Customer's obligation to pay fees that have accrued, for which Customer has received license(s) and/or Technical Support services under this Contract.

In addition, Customer may immediately cancel the Contract if Oracle, an officer of Oracle, or an owner (limited to "control persons" as defined by the SEC) is convicted of a criminal offense incident to the application for or performance of a State

of Michigan, public, or private contract or subcontract; or convicted of a criminal offense including but not limited to any of the following; embezzlement, theft, forgery, bribery, falsification or destruction of records, receiving stolen property, attempt to influence a public employee to breach the ethical conduct standards for State of Michigan employees; convicted under state or federal antitrust statutes; or convicted of any other criminal offense which reflects on Oracle's business integrity.

**III-U CONTRACT PRICING AND DISCOUNTING TERMS**

The parties agree that the pricing and discounting terms set forth herein are hereby added to the Contract and replace and supersede any and all prior pricing and discounting terms for the acquisition of Programs or Technical Support Services in the Contract, including, but not limited to exhibits, rate schedules, discount percentages or schedules and pricing terms in preceding amendments, modifications and addenda thereto. All prior Agreement Price List(s) are hereby deleted and made null and void.

**III-V PRICING AND DISCOUNTING TERMS FOR NEW PROGRAM LICENSES AND TECHNICAL SUPPORT**

**Price List.** Until February 28, 2006, the "Price List" shall be defined in the Contract as Oracle's December 1, 2004 E-Business Global Price List (attached hereto as Exhibit C). After February 28, 2006, Oracle will update the Contract with Oracle's then-current US commercial price list, unless otherwise agreed in writing by both parties.

Until February 28, 2006, provided that Customer has continuously maintained Technical Support for its existing Programs, Customer may acquire licenses for the Programs listed on the Price List, provided such Programs are available in production release when ordered, by paying Oracle the fees specified for such licenses on the Price List less the discount determined by the Discount Schedule set forth below. Customer may also acquire first year Update Subscription Service and/or first year Product Support ("Technical Support") for such programs by paying Oracle the fees specified for such Technical Support on the Price List less the discount determined by the Discount Schedule set forth below.

Until February 28, 2006, the Oracle License Definitions and Rules, v122304 (attached hereto as Exhibit D) shall apply to all licenses and Technical Support services listed on the Price List and acquired pursuant to the terms of this Contract.

**III-W DISCOUNT SCHEDULE**

Until February 28, 2006, the following Discount Schedule shall apply to fees listed on the Price List for Program licenses, Update Subscription Service and/or Product Support ("Technical Support") acquired pursuant to the terms of this Contract (the Transaction Band amount shall be determined per order):

Transaction Band (List License + List Support)	E-Business License and Technical Support Discounts
\$0 - \$100,000	25%
\$100,001 - \$250,000	30%
\$250,001 - \$375,000	35%
\$375,001 +	40%

### **III-X LEARNING CREDITS**

Commencing on the Effective Date of this Contract, the definition of "Learning Credits" as set forth in Exhibit C License Definitions and Rules is hereby deleted. All outstanding orders for Learning Credits will be honored under the terms and conditions set forth at the time of the order.

### **III-Y ORACLE'S DECEMBER 1, 2004 E-BUSINESS GLOBAL PRICE LIST SUPPLEMENT**

Oracle's December 1, 2004 E-Business Global Price List Supplement is attached as Exhibit E. The terms of Oracle's E-Business Global Price List Supplement are subject to change.