City of Tacoma
Information Technology

REQUEST FOR Bids IT17-0232N
Oracle Hardware and Software
Maintenance for various Oracle products

Submittal Deadline: 11:00 a.m., Pacific Time, June 12, 2017

Submittal Delivery: Submittals will be received as follows:

By Carrier:	**In Person:**
City of Tacoma Procurement & Payables Division Tacoma Public Utilities 3628 S 35th Street Tacoma, WA 98409	City of Tacoma Procurement & Payables Division Tacoma Public Utilities Lobby Security Desk Administration Building North – Main Floor 3628 S 35th Street Tacoma, WA 98409 **Note: This is a change in location for in-person deliveries.**
By Mail:	**By Email:**
City of Tacoma Procurement & Payables Division Tacoma Public Utilities PO Box 11007 Tacoma, WA 98411-0007	sendbid@cityoftacoma.org

Project Scope: Oracle Hardware and Software Maintenance

Estimate: 70,000

Paid Leave and Minimum Wage: Effective February 1, 2016, the City of Tacoma requires all employers to provide paid leave and minimum wages, as set forth in Title 18 of the Tacoma Municipal Code. For more information visit www.cityoftacoma.org/employmentstandards.

The following is applicable to Federal Aid Projects: The City of Tacoma in accordance with Title VI of the Civil Rights Act of 1964, 78 Stat. 252, 42 U.S.C. 2000d to 2000d-4 and Title 49, Code of Federal Regulations, Department of Transportation, subtitle A, Office of the Secretary, part 21, nondiscrimination in federally assisted programs of the Department of Transportation issued pursuant to such Act, hereby notifies all bidders that it will affirmatively insure that in any contract entered into pursuant to this advertisement, disadvantaged business enterprises as defined at 49 CFR, part 26, will be afforded full opportunity to submit bids in response to this invitation and will not be discriminated against on the grounds of race, color, national origin, or sex in consideration for an award.

Additional Information: Requests for information regarding the specifications may be obtained by contacting Debbie Seibert by email to dseibert@cityoftacoma.org.

Protest Policy: City of Tacoma protest policy, located at www.tacomapurchasing.org, specifies procedures for protests submitted prior to and after submittal deadline.

Meeting sites are accessible to persons with disabilities. Reasonable accommodations for persons with disabilities can be arranged with 48 hours advance notice by calling 253-502-8468.

CITY OF TACOMA

THIS IS NOT AN ORDER
All prices quoted shall be F.O.B. Destination, Freight Prepaid and Allowed

All responses & inquiries must be plainly marked with this

REQUEST FOR QUOTATION 6000044840

Return Bids By 11:00 AM, 06/12/2017 to: sendbid@cityoftacoma.org

Debbie Seibert
IT
ABN 4th Floor NE
3628 South 35th Street
Tacoma WA 98409
Ph. 253 502 8587
Fax.253-502-8372

Material will ship to:

City of Tacoma
Information Systems
3628 S 35th Street
Tacoma WA 98409

RFQ Information	
Collective Bid #	IT17-0232N
Bid Issue Date	06/01/2017
Vendor Number	109226 WEB VENDOR FOR RFQ

Vendor Information (vendor to complete)	
Firm Name:	
Address:	
City/State/Zip	/ /
Phone/Fax	/
E-Mail	
Contact Name	
Payment Terms	%, days (e.g. 2% 10,N30)
Tacoma Bus. Lic. #	
Taxpayer ID #	

SIGNATURE OF PERSON AUTHORIZED TO SIGN THIS BID
x_____DATE:____ /____ /_____
NAME : _____
TITLE : _____

Item #	Material# Description	Delivery Date	QTY	UM	Net Price	Total
	Oracle Hardware and Software Maintenance for various Oracle products, per IT17-0232N. Request for Quotation page shall include pricing as a lump sum total that covers all three Oracle contracts; 4143692, 5768092, & 6440711. No substitutions allowed.					
10	**Contracts 4143692, 5768092, 6440711**		**1**	**AU**		

Net Value	**$**
Plus Tax at _____%	**$**
Total Amount	**$**

Supplier Requirements

All suppliers (bidders) must be in the Oracle Partner Network (OPN) and have authorized product resale rights for all of the products and services listed in the attached City of Tacoma Product List Requirements and Price Sheet.

1. Be an Approved Oracle Resellers for 2nd Year Plus Support Renewals
2. Provide proof of insurance
3. Register as a City of Tacoma supplier in SAP Ariba. This requires registration in the SAP Ariba network, as well as completion of the City of Tacoma Profile Questionnaire.

   To register or for more information, go to the City of Tacoma Online Procurement Platform Information page, http://www.cityoftacoma.org/cms/One.aspx?portalId=169&pageId=110797. For Google Chrome users experiencing any technical issues in Ariba, consider using Internet Explorer instead.
4. Execute an agreement with the City of Tacoma that covers all services identified in the bid.

CITY OF TACOMA
STANDARD TERMS AND CONDITIONS
GOVERNS BOTH GOODS AND SERVICES AS APPLICABLE

In the event of an award by the City, these Terms and Conditions stated herein, Additional Contract Documents if issued, Solicitation if issued, Purchase Orders if issued by City, and Supplier's Submittal, if provided, shall constitute the Contract between City and Supplier for the acquisition of goods, including materials, supplies, and equipment or for the provision of services and deliverables.

Said documents represent the entire Contract between the parties and supersede any prior oral statements, discussions, or understandings between the parties, and/or subsequent Supplier invoices. No modification of the Contract shall be effective unless mutually agreed in writing.

The specific terms and conditions of any Solicitation (Specification, Request for Bids, Request for Proposals, Requests for Qualifications, Requests for Quotations, Request for Information, bid documents, request to enter into negotiations, or other form of solicitation issued by City, including any general, special, or technical provisions associated with such Solicitations) are incorporated herein by reference and supersede these Terms and Conditions where there is conflict or inconsistency.

In the event Additional Contract Documents are negotiated and agreed to in writing between Supplier and City, the specific terms of such Additional Contract Documents are incorporated herein by reference and supersede all other terms and conditions where there is conflict or inconsistency.

These Terms and Conditions, Additional Contract Documents if issued, Solicitation if issued, City purchase order if issued, are controlling over Supplier's Submittal if a Submittal is provided. Submittals if provided are incorporated herein by reference.

1.01 SUPPLIER / CONTRACTOR

As used herein, "Supplier" or "Contractor" shall be the Supplier(s) entering a Contract with City, whether designated as a Supplier, Contractor, Vendor, Proposer, Bidder, Respondent, Seller, Merchant, Service Provider, or otherwise.

1.02 SUBMITTAL

Submittal means Bids, Proposals, Quotes, Qualifications or other information, content, records or documents submitted in response to a City Solicitation.

1.03 FORMS OF SUBMITTAL

Unless stated otherwise, all submittals must be in SAP Ariba and submitted exactly as specified or directed, and all required forms must be used.

1.04 COSTS TO PREPARE SUBMITTAL

The City is not liable for any costs incurred by Supplier for the preparation of materials or a Submittal provided in response to a solicitation, conducting presentations to the City, or any other activities related to responding to the City's Solicitation.

1.05 LICENSES/PERMITS

A. Suppliers must have a Washington state business license at the time of Submittal and throughout the term of the Contract. Failure to include a Washington state business license may be grounds for rejection of the Submittal. Information regarding Washington state business licenses may be obtained at http://bls.dor.wa.gov.

B. Upon award, it is the responsibility of the Supplier to register with the City of Tacoma's Tax and License Division, 733 South Market Street, Room 21, Tacoma, WA 98402-3768, 253-591-5252, https://www.cityoftacoma.org/government/city_departments/finance/tax_and_license/. Supplier shall obtain a business license as is required by Tacoma Municipal Code Subtitle 6C.20.

C. During the term of the Contract, Supplier, at its expense, shall obtain and keep in force any and all necessary licenses and permits.

1.06 PUBLIC DISCLOSURE: PROPRIETARY OR CONFIDENTIAL INFORMATION

A. Supplier Submittals, all documents and records comprising the Contract, and all other documents and records provided to the City by Supplier are deemed public records subject to disclosure under the Washington State Public Records Act, Chapter 42.56 RCW (Public Records Act). Thus, City may be required, upon request, to disclose the Contract and documents or records related to it unless an exemption under the Public Records Act or other laws applies. In the event CITY receives a request for such disclosure, determines in its legal judgment that no applicable exemption to disclosure applies, and Supplier has complied with the requirements to mark records considered confidential or proprietary as such requirements are stated below, City agrees to provide Supplier 10 days written notice of impending release. Should legal action thereafter be initiated by Supplier to enjoin or otherwise prevent such release, all expense of any such litigation shall be borne by Supplier, including any damages, attorneys' fees or costs awarded by reason of having opposed disclosure. City shall not be liable for any release where notice was provided and Supplier took no action to oppose the release of information.

B. If Supplier provides City with records or information that Supplier considers confidential or proprietary, Supplier must mark all applicable pages or sections of said record(s) as "Confidential" or "Proprietary." Further, in the case of records or information submitted in response to a Request for Proposals, an index must be provided indicating the affected pages or sections and locations of all such material identified Confidential or Proprietary. Information not included in the required index will not be reviewed for confidentiality or as proprietary before release. If Supplier fails to so mark or index Submittals and related records, then the City, upon request, may release said record(s) without the need to satisfy the requirements of subsection A above; and Supplier expressly waives its right to allege any kind of civil action or claim against the City pertaining to the release of said record(s).

C. Submission of materials in response to City's Solicitation shall constitute assent by Supplier to the foregoing procedure and Supplier shall have no claim against the City on account of actions taken pursuant to such procedure.

1.07 SUSTAINABILITY

A. The City has interest in measures used by its contractors to ensure sustainable operations with minimal adverse impact on the environment. The City seeks to do business with vendors that value community and environmental stewardship that help us meet our sustainable purchasing goals.

B. The City encourages the use of environmentally preferable products or services that help to minimize the environmental and human health impacts of City operations. Suppliers are encouraged to incorporate environmentally preferable products or services into Submittals wherever possible. "Environmentally preferable" means products or services that have a lesser or reduced effect on human health and the environment when compared with competing products or services that serve the same purpose. This comparison may consider raw materials acquisition, production, manufacturing, packaging, distribution, reuse, operation, maintenance, or disposal of the product or service.

C. Environmental Standards. The City seeks to ensure that all purchases comply with current environmental standards and product specifications. Where appropriate, third party independent certifiers such as Green Seal and USEPA Standards shall be a minimum specification for products to the City, unless specified otherwise herein.

D. The City encourages the use of sustainability practices and desires any awarded Suppliers to assist in efforts to address such factors when feasible for:

1. Pollutant releases
2. Toxicity of materials used
3. Waste generation
4. Greenhouse gas emissions, including transportation of materials and services
5. Recycle content
6. Energy consumption
7. Depletion of natural resources
8. Potential impact on human health and the environment

1.08 ALTERATIONS NOT ALLOWED

Except as otherwise specifically provided in a Solicitation, Submittals that are incomplete or conditioned in any way, contain erasures, alternatives or items not called for, or not in conformity with law, may be rejected as being non-responsive. Any attempt to condition a Submittal by inserting exceptions to the Solicitation or any conditions, qualifications or additions that vary its terms may result in rejection of the Submittal. The City may reject any submittal containing a material deviation from the Solicitation.

1.09 CORRECTION OF AMBIGUITIES AND OBVIOUS ERRORS

A. The City reserves the right to correct obvious errors in Supplier's Submittal. In this regard, if the unit price does not compute to the extended total price, the unit price shall govern.

B. Supplier shall notify the City of Tacoma Procurement and Payables Division in writing of any ambiguity, conflict, discrepancy, omission or other error in a Solicitation no later than five business days prior to the submittal deadline.

   1. For solicitations conducted in SAP Ariba, Supplier shall notify the City of Tacoma Procurement and Payables Division on the message board of the event.

   2. For all other solicitations, Supplier shall notify the contract person listed in the Solicitation.

C. The City will make necessary modifications by addendum.

D. Supplier is responsible for identifying ambiguities, conflicts, discrepancies, omissions or other errors in the Solicitation prior to providing its Submittal or the ambiguity, conflict, discrepancy, omission, or other error is waived. Any Submittal that includes assumed clarifications and/or corrections without the required authentication of the same is subject to rejection.

1.10 WARRANTIES/GUARANTEE

A. Suppliers warrant that all items, including services, as applicable:

   1. Are merchantable.

   2. Comply with the City's latest drawings and specifications.

   3. Are fit for the City's intended use.

   4. Will be performed according to the skill and care required by customarily accepted good practices and procedures followed by service providers rendering the same or similar type of service.

   5. Are new and unused unless otherwise stated.

   6. Comply with all applicable safety and health standards established for such products by the Occupational Safety and Health Administration (OSHA), Washington Industrial Safety and Health Act (WISHA) and/or Consumer Products Safety Act (CPSA), and all other applicable state and federal laws or agency regulations.

   7. Are properly packaged and contain appropriate instructions or warnings, including applicable MSDS sheets.

1.11 PATENTS, TRADEMARKS AND COPYRIGHTS

Suppliers warrant that equipment and/or materials furnished, including software, do not infringe on any patent, trademark or copyright, and agree to indemnify, defend and hold harmless, the City in the event of any infringement or claim thereof.

1.12 DELIVERY OF SUBMITTALS TO THE CITY’S PROCUREMENT AND PAYABLES DIVISION

A. Submittal packages must be received by the City’s Procurement and Payables Division in SAP Ariba (unless another form of delivery is stated), prior to the scheduled time and date stated in the Solicitation.

B. Supplier is solely responsible for timely delivery of its Submittal.

C. Submittals received after the time stated in the solicitation will not be accepted.

D. For purposes of determining whether a Submittal has been timely received in SAP Ariba, the City's Procurement and Payables Division will rely on the submittal clock in SAP Ariba.

1.13 SUBMITTAL IS NON-COLLUSIVE

Supplier acknowledges that by its delivery of a Submittal to the City in response to a Solicitation, it represents that the prices in such Submittal are neither directly nor indirectly the result of any formal or informal agreement with another Supplier.

1.14 PARTNERSHIPS

The City will allow firms to partner in order to respond to a Solicitation. Multiple suppliers may team under a Prime Supplier's Submittal in order to provide responses to all sections in a single submission; however, each Supplier's participation must be clearly delineated by section. The Prime Supplier will be considered the responding vendor and the responsible party at contract award. All contract negotiations will be conducted only with the Prime Supplier. All contract payments will be made only to the Prime Supplier. Any agreements between the Prime Supplier and other companies will not be a part of the Contract between the City and the Prime Supplier. The City reserves the right to select more than one Prime Supplier.

1.15 WITHDRAWAL OF SUBMITTALS

A. Prior to Submittal Deadline. Submittals may be withdrawn (including in SAP Ariba) prior to the scheduled submittal deadline.

B. After Submittal Deadline. No Submittal can be withdrawn after having been opened before the actual award of the contract, unless the award is delayed more than 90 calendar days beyond the date of opening. If a delay of more than 90 calendar days does occur, Supplier must submit written notice to the City purchasing manager that Supplier is withdrawing its submittal.

1.16 ACCEPTANCE OF SUBMITTALS

A. If the solicitation announcement so states, submittals, unless previously withdrawn, will be read aloud, irrespective of any irregularities or informalities in such submittal, at the time and place specified in the solicitation announcement.

B. All submittals must remain open for acceptance by the City for a period of at least 90 calendar days from the submittal deadline.

1.17 RIGHT TO REJECT

A. The City of Tacoma reserves the right to reject any and all submittals, waive minor deviations or informalities, supplement, amend, reduce or otherwise modify the scope of work or cancel the solicitation, and if necessary, call for new submittals.

1.18 RESERVED RIGHTS

A. By providing a submittal in response to a City solicitation, Supplier acknowledges and consents to the below City rights and conditions. With regard to this procurement process, the City reserves, holds without limitation, and may exercise, at its sole discretion, the following rights and conditions:

1. To terminate the procurement process or decide not to award a contract as a result thereof by written notice to the Suppliers for any reason whatsoever with or without substitution of another solicitation.

2. To waive any defect, technicality, or any other minor informality or irregularity in any submittal, or any other response from Suppliers.

3. To issue addenda for any purpose including:

    a. To make minor or major changes or alterations to the evaluation, selection and/or performance schedule(s) for any events associated with a procurement.

    b. To supplement, amend, reduce, cancel, or otherwise modify a Solicitation, including but not limited to modifications to the description of services and/or products contained in the solicitation, by omitting services/products and/or including services/products.

4. To request clarifications, additional information, and/or revised Submittals from one or more Suppliers.

5. To conduct investigations with respect to the qualifications and experience of Supplier(s), including inspection of facilities and to request additional evidence to support any such information.

6. To eliminate any Supplier that submits an incomplete or inadequate response, or is non-responsive to the requirements of a Solicitation, or is otherwise deemed to be unqualified during any stage of the procurement process.
7. To select and interview a single finalist or multiple finalists to further the City's evaluation of Submittals provided in response to a Solicitation. The City may, in its sole and exclusive discretion as to what is in the City's best interest, elect not to conduct interviews of any or all Suppliers in connection with a solicitation process.
8. Except in the case of Requests for Bids, to negotiate any rate/fee offered by a Supplier. The City shall have the sole right to make the final rate/fee offer during contract negotiations. If the selected Supplier does not accept the City's final offer, the City may, in its sole discretion discontinue contract negotiations and commence negotiations with another Supplier, except as otherwise provided in Chapter 39.80, RCW.
9. To select and enter into a Contract with one or more Suppliers whose Submittal best satisfies the interests of the City and is most responsive, in the sole judgment of the City, to the requirements of a Solicitation.
10. To award by line item or group of line items.
11. To not award one or more items.
12. To issue additional or subsequent solicitations.
13. To seek partnerships between one or more Suppliers.
14. Request additional related products and services from the selected Supplier(s) as necessary throughout the term of the Contract.
15. Negotiate costs or fees in the event of new legislation or regulatory changes, or issuance of related compliance guidance, technology enhancements, and innovative solutions.
16. In the event the City receives questions concerning a Solicitation from one or more Suppliers prior to the deadline for response, the City reserves the right to provide such questions, and the City's responses, if any, to all Suppliers.
17. If an award is made and, prior to entering into a contract, subsequent information indicates that such award is not in the best interest of the City, the City may rescind the award without prior notice to Supplier and either award to another Supplier or reject all submittals or cancel this solicitation.
18. To cancel award of a contract at any time before execution of the Contract by both parties if cancellation is deemed to be in the City's best interest. In providing a submittal, Suppliers agree that the City is not liable for any costs or damages for the cancellation of an award. Supplier assumes the sole risk and responsibility for all expenses connected with the preparation of its submittal.
19. To add additional City departments or divisions to the Contract or develop a separate Contract with the Supplier subject to all terms, conditions and pricing of the original Contract
20. To take any other action affecting a Solicitation or a procurement process that is determined to be in the City's best interests.

1.19 SUBMITTAL CLARIFICATION

Suppliers may be asked to clarify their Submittal. This action shall not be construed as negotiations or any indication of intentions to award. If called upon, Supplier must respond to such requests within two business days or the timeframe set forth by the City in its request for clarification. Supplier's failure to respond to such a request may result in rejection of its Submittal.

1.20 EVALUATION OF SUBMITTALS

A. The City of Tacoma reserves the right to award to the lowest and best responsible Supplier(s) delivering a Submittal in compliance with the Solicitation, provided such Submittals are reasonable and are in the best interest of the City to accept. The City may use a number of criteria for determining award, including evaluation factors set forth in Municipal Code Section 1.06.262. Suppliers who are inexperienced or who fail to properly perform other contracts may have their submittal rejected for such cause.

1. Evaluation Factors. In addition to the factors set forth in Municipal Code Section 1.06.262, the following may be used by the City in determining the lowest and best responsible Submittal:

    a. Compliance with a Solicitation and with applicable City requirements, including by not limited to, the City's Ethics Code and its Small Business Enterprise and Local Employment and Apprenticeship programs.
    b. Submittal prices, listed separately if requested, as well as a lump sum total (if the unit price does not compute to the extended total price, the unit price shall govern).
    c. The total cost to the City, including all applicable taxes, may be the basis for contract award.
    d. Time of delivery and/or completion of performance (delivery date(s) offered).
    e. Warranty terms.
    f. Quality of performance of previous contracts or services, including safety requirements and past compliance with the City's Ethics Code.
    g. Previous and existing compliance with laws and ordinances relating to contracts or services.
    h. Sufficiency of financial resources.
    i. Quality, availability, and adaptability of the supplies or services to the particular use required.
    j. Ability to provide future maintenance and service on a timely basis.
    k. Location of nearest factory authorized warranty repair facility or parts dealership.
    l. Ability, capacity, experience, stability, reputation, integrity, character, judgment, technical qualifications, and skill to perform the contract or provide the services required.

2. Cash Discount. Payment discount periods of 20 calendar days or more, if offered in the submittal, will be considered in determining the apparent lowest responsible submittal. Discounts will be analyzed in context of their overall cumulative effect.

3. All other elements or factors, whether or not specifically provided for in a Solicitation, which would affect the final cost to, and the benefits to be derived by, the City, may be considered in determining the award of a Contract. The final award decision will be based on the best interests of the City.

1.21 CONTRACT OBLIGATION

A. The Submittal contents of the successful Supplier will become contractual obligations if a Contract ensues.

B. In the event the City of Tacoma determines to award a Contract, the selected Supplier(s) may be requested to execute Additional Contract Documents.

C. Supplier shall register with the City of Tacoma on the SAP Ariba Network and be enabled for transactions upon request by the City.

D. Suppliers may propose amendments to City's Contract documents or to these Terms and Conditions, but the City retains the right to accept or reject proposed amendments.

E. No costs chargeable for work under the proposed Contract may be incurred before mutual acceptance and execution as directed.

1.22 AWARD

The City reserves the right to award Contracts for any or all items to one or more Suppliers in the best interests of the City.

1.23 SUPPLIER'S REFUSAL TO ENTER INTO CONTRACT

Any Supplier who refuses to enter into a Contract after it has been awarded to the Supplier will be in breach of the agreement to enter the Contract, and Supplier's certified or cashier's check or bid bond, if any, shall be forfeited.

1.24 LEGAL HOLIDAYS

A. The City of Tacoma observes the following holidays, which shall apply to performance of all contracts:

New Year's Day	January 1
Martin Luther King's Birthday	3rd Monday in January
Washington's Birthday	3rd Monday in February
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	1st Monday in September

Veteran's Day	November 11
Thanksgiving Day	4th Thursday of November
Day after Thanksgiving	4th Friday of November
Christmas Day	December 25

B. When any of these holidays occur on Saturday or Sunday, the preceding Friday or the following Monday, respectively, is a legal holiday for the City of Tacoma.

1.25 CONTRACT TERM

All services shall be satisfactorily completed and all deliverables provided by the termination date stated, and the Contract shall expire on said date unless mutually extended in writing by the parties.

1.26 EXTENSION OF CONTRACT

Contracts shall be subject to extension at City's sole discretion.

1.27 TERMINATION AND SUSPENSION

A. Supplies. The City reserves the right to terminate a Contract at any time upon prior written notice to Supplier. Upon the effective date of termination specified in such notice, and payment by the City, all conforming supplies, materials, or equipment previously furnished hereunder shall become its property.

B. Services. The City may terminate a Contract at any time, with or without cause, by giving 10 business days written notice to Supplier. In the event of termination, all finished and unfinished work prepared by Supplier pursuant to the Contract shall be provided to the City. In the event City terminates the Contract due to the City's own reasons and without cause due to Supplier's actions or omissions, the City shall pay Supplier the amount due for actual work and services necessarily performed under the Contract up to the effective date of termination, not to exceed the total compensation set forth in the Contract.

C. Suspension. For either services or supplies, the City may suspend a Contract, at its sole discretion, upon three business days' written notice to Supplier. Such notice shall indicate the anticipated period of suspension. Any reimbursement for expenses incurred due to the suspension shall be limited to Supplier's actual expenses and shall be subject to verification. Supplier shall resume performance of services under the Contract without delay when the suspension period ends.

D. Termination or suspension of a Contract by City shall not constitute a waiver of any claims or remaining rights the City may have against Supplier relative to performance under a Contract.

1.28 DEFAULT/BREACH

In the event of material default or breach by Supplier on any of the conditions of a Contract, Supplier agrees that the City may, at its election, procure the goods or services from other sources, and may deduct from the unpaid balance due Supplier, or collect against the bond or security (if any), or may invoice and recover from Supplier all costs paid in excess of the price(s) set forth in the Contract. **CHANGES**

A. Supplies. The City at any time by written change order or other form of written contract amendment may make reasonable changes in the place of delivery, installation, or inspection, the method of shipment or packing, identification and ancillary matters that Supplier may accommodate without substantial additional expense.

B. Services. The City shall have the right to make changes within the general scope of services and/or deliverables upon execution in writing of a change order or other written form of contract amendment. If the changes will result in additional work effort by Supplier the City agrees to reasonably compensate Supplier for such additional effort up to the maximum amount specified in the Contract or as otherwise provided by Tacoma Municipal Code. Any new services accepted by the City may be added to the Contract and/or substituted for discontinued services. New services shall meet or exceed all requirements of original award.

C. Expansion Clause. A Contract may be further expanded in writing to include other related services or products normally offered by Supplier, as long as the price of such additional services or products have a profit margin equal to or less than that in place at the time of original submittal. Such additions and prices will be established in writing. New items not meeting these criteria will not be added to the Contract. Supplier profit margins are not to increase as a result any such expansion.

1.29 SCOPE OF SERVICES

Supplier agrees to diligently and completely perform the services required by a Contract.

1.30 SERVICES DO NOT INCLUDE PUBLIC WORK

Unless otherwise stated, the services and/or work contracted for herein exclude public work and improvements as defined in RCW 39.04, as that statute may hereafter be amended.

1.31 PREVAILING WAGES

A. If federal, state, local, or any applicable law requires Supplier to pay prevailing wages in connection with a Contract, and Supplier is so notified by the City, then Supplier shall pay applicable prevailing wages.

B. If applicable, a Schedule of Prevailing Wage Rates for the locality or localities where the Contract will be performed is attached and made of part of the Contract by this reference. If prevailing wages do apply to the Contract, Supplier and its subcontractors shall:

1. Be bound by the provisions of Chapter 39.12 RCW, as amended, relating to prevailing wages and usual fringe benefits,

2. Ensure that no worker, laborer or mechanic employed in the performance of any part of the Contract shall be paid less than the prevailing rate of wage specified on that Schedule, and

3. Immediately upon award of the Contract, contact the Department of Labor and Industries, Prevailing Wages section, Olympia, Washington, to obtain full information, forms and procedures relating to these matters. Per such procedures, a Statement of Intent to Pay Prevailing Wages must be submitted by Contractor and its subcontractors to the City, in the manner requested by the City, prior to any payment by the City hereunder, and an Affidavit of Wages Paid must be received or verified by the City prior to final Contract payment.

1.32 CONTRACT PRICING

A. Submitted prices shall include costs of submittal preparation, servicing of the account, all contractual requirements during contract period such as transportation, permits, insurance costs, bonds, labor, wages, materials, tools, components, equipment, and appurtenances necessary to complete the work, which shall conform to the best practice known to the trade in design, quality, material, and workmanship.

B. Surcharges of any type will not be paid.

C. If applicable, related additional products and corresponding services of benefit to the City not specifically required in a solicitation, but which Supplier offers to provide, may be included with the submittal. Supplier may request to add new products if the City approves them and Supplier can demonstrate the pricing is from the same pricing structure/profit margin.

D. Unless specifically stated otherwise, only firm prices will be accepted and all prices shall remain firm during the term of a Contract.

E. Price increases may at City's discretion be passed along during a contract period if the increase is mandated by statute.

F. By submitting prices, Supplier warrants prices equal to or better than the equivalent prices, terms, and benefits offered by Supplier to any other government unit or commercial customer.

G. Should Supplier, during the term of a Contract, enter into any other contract, agreement or arrangement that provides lower prices, more favorable terms or greater benefits to any other government unit or commercial customer, the Contract with the City shall thereupon be deemed amended to provide the same price or prices, terms and benefits to the City. This provision applies to comparable products and purchase volumes by the City that are not less than the purchase volumes of the government unit or commercial customer that has received the lower prices, greater benefits, or more favorable terms.

H. If at any time during the term of the Contract, Supplier reduces prices to other buyers purchasing approximately the same quantities stated on the Contract, Supplier will immediately notify the City purchasing manager of such fact, and the price(s) for future orders under the Contract shall be reduced accordingly.

I. The City is entitled to any promotional pricing during the Contract period.

J. Price decreases shall be immediately passed on to the City.

K. The City reserves the right to increase or decrease the quantities of any item awarded pursuant to the Contract and pay according to the unit prices quoted in the submittal with no adjustments for anticipated profit.

1.33 APPROVED EQUALS WHEN ALTERNATES ARE ALLOWED

A. Unless an item is indicated as "no substitute," special brands, when named, are intended to describe the standard of quality, performance, or use desired. Equal items will be considered by the City, provided that Supplier specifies the brand and model, and provides all descriptive literature, independent test results, specification sheets, schematic drawings, photographs, product samples, local servicing, parts availability, etc., to enable the City to evaluate the proposed equal. Performance testing in the field may be required.

B. The decision of the City as to what items are equal shall be final and conclusive. If the City elects to purchase a brand represented by Supplier to be an "equal," the City's acceptance of the item is conditioned on the City's inspection and testing after receipt. If, in the sole judgment of the City, the item is determined not to be an equal, the item shall be returned at Supplier's expense.

C. When a brand name or level of quality is not stated in Supplier's submittal, it is understood Supplier's submittal shall exactly confirm with those required in the Contract. If more than one brand name is stated in a Solicitation, Supplier(s) must indicate the brand and model/part number to be supplied.

1.34 RISK OF LOSS, SHIPPING AND DELIVERY

A. Shipping. Prices must be quoted FOB destination (the place of destination as defined in RCW 62A.2-319, as that statute may hereafter be amended), with freight prepaid and allowed (shipping costs included in unit prices), and risk of loss remaining with Supplier until delivery is tendered.

B. Delivery. Delivery will be to the designated addresses set forth in a Solicitation or as otherwise stated in the Contract. Deliveries shall be between 9:00 a.m. and 3:30 p.m., Monday through Friday only, except Legal Holidays. Failure to make timely delivery shall be cause for termination of the contract or order and return of all or part of the items at Supplier's expense except in the case of force majeure.

1.35 DELIVERY OF PRODUCTS AND PROVISION OF SERVICES – IDLING PROHIBITED

A. The City of Tacoma has a commitment to reduction of unnecessary fuel emissions and improving air quality by reducing unnecessary air pollution from idling vehicles. Limiting car and truck idling supports cleaner air, healthier work environments, the efficient use of city resources, the public's enjoyment of City properties and programs, conservation of natural resources, and good stewardship practices.

B. Vehicles and/or diesel fuel trucks shall not idle at the time and location of the delivery to the City of Tacoma for more than three minutes. The City requires contractors to utilize practices that reduce fuel consumption and emission discharge, including turning off trucks and vehicles during delivery of products to the City. Exceptions to this requirement include when associated power is necessary to make a delivery or provide the service, when the engine is used to provide power to another device, and when a running engine is required for proper warm-up and cool-down of the engine.

1.36 PACKING SLIPS AND INVOICES

A. Each invoice shall show City of Tacoma purchase order number, release number if applicable, quantity, unit of measure, item description, unit price and extended price for each line if applicable, services and deliverables provided if applicable. Line totals shall be summed to give a grand total to which sales tax shall be added, if applicable.

1. For transactions conducted in SAP Ariba, invoices shall be submitted through Ariba.
2. For invoices paid by ACH or by check, unless stated otherwise, invoices shall be electronically submitted by email with corresponding PO number listed in the subject line to accountspayable@cityoftacoma.org.
3. For invoices paid by credit card, invoices shall also display the last name of the cardholder and last four digits (only) of the card number (e.g., Jones/6311). Unless stated otherwise, invoices shall be electronically submitted by email with corresponding PO number listed in the subject line to (do not combine different POs into one invoice or charge) to pcardadmin@cityoftacoma.org.

B. Any terms, provisions or language in Supplier's invoice(s) that conflict with the terms of the Contract are superseded and shall not apply to the Contract unless expressly accepted in writing by the City.

C. Packing slips and shipping notices shall be sent to the specific City Division or Department receiving the item(s) at the address stated in City's Solicitation or as otherwise stated in the Contract and include complete description of items, contents of items if crated or cased, quantity, shipping point, carrier, bill of lading number and City of Tacoma purchase order.

D. Supplier shall package orders, preferably in environmental friendly packaging such as reduced packaging and recyclable packing materials.

1.37 COOPERATIVE PURCHASING

The Washington State Interlocal Cooperation Act RCW 39.34 provides that other governmental agencies may purchase goods and services based on the Contract with the City in accordance with the terms and prices of the Contract if all parties are agreeable. Each public agency shall formulate a separate contract with Supplier, incorporating the terms and conditions of the Contract with the City of Tacoma. The City shall incur no liability in connection with such contracts or purchases by other public agencies thereunder. It will be Supplier's responsibility to inform such public agencies of the Contract with the City. Supplier shall invoice such public agencies as separate entities.

1.38 TAXES

A. Unless otherwise stated, applicable federal, state, City, and local taxes shall be included in the submittal and in contract as indicated below. As used herein, the term "taxes" shall include any and all taxes, assessments, fees, charges, interest, penalties, and/or fines imposed by applicable laws and regulations in connection with the procurement of goods and/or services hereunder.

1. Federal Excise Tax. The City of Tacoma is exempt from federal excise tax. The City will furnish a Federal Excise Tax Exemption certificate, if required. If Supplier fails to include any applicable tax in its submittal, then Supplier shall be solely responsible for the payment of said tax.

2. State and Local Sales Tax. The City of Tacoma is subject to Washington state sales tax. It is Supplier's obligation to state the correct sales tax percentage and include the applicable Washington state, city and local sales tax as a separate line item(s) in the submittal.

3. City of Tacoma Business and Occupation Tax. It is Supplier's obligation to include City of Tacoma Business and Occupation tax in the unit and/or lump sum prices submitted; it shall not be shown separately on the submittal. Per Sub-Title 6A of the City of Tacoma Municipal Code, transactions with the City of Tacoma may be subject to the City's Business and Occupation Tax.

B. Any or All Other Taxes. Any or all other taxes are the responsibility of Supplier unless otherwise required by law. Except for state sales tax, Supplier acknowledges that it is responsible for the payment of all taxes applicable to the Contract and Supplier agrees to comply with all applicable laws regarding the reporting of income, maintenance of records, and all other requirements and obligations imposed pursuant to applicable law.

C. If the City is assessed, made liable, or responsible in any manner for taxes contrary to the provisions of the Contract, Supplier agrees to hold the City harmless from such costs, including attorney's fees. In the event Supplier fails to pay any taxes, assessments, penalties, or fees imposed by any governmental body, including a court of law, other than those taxes the City is required to pay, then Supplier authorizes the City to deduct and withhold or pay over to the appropriate governmental body those unpaid amounts upon demand by the governmental body. It is agreed that this provision shall apply to taxes and fees imposed by City ordinance. Any such payments shall be deducted from Supplier's total compensation.

1.39 COMPENSATION

A. The City shall compensate Supplier in accordance with the Contract. Said compensation shall be the total compensation for Supplier's performance hereunder including, but not limited to, all work, services, deliverables, materials, supplies, equipment, subcontractor's fees and all reimbursable travel and miscellaneous or incidental expenses to be incurred by Supplier. Unless stated otherwise the total stated compensation may not be changed without a written change order or other form of contract amendment.

B. Payment(s) made in accordance with the Contract shall fully compensate Supplier for all risk, loss, damages or expense of whatever nature, and acceptance of payment shall constitute a waiver of all claims submitted by Supplier.

1.40 PAYMENT TERMS

A. Payment shall be made through the City's ordinary payment process, and shall be considered timely if made within 30 days of receipt of a properly completed invoice. All payments shall be subject to adjustment for any amounts, upon audit or otherwise, determined to have been improperly invoiced. The City may withhold payment to Supplier for any services or deliverables not performed as required hereunder until such time as Supplier modifies such services or deliverables to the satisfaction of the City.

B. Invoices will not be processed for payment, nor will the period of cash discount commence, until all invoiced items are received and satisfactory performance of the Contract has been attained. Upon CITY'S request, Supplier shall submit necessary and appropriate documentation, as determined by the CITY, for all invoiced services and deliverables. If an adjustment in payment is necessary due to damage or dispute, the cash discount period shall commence on the date final approval for payment is authorized.

1.41 PAYMENT METHOD – CREDIT CARD ACCEPTANCE – EFT/ACH ACCEPTANCE

A. Payment methods include:

1. Credit card. Tacoma's VISA procurement card program is supported by standard bank credit suppliers and requires that merchants abide by the VISA merchant operating rules.

   a. Suppliers must be PCI-DSS compliant (secure credit card data management) and federal FACTA (sensitive card data display) compliant.
   b. Suppliers must be set up by their card processing equipment provider (merchant acquirer) as a minimum of a Level II merchant with the ability to pass along tax, shipping and merchant references information.

2. Electronic Funds Transfer (EFT) by Automated Clearing House (ACH).

3. Check or other cash equivalent.

B. The City's preferred method of payment is by Visa credit card (aka procurement card). Suppliers may be required to have the capability of accepting the City's authorized procurement card as a method of payment**. The City of Tacoma will not accept price changes or pay additional fees when the procurement card is used.**

C. The City, in its sole discretion, will determine the method of payment for goods and/or services as part of the Contract.

1.42 NOTICES

Unless otherwise specified, except for routine operational communications, which may be delivered personally or transmitted by electronic mail, all notices required by the Contract shall be in writing and shall be deemed to have been duly given if delivered personally or mailed first-class mail, postage prepaid, to Supplier's registered agent and to the applicable City department representative.

1.43 INDEPENDENT CONTRACTOR STATUS

A. Supplier is considered an independent contractor who shall at all times perform his/her duties and responsibilities and carry out all services as an independent contractor and shall never represent or construe his/her status to be that of an agent or employee of the City, nor shall Supplier be eligible for any employee benefits. No payroll or employment taxes or contributions of any kind shall be withheld or paid by the City with respect to payments to Supplier. Supplier shall be solely responsible for all said payroll or employment taxes and/or contributions including, but not limited to, FICA, FUTA, federal income tax, state personal income tax, state disability insurance tax and state unemployment insurance tax. If the City is assessed, made liable or responsible in any manner for such taxes or contributions, Supplier agrees to indemnify and hold the City harmless from all costs incurred, including attorney fees.

B. Unless otherwise specified in writing, Supplier shall provide at its sole expense all materials, working space, and other necessities and instruments to perform its duties under the Contract. Supplier, at its sole expense, shall obtain and keep in force any and all applicable licenses, permits and tax certificates necessary to perform the Contract.

1.44 NONDISCRIMINATION

Supplier agrees to take all steps necessary to comply with all federal, state, and City laws and policies regarding non-discrimination and equal employment opportunities. Supplier shall not discriminate in any employment action because of race, religion, color, national origin or ancestry, sex, gender identity, sexual orientation, age, marital status, familial status, or the presence of any sensory, mental, or physical handicap. In the event of non-compliance by Supplier with any of the non-discrimination provisions of the Contract, the City shall be deemed to have cause to terminate the Contract, in whole or in part.

1.45 FEDERAL, STATE, AND MUNICIPAL LAWS AND REGULATIONS

Supplier shall comply with all federal, state, municipal, and/or local laws and regulations in the performance of all terms and conditions of the Contract. Supplier shall be solely responsible for all violations of the law from any cause in connection with its performance of work under the Contract.

1.46 REPORTS, RIGHT TO AUDIT, PERSONNEL

A. Reports. Supplier shall, at such times and in such form as the City may reasonably require, furnish the City with periodic status reports pertaining to the services undertaken or goods provided pursuant to the Contract.

B. Right to Audit. Upon City's request, Supplier shall make available to City all accounts, records and documents related to the scope of work for City's inspection, auditing, or evaluation during normal business hours as reasonably needed by City to assess performance, compliance and/or quality assurance under the Contract or in satisfaction of City's public disclosure obligations as applicable.

C. Personnel. If before, during, or after the execution of a Contract, Supplier has represented or represents to the City that certain personnel would or will be responsible for performing services pursuant to the Contract, then Supplier is obligated to ensure that said personnel perform said Contract services to the maximum extent permitted by law. Substantial organizational or personnel changes within Supplier's firm are expected to be communicated to City immediately. Failure to do so could result in termination of the Contract. This provision shall only be waived by written authorization by the City, and on a case-by-case basis.

1.47 INSURANCE

During the course and performance of a Contract, Supplier will provide proof and maintain the insurance coverage in the amounts and in the manner specified in the City of Tacoma Insurance Requirements as is applicable to the services, products, and deliverables provided under the Contract. The City of Tacoma Insurance Requirements document, if issued, is fully incorporated into the Contract by reference.

1.48 INDEMNIFICATION – HOLD HARMLESS

A. Supplier agrees to indemnify, defend, and hold harmless the City of Tacoma, its officers, agents and employees, from and against any and all liability which may accrue to or be sustained by the City of Tacoma for any claim, suit or legal action made or brought against the City for the death of or injury to persons (including Supplier's or subcontractor's employees), or damage to property involving Supplier or subcontractor(s) and their employees or agents, or for any other cause arising out of and in connection with or incident to the performance of the Contract, except for injuries or damages caused by the sole negligence of the City. In this regard, Supplier recognizes it is waiving immunity under Industrial Insurance Law, Title 51 RCW. This indemnification includes attorney's fees and the cost of establishing the right to indemnification hereunder in favor of the City of Tacoma. By Supplier's acceptance of this order, he/she agrees that this subsection has been mutually negotiated.

B. These indemnifications shall survive the termination of a Contract.

1.49 CONFLICT OF INTEREST

No officer, employee, or agent of the City, nor any member of the immediate family of any such officer, employee or agent as defined by City ordinance, shall have any personal financial interest, direct or indirect, in a Contract, either in fact or in appearance. Supplier shall comply with all federal, state, and City conflict of interest laws, statutes, and regulations. Supplier represents that Supplier presently has no interest and shall not acquire any interest, direct or indirect, in the program to which the Contract pertains that would conflict in any manner or degree with the performance of Supplier's services and obligations hereunder. Supplier further covenants that, in performance of a Contract, no person having any such interest shall be employed. Supplier also agrees that its violation of the City's Code of Ethics contained in Chapter 1.46 of the Tacoma Municipal Code shall constitute a breach of Contract subjecting the Contract to termination.

1.50 CITY OWNERSHIP OF WORK/RIGHTS IN DATA/PUBLICATIONS

A. To the extent that Supplier creates any work subject to the protections of the Copyright Act (Title 17 U.S.C.) in its performance of a Contract, Supplier agrees to the following: The work has been specially ordered and commissioned by the City. Supplier agrees that the work is a "work made for hire" for copyright purposes, with all copyrights in the work owned by City. To the extent that the work does not qualify as a work made for hire under applicable law, and to the extent that the work includes material subject to copyright, Supplier hereby assigns to City, its successors and assigns, all right, title and interest in and to the work, including but not limited to, all copyrights, patent, trade secret and other

proprietary rights, and all rights, title and interest in and to any inventions and designs embodied in the work or developed during the course of Supplier's creation of the work.

B. Supplier shall be solely responsible for obtaining releases and/or licenses for the reproduction, distribution, creation of derivative works, performance, display, or other use of copyrighted materials. Should Supplier fail to obtain said releases and/or licenses, Supplier shall indemnify, defend, and hold harmless the City for any claim resulting there from.

1.51 DUTY OF CONFIDENTIALITY

Supplier acknowledges that unauthorized disclosure of information or documentation concerning the Scope of Work hereunder may cause substantial economic loss or harm to the City. Except for disclosure of information and documents to Supplier's employees, agents, or subcontractors who have a substantial need to know such information in connection with Supplier's performance of obligations under the Contract, Supplier shall not without prior written authorization by the City allow the release, dissemination, distribution, sharing, or other publication or disclosure of information or documentation obtained, discovered, shared or produced pursuant to a Contract.

1.52 DISPUTE RESOLUTION

In the event of a dispute pertaining to ta Contract, the parties agree to attempt to negotiate in good faith an acceptable resolution. If a resolution cannot be negotiated, then the parties agree to submit the dispute to voluntary non-binding mediation before pursuing other remedies. This provision does not limit the City's right to terminate.

1.53 GOVERNING LAW AND VENUE

Washington law shall govern the interpretation of the Contract. The state or federal courts located in Pierce County Washington shall be the sole venue of any mediation, arbitration, or litigation arising out of the Contract.

1.54 ASSIGNMENT

Supplier shall not assign, subcontract, delegate or transfer any obligation, interest or claim to or under the Contract without the prior written consent of the City.

1.55 WAIVER

A waiver or failure by either party to enforce any provision of the contract shall not be construed as a continuing waiver of such provisions, nor shall the same constitute a waiver of any other provision of the Contract.

1.56 SEVERABILITY AND SURVIVAL

If any term, condition or provision herein or incorporated by reference is declared void or unenforceable or limited in its application or effect, such event shall not affect any other provisions hereof and all other provisions shall remain fully enforceable. The provisions of the Contract, which by their sense and context are reasonably intended to survive the completion, expiration or cancellation of the Contract, shall survive termination of the Contract.

1.57 NO CITY LIABILITY

Neither the City, its officials, staff, agents, employees, representatives, or consultants will be liable for any claims or damages resulting from any aspect of this procurement process.

1.58 SIGNATURES

A signed copy of Submittals, Contract documents, including but not limited to contract amendments, contract exhibits, task orders, statements of work and other such Contract related documents, delivered by email or other means of electronic transmission including by using a third party service, which service is provided primarily for the electronic execution of electronic records, shall be deemed to have the same legal effect as delivery of an original signed copy.

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Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	Sun SE M5000 Base Class	31-May-18	18021111	1	BEF1020174	3628 S 35TH ST TACOMA PIERCE WA 98409 United States	4634278-6		$ -
2	1-Jun-17	SPARC Enterprise M5000 server	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SE5000-FAM-SUN-Z		$ -
3	1-Jun-17	SE M5000 ATOBase,4PSU,1DVD,I/O	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SEFASY11Z		$ -
4	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
5	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
6	1-Jun-17	Sun SE M5000 Base Class	31-May-18	18021111	1	BEF102017E	3628 S 35TH ST TACOMA PIERCE WA 98409 United States	4634278-3		$ -
7	1-Jun-17	SPARC Enterprise M5000 server	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SE5000-FAM-SUN-Z		$ -
8	1-Jun-17	SE M5000 ATOBase,4PSU,1DVD,I/O	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SEFASY11Z		$ -
9	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
10	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
11	1-Jun-17	Sun SE M4000 Base Class	31-May-18	18021111	1	BEF102016D	3628 S 35TH ST TACOMA PIERCE WA 98409 United States	4634278-9		$ -
12	1-Jun-17	SPARC Enterprise M4000 server	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SE4000-FAM-SUN-Z		$ -
13	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
14	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
15	1-Jun-17	Sun SE M4000 Base Class	31-May-18	18021111	1	BEF102016E	3628 S 35TH ST TACOMA PIERCE WA 98409 United States	4634278-10		$ -
16	1-Jun-17	SPARC Enterprise M4000 server	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SE4000-FAM-SUN-Z		$ -
17	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
18	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SELY1C1Z		$ -
19	1-Jun-17	SE M4000 ATOBase,2PSU,1DVD,I/O	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SEEASY11Z		$ -
20	1-Jun-17	SE M4000 ATOBase,2PSU,1DVD,I/O	31-May-18	18021111	1		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	SEEASY11Z		$ -
Software Update License & Support										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**No of User**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	Sun Cluster for E M5000 - Server Perpe	31-May-18	17418363	2		3628 S 35TH ST TACOMA PIERCE WA 98409 United States	CLUIS-320-V929		$ -
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**No of User**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	Sun SE M4000 Base Class	31-May-18	17869142	1	BDF1103473	733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	4750299-1		$ -
2	1-Jun-17	SE M4000 ATOBase,2PSU,1DVD,I/O	31-May-18	17869142	1		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SEEASY11Z		$ -
3	1-Jun-17	OPT,FF1,BASE,MIN CONFIG,SUN	31-May-18	17869142	1		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	599-3200-04		$ -
4	1-Jun-17	SPARC Enterprise M4000 server	31-May-18	17869142	1		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SE4000-FAM-SUN-Z		$ -
5	1-Jun-17	MEM-EXP 8*4GB MODULE (ATO)	31-May-18	17869142	2		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SELY2C1Z		$ -
6	1-Jun-17	SE 300GB 10K RPM 2.5 SAS disk	31-May-18	17869142	2		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SELY3E11Z		$ -
7	1-Jun-17	SE CMU: 2 SPARC64VII 2.53 FF	31-May-18	17869142	2		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SELY1C1Z		$ -
8	1-Jun-17	Power cord: global jumper, straight plu	31-May-18	17869142	2		733 market Street 3rd Floor TACOMA PIERCE WA 98402 Unite	SELY9P51Z		$ -

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Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	SPARC T4-2 server for non-EU countries	31-May-18	19083308	1		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	7100676		$ -
2	1-Jun-17	10Gb FCOECNA,PCIeLP,2p,SR,ATO	31-May-18	19083308	2		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	SG-PCIEFCOE2-Q-SR		$ -
3	1-Jun-17	One 600 GB 10000 rpm 2.5-inch SAS-2	31-May-18	19083308	6		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	SE6Y3K11Z		$ -
4	1-Jun-17	SPARC T4-2 server: base with 2 SPARC	31-May-18	19083308	1		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	7100712		$ -
5	1-Jun-17	One 16 GB DDR3-1066 registered DIMM	31-May-18	19083308	16		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	7104198		$ -
6	1-Jun-17	Power cord: North America and Asia, 2	31-May-18	19083308	2		3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	333F-20-10-NEMA		$ -
7	1-Jun-17	SPARC T4-2 server for non-EU countries	31-May-18	19083308	1	AK00106573	3628 S 35th St _ TACOMA PIERCE WA 98409-3115 United State	31837738+1+1		$ -
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	One 16 GB DDR3-1066 registered DIMM	31-May-18	19335374	8		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	7104198		$ -
2	1-Jun-17	One 300 GB 10000 rpm 2.5-inch SAS-2	31-May-18	19335374	4		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	SE6Y3G12Z		$ -
3	1-Jun-17	Power cord: North America and Asia, 2	31-May-18	19335374	2		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	333A-25-15-NEMA		$ -
4	1-Jun-17	SPARC T4-1 server: model family	31-May-18	19335374	1		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	7105430		$ -
5	1-Jun-17	SPARC T4-1 server: base with 1 SPARC	31-May-18	19335374	1		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	7105432		$ -
6	1-Jun-17	10Gb FCOECNA,PCIeLP,2p,SR,ATO	31-May-18	19335374	1		733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	SG-PCIEFCOE2-Q-SR		$ -
7	1-Jun-17	SPARC T4-1 server: model family	31-May-18	19335374	1	AK00171646	733 Market St 3rd Fl _ TACOMA PIERCE WA 98402-3716 Unite	32366474+1+1		$ -
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	SPARC T4-1 server: base with 1 SPARC	31-May-18	18590308	1		733 Market St No.31 Tacoma Pierce WA 98402 United States	7100711		$ -
2	1-Jun-17	SPARC T4-1 server: base with 1 SPARC	31-May-18	18590308	1		733 Market St No.31 Tacoma Pierce WA 98402 United States	7100711		$ -
3	1-Jun-17	Power cord: Sun Rack 2 jumper, 2 mete	31-May-18	18590308	2		733 Market St No.31 Tacoma Pierce WA 98402 United States	SR-JUMP-2MC13		$ -
4	1-Jun-17	Power cord: Sun Rack 2 jumper, 2 mete	31-May-18	18590308	2		733 Market St No.31 Tacoma Pierce WA 98402 United States	SR-JUMP-2MC13		$ -
5	1-Jun-17	Two 8 GB DDR3-1066 registered DIMM	31-May-18	18590308	8		733 Market St No.31 Tacoma Pierce WA 98402 United States	7100653		$ -
6	1-Jun-17	Two 8 GB DDR3-1066 registered DIMM	31-May-18	18590308	8		733 Market St No.31 Tacoma Pierce WA 98402 United States	7100653		$ -
7	1-Jun-17	One 300 GB 10000 rpm 2.5-inch SAS-2	31-May-18	18590308	4		733 Market St No.31 Tacoma Pierce WA 98402 United States	SE6Y3G12Z		$ -
8	1-Jun-17	One 300 GB 10000 rpm 2.5-inch SAS-2	31-May-18	18590308	4		733 Market St No.31 Tacoma Pierce WA 98402 United States	SE6Y3G12Z		$ -
9	1-Jun-17	10Gb FCOE CNA,PCIeLP,2p,TA,ATO	31-May-18	18590308	1		733 Market St No.31 Tacoma Pierce WA 98402 United States	SG-PCIEFCOE2-Q-TA		$ -
10	1-Jun-17	10Gb FCOE CNA,PCIeLP,2p,TA,ATO	31-May-18	18590308	1		733 Market St No.31 Tacoma Pierce WA 98402 United States	SG-PCIEFCOE2-Q-TA		$ -
11	1-Jun-17	SPARC T4-1 server: family	31-May-18	18590308	1	1225BDY15A	733 Market St No.31 Tacoma Pierce WA 98402 United States	30868316+1+1		$ -
12	1-Jun-17	SPARC T4-1 server: family	31-May-18	18590308	1	1225BDY159	733 Market St No.31 Tacoma Pierce WA 98402 United States	30868316+1+1		$ -
							SUBTOTAL CONTRACT 4143692			**$ -**

5768092										
Software Update License & Support										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**No of Users**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	Oracle Database Standard Edition - Processor Perpetual	31-May-18	18872015	2		Information Systems 733 Market ST 3rd floor Tacoma Pierce WA 98402 United States	A90610		$ -
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	8Gb FC HBA, 2 port, Emulex	31-May-18	19840001	3		733 Market St Rm 31 Rm 31 3rd Floor TACOMA PIERCE WA 98402 United States	SG-XPCIE2FC-EM8-N		$ -
							SUBTOTAL CONTRACT 5768092			**$ -**

6440711			6440711							
Oracle Premier Support for Systems										
Line Number	**Start Date**	**Item Name**	**End Date**	**CSI Number**	**Quantity**	**Serial Number**	**Install At Address**	**Item Description**	**Unit Price/Quote**	**Extended Quote Price**
1	1-Jun-17	SPARC T5-2 server: model family	31-May-18	19737316	1	AK00256900	3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	33141014+1+1		$ -
2	1-Jun-17	SPARC T5-2 server: model family	31-May-18	19737316	1		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7104208		$ -
3	1-Jun-17	SPARC T5-2 server: base with 1 SPARC T5 16-core 3.6 GHz processor (for factory installation)	31-May-18	19737316	1		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7104189		$ -
4	1-Jun-17	One 32 GB DDR3-1066 registered DIMM (for factory installation)	31-May-18	19737316	16		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7104200		$ -
5	1-Jun-17	One 600 GB 10000 rpm 2.5-inch SAS-2 HDD with marlin bracket (for factory installation)	31-May-18	19737316	6		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7105213		$ -
6	1-Jun-17	Sun Storage Dual 16 Gb Fibre Channel PCIe Universal HBA, Emulex (for factory installation)	31-May-18	19737316	2		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7101683		$ -
7	1-Jun-17	2 Sun Storage 16 Gb FC short wave optics, Emulex (for factory installation)	31-May-18	19737316	2		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	7101685		$ -
8	1-Jun-17	Power cord: Sun Rack 2 jumper, 1 meter, C14RA plug, C13 connector, 13 A (for factory installation)	31-May-18	19737316	2		3628 South 35th St TPU Information Systems TACOMA PIERCE WA 98409 United States	SR-JUMP-1MC13		$ -
							SUBTOTAL CONTRACT 6440711			**$ -**

Sustainability

The City has an interest in sustainable operations with minimal adverse impact on the environment. The City seeks to do business with vendors that value community and environmental stewardship that help us meet our sustainable purchasing goals.

1. Have you incorporated sustainability into your everyday business practices? Y/N Please describe

_____
_____
_____
_____

2. Have you taken measures to minimize impacts to the environment in the delivery of proposed goods and/or services? Y/N Please describe.

_____
_____
_____
_____

3. Please describe the estimated percentage of material to be recycled or reused under this project _____%.

CONTRACT

Resolution No.
Contract No.

This Contract is made and entered into effective this _____ day of _____, 20 , ("Effective Date") by and between the City of Tacoma, a Municipal Corporation of the State of Washington ("City"), and ("Contractor").

That in consideration of the mutual promises and obligations hereinafter set forth the Parties hereto agree as follows:

I. Contractor shall fully execute and diligently and completely perform all work and provide all services and deliverables described herein and in the items listed below each of which are fully incorporated herein and which collectively are referred to as "Contract Documents":

1. Specification No. together with all authorized addenda.
2. Contractor's submittal (or specifically described portions thereof) dated submitted in response to Specification No. .
3. Describe with specific detail and list separately any other documents that will make up the contract (fee schedule, work schedule, authorized personnel etc.) or any other additional items mutually intended to be binding upon the parties.

In the event of a conflict or inconsistency between the terms and conditions contained in this document entitled Contract and any terms and conditions contained the above referenced Contract Documents the following order of precedence applies with the first listed item being the most controlling and the last listed item the least controlling:

1. Contract
2. List remaining Contract Documents in applicable controlling order

II. The total price to be paid by City for Contracts full and complete performance hereunder may not exceed: $ _____, plus applicable sales tax.

III. Contractor agrees to accept as full payment hereunder the amounts specified herein and in Contract Documents, and the City agrees to make payments at the times and in the manner and upon the terms and conditions specified. Except as may be otherwise provided herein or in Contract Documents Contractor shall provide and bear the expense of all equipment, work and labor of any sort whatsoever that may be required for the transfer of materials and for constructing and completing the work and providing the services and deliverables required by this Contract.

IV. Contractor acknowledges, and by signing this Contract agrees, that the Indemnification provisions set forth in the controlling Contract Documents, including the Industrial Insurance immunity waiver (if applicable), are totally and fully part of this Contract and, within the context of the competitive bidding laws, have been mutually negotiated by the Parties hereto.

V. Contractor and for its heirs, executors, administrators, successors, and assigns, does hereby agree to the full performance of all the requirements contained herein and in Contract Documents.

VI. It is further provided that no liability shall attach to City by reason of entering into this Contract, except as expressly provided herein.

IN WITNESS WHEREOF, the Parties hereto have accepted and executed, as of the Effective Date stated above, which shall be Effective Date for bonding purposes as applicable.

CITY OF TACOMA:	CONTRACTOR:
By: _____ *Signature*	By: _____ *Signature*
By: _____ *Printed Name*	_____ *Printed Name*

Sample

limits not less than $1,000,000 each accident for bodily injury and property damage. Must use ISO form CA 0001 or equivalent.

C. Workers' Compensation

1. State of Washington Workers' Compensation

The Contractor shall comply with Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.

D. Employers' Liability (EL) (Stop-Gap) Insurance

The Contractor shall maintain EL coverage with limits not less than $1,000,000 each employee, $1,000,000 each accident, and $1,000,000 policy limit.

E. Professional Liability Insurance (PLI)

The Contractor and/or its subcontractor shall provide evidence of PLI covering professional errors and omissions. Such policy must provide minimum limits of $1,000,000 per claim and $2,000,000 aggregate. If the scope of such design-related professional services includes work related to pollution conditions, the PLI policy shall include Pollution Liability coverage. If provided on a "claims-made" basis, such coverage shall be maintained by policy renewals or an extended reporting period endorsement for not less than three years following the end of the Contract.

F. Cyber/Privacy and Security (CP&S) Insurance

The Contractor shall maintain CP&S insurance with coverage of not less than $1,000,000 per claim and $2,000,000 general aggregate that includes, but is not limited to, coverage for first party costs and third-party claims from:

1. Failure to protect data, including unauthorized disclosure, use or access,
2. Security failure or privacy breach,
3. Failure to disclose such breaches as required by law, regulation, or contract,
4. Notifications, public relations, credit monitoring, postage, advertising, and other services to assist public relations, credit monitoring, postage, advertising, and other services to assist in managing and mitigating a cyber-incident,
5. Interruptions of business operations,
6. Network security failure,
7. Cyber-extortion,
8. Cyber-terrorism,
9. Communications liability (e.g., infringement of copyrights, title, slogan, trademark, trade name, trade dress, service mark or service name in the policy holders covered material), and
10. Other cyber-liability and cyber-crime expenses.

G. Other Insurance

Other insurance as may be deemed appropriate to cover the specified risk and exposure arising from the scope of work or changes to the scope of work required by the City. The costs of such necessary and appropriate insurance coverage shall be borne by the Contractor.

1. **Commercial General Liability (CGL) Insurance**
The CGL insurance policy must provide limits not less than $1,000,000 each occurrence and $2,000,000 annual aggregate.

The CGL policy shall be written on an "occurrence", not "claims-made", basis and shall include the following coverage:

a) Must use (Insurance Services Office (ISO) form CG0001(04-13) or its equivalent).
b) A per project aggregate policy limit.
c) Products Hazard/Completed Operations- for a period of one year following final acceptance of the work.
d) Personal/Advertising Injury.
e) Contractual Liability.
f) Explosion, Collapse, or Underground Property Damage.
g) Blasting (only required when the Contractor's work under this Contract includes exposures to which this specified coverage responds).
h) If Contractor is performing work within 50 feet of a railroad right of way, the General Liability policy shall be endorsed to eliminate the Contractual Liability exclusion pertaining to work within 50 feet of a railroad right of way using ISO form CG2417(10-01) or equivalent.
i) Abuse & Molestation, by a separate coverage part or an endorsement to the CGL, with limits not less than $1,000,000 each occurrence & $2,000,000 aggregate for Contractors working directly with youth under the age of 18. If Abuse & Molestation coverage is provided on a “claims-made” basis, coverage must be maintained for not less than three years following the end of the contract. This may be done by policy renewals or an Extended Reporting Period Endorsement.
j) Include the City as additional insured and:
    1. Use ISO forms CG2010(04-13) and CG2037(04-13) or equivalent for Contractors performing work on behalf of the City and name the City as an additional insured for ongoing and completed operations.
    2. Use ISO form CG2012(04-13) or equivalent for Permits and name the City as an additional insured.
    3. Use ISO form CG2026(04-13) or equivalent for Facility Use Agreements and name the City as an additional insured.
    4. Blanket additional insured provisions within a policy form will be accepted in lieu of the specific additional insured endorsement forms specified herein. However, a blanket additional insured endorsement shall provide the equivalent coverage provided by specific additional insured endorsements specified herein.

B. Commercial Automobile Liability (CAL) Insurance
The Contractor shall obtain and keep in force during the term of the Contract, a policy of CAL insurance coverage, providing bodily injury coverage and property damage coverage for owned (if any), non-owned, hired, and leased vehicles.

The Contractor must also maintain an MCS 90 endorsement or equivalent and a CA 9948 endorsement or equivalent if “Pollutants” are to be transported. CAL policies must provide

II. EVIDENCE OF INSURANCE

The Contractor shall deliver a COI and endorsements for each policy of insurance meeting the requirements set forth herein when the Contractor delivers the signed Contract for the work to the City. The certificate and endorsements must conform to the following requirements:

a) An ACORD certificate or a form determined by the City to be equivalent.
b) Copies of all endorsements showing the policy number and naming the City as an additional insured.
c) The endorsement is to state that the insurance is primary and non-contributory over any City insurance or self-insurance.
d) The endorsement is to extend “Products/Completed Operations” coverage to the City as an additional insured.
e) A statement of additional insured status on an ACORD COI shall not satisfy this requirement.
f) Any other amendatory endorsements to show the coverage required herein.

III. CERTIFICATE REQUIREMENTS SPECIFIC REPRESENTATIONS

The following must be indicated on the COI:

a) The City is named as an additional insured *(*"with respect to a specific Contract" or "for any and all work performed with the City" may be included in this statement).
b) "This insurance is primary and non-contributory over any insurance or self-insurance the City may carry" ("with respect to a specific Contract" or "for any and all work performed with the City" may be included in this statement).
c) A Waiver of Subrogation in favor of the City for General Liability and Automobile Liability.
d) Self-Insured Retention and applicable deductible limits must be disclosed on the COI and be no more than $10,000.
e) Contract or Permit number and the City Department.
f) All coverage other than professional liability, Cyber/Privacy & Security, and Pollution Liability must be written on “occurrence” form and not “claims-made” form.
g) Reflect the existence and form numbers of all required endorsements.

IV. SUBCONTRACTORS

It is the Contractor's responsibility to ensure that each subcontractor obtain and maintain adequate liability insurance coverage. The Contractor shall provide evidence of such insurance upon the City’s request.

V. CERTIFICATE REQUIREMENTS FOR COVERAGES AND LIMITS

The insurance shall provide the minimum coverages and limits set forth below. Providing coverage in these stated minimum limits shall not be construed to relieve the Contractor from liability in excess of such limits. None of the policies or coverage required by this section shall be subject to a deductible or self-insured retained limit of more than $10,000 unless first approved in writing by the City Contracting Department.

A. General Liability Insurance

EXHIBIT A
CITY OF TACOMA INSURANCE REQUIREMENTS

I. GENERAL REQUIREMENTS

a) The City of Tacoma (the City) reserves the right to approve or reject the insurance provided based upon the insurer (including financial condition), terms and coverage, the Certificate of Insurance (COI), and/or endorsements. The insurance must be provided by an insurer with a rating of (A-) VII or higher in the A.M. Best's Key Rating Guide *(http://www.ambest.com/home/default.aspx)*, and pursuant to RCW 48, licensed to do business in the State of Washington (or issued as a surplus line by a Washington Surplus Lines broker).

b) The Contractor shall keep this insurance in force during the entire term of the contract and for thirty (30) calendar days after completion of all work required by the Contract, unless otherwise provided herein.

c) The liability insurance policies required by this section shall:
   1. Contain a "severability of insureds," "separation of interest," or "cross liability" provision.
   2. Be primary and non-contributory insurance to any insurance coverage or self-insurance program the City may maintain.
   3. Contain a Waiver of Subrogation clause in favor of the City.
   4. Other than professional liability, reflect coverage on an “occurrence”, not “claims-made” policy form.

d) The Contractor shall provide the City notice of any cancellation or non-renewal of this required insurance within 30 calendar days.

e) The Contractor shall forward to the City, a full and certified copy of the insurance policy(s) and endorsements required by this section upon the City’s request.

f) The Contractor shall not begin work under the Contract until the required insurance has been obtained and approved by the City.

g) Failure on the part of the Contractor to obtain and maintain the insurance as required by this section shall constitute a material breach of the Contract, upon which the City may, after giving five business day notice to the Contractor to correct the breach, immediately terminate the Contract or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith; with any sums so expended to be repaid to the City by the Contractor upon demand, or at the sole discretion of the City, offset against funds due the Contractor from the City.

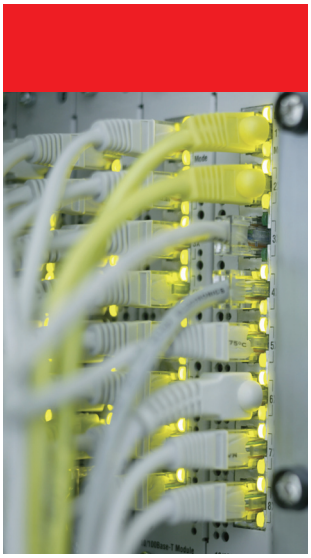
h) All costs for insurance shall be incidental to and included in the unit or lump sum prices of the Contract and no additional payment will be made by the City to the Contractor.

i) For all liability insurance policies required by this Section, the City, including its officers, elected officials, employees, agents, and volunteers, and any other entities as required by the Contract, shall be named as additional insured(s) by amendatory endorsement, EXCEPT Professional Liability (if applicable), Workers Compensation, Owners and Contractors Protective Liability, and Railroad Protective Liability.

ORACLE INFORMATION-DRIVEN SUPPORT

Oracle Lifetime Support Policy

Oracle Technology Products



ORACLE®

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Oracle Technology

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

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

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

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

Oracle Lifetime Support:

From Five Years to Forever

Oracle Lifetime Support Policy

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

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

Premier Support

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

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

Extended Support

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

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

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

Sustaining Support

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

- Major product and technology releases
- Technical support
- Access to My Oracle Support
- Fixes, updates, and critical patch updates created during the Premier Support stage
- Upgrade scripts created during the Premier Support stage

Sustaining Support does not include

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

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

Oracle Applications Unlimited:
The Choice Is Yours

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

The choice is yours.

Oracle Lifetime Support:

Coverage for Oracle Technology Products

Oracle Database Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
8.1.7	Sep 2000	Dec 2004	Dec 2006	Indefinite
9.2	Jul 2002	Jul 2007	Jul 2010	Indefinite
10.1	Jan 2004	Jan 2009	Jan 2012	Indefinite
10.2	Jul 2005	Jul 2010	Jul 2013	Indefinite
11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
11.2	Sep 2009	Jan 2015	Dec 2020	Indefinite
Enterprise Edition 12.1	Jun 2013	Jul 2018	Jul 2021	Indefinite
Standard Edition (SE) 12.1	Jun 2013	Aug 2016	Not Available	Indefinite
Standard Edition One (SE1) 12.1	Jun 2013	Aug 2016	Not Available	Indefinite
Standard Edition 2 (SE2) 12.1	Sep 2015	Jul 2018	Jul 2021	Indefinite
12.2	Mar 2017	Mar 2022	Mar 2025	Indefinite

For more-detailed information on bug fix and patch release policies, please refer to the “Error Correction Support Policy” on MyOracle Support.

Oracle SQL Developer Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.0	Mar 2006	Mar 2011	Not Available	Indefinite
1.1	Dec 2006	Dec 2011	Not Available	Indefinite
1.2	Jun 2007	Jun 2012	Not Available	Indefinite
1.5	Apr 2008	Apr 2013	Not Available	Indefinite
2.1	Dec 2009	Dec 2014	Not Available	Indefinite
3.0	Mar 2011	Mar 2016	Not Available	Indefinite
3.1	Feb 2012	Feb 2017	Not Available	Indefinite
3.2	Aug 2012	Aug 2017	Not Available	Indefinite
4.0	Sep 2014	Sep 2019	Not Available	Indefinite
4.1	May 2015	May 2020	Not Available	Indefinite

Oracle SQL Developer Data Modeler Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
2.0	Jul 2009	Jul 2014	Not Available	Indefinite
3.0	Jan 2011	Jan 2016	Not Available	Indefinite
3.1	Feb 2012	Feb 2017	Not Available	Indefinite
3.3	Mar 2013	Mar 2018	Not Available	Indefinite
4.0	Sep 2014	Sep 2019	Not Available	Indefinite
4.1	May 2015	May 2020	Not Available	Indefinite

Oracle REST Data Services (formerly Application Express Listener)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.0	Jul 2010	Jul 2015	Not Available	Indefinite
1.1	Mar 2011	Mar 2016	Not Available	Indefinite
2	Dec 2012	Dec 2017	Not Available	Indefinite
3.0	Jun 2015	Jun 2020	Not Available	Indefinite

Oracle's Ikan Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
CWD4ALL (All releases)	Not Available	Not Available	Not Available	Aug 2009
Oracle Branded Releases				
Oracle SQL Developer Data Modeler 2.0.0.57.0	Jul 2009	Jul 2014	Jul 2017	Indefinite

Support for all CWD4ALL releases will end August 31, 2009. Customers are advised to use the Oracle-branded product, Oracle SQL Developer Data Modeling.

Oracle Collaboration Suite Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9.0.3	Dec 2002	Oct 2005	Not Available	Not Available
9.0.4	Apr 2004	Mar 2007	Not Available	Mar 2010
10.1	Aug 2005	Aug 2010	Aug 2013	Indefinite

Support retirement dates have already been announced for Oracle Collaboration Suite 9.0. For more-detailed information on bug fix and patch release policies, please refer to the "Error Correction Support Policy" on MyOracle Support.

Oracle Beehive Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Beehive 2.0	Feb 2010	Feb 2015	Feb 2018	Indefinite
Beehive Voicemail for 2.0	Feb 2010	Feb 2015	Not Available	Indefinite

Oracle Enterprise Manager Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Enterprise Manager Grid Control 10.1	Feb 2004	Feb 2009	Feb 2012	Indefinite
Enterprise Manager Grid Control 10.2	Oct 2005	Nov 2011	Nov 2014	Indefinite
Enterprise Manager Grid Control 11.1	Apr 2010	Apr 2015	Apr 2018	Indefinite
Enterprise Manager Cloud Control 12.1	Oct 2011	Oct 2016	Oct 2020	Indefinite
Enterprise Manager Cloud Control 13.x	Dec 2015	Dec 2020	Dec 2023	Indefinite

Oracle Business Transaction Management Releases (Formerly Amberpoint)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
AMS 5.0 and Earlier	Not Available	Not Available	Not Available	Not Available
AMS 6.0.5.1	Feb 2010	Mar 2012	Not Available	Indefinite
AMS 6.1.4.1	Feb 2010	Mar 2012	Not Available	Indefinite
AMS 6.5.3.x	Feb 2010	Mar 2012	Not Available	Indefinite

Oracle Business Transaction Management Releases (Formerly Amberpoint)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
SNMP Adapter 1.0.1.1	Feb 2010	Mar 2012	Not Available	Indefinite
Datapower Observer 1.0.2.0	Feb 2010	Mar 2012	Not Available	Indefinite
BW Observer 2.2.1.0	Feb 2010	Mar 2012	Not Available	Indefinite
Cisco AXG Observer (All Versions)	Not Available	Not Available	Not Available	Not Available
BMC Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
HPOVO Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
Internal Tools (All Versions)	Not Available	Not Available	Not Available	Not Available
Jigsaw Tools (All Versions)	Not Available	Not Available	Not Available	Not Available
MOM Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
SCOM Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
SiteScope Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
TEC Adapter (All Versions)	Not Available	Not Available	Not Available	Not Available
Oracle Branded Releases				
Oracle Business Transaction Management 6.5.4.x	Apr 2010	Apr 2012	Apr 2014	Indefinite
Oracle Business Transaction Management 11.1.x	Mar 2011	Mar 2016	Mar 2019	Indefinite
Oracle Business Transaction Management 12.1.x	Oct 2011	Oct 2016	Oct 2019	Indefinite

Note: No Certification will be provided to new OS and 3rd Party products for legacy AmberPoint releases and any AMS 6.0.x, 6.1.x and 6.5.x release not listed will receive indefinite sustaining support.

Oracle Real User Experience Insight Releases (Formerly Moniforce)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
UXinsight 4.3x	Oct 2007	Jun 2008	Not Available	Not Available
UXinsight 4.4	Feb 2008	Dec 2008	Not Available	Not Available
webProbe 3.2.x 32bit	Jun 2005	Not Available	Not Available	Dec 2010
webProbe 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Dec 2010
webProbe 3.6.4 64bit	Jan 2008	Dec 2009	Not Available	Dec 2010
webSensor Enterprise 3.2.x 32bit	Jun 2005	Not Available	Not Available	Dec 2010
webSensor Enterprise 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Dec 2010
webSensor Enterprise 3.6.4 64bit	Jan 2008	Dec 2009	Not Available	Dec 2010
webSensor Commerce 3.2.x 32bit	Jun 2005	Not Available	Not Available	Not Available
webSensor Commerce 3.6.x (32 and 64 bit)	Jun 2007	Not Available	Not Available	Not Available
webSensor Commerce 3.6.4 64bit	Jan 2008	Jan 2009	Jan 2009	Jan 2009
webAlarm	Not Available	Jan 2009	Jan 2009	Jan 2009
Oracle Branded Releases				
Oracle Real User Experience Insight 4.4.1	Mar 2008	Dec 2009	Dec 2010	Dec 2011
Oracle Real User Experience Insight 4.5.x	Sep 2008	Sep 2010	Sep 2012	Indefinite
Oracle Real User Experience Insight 5.x	Apr 2009	Apr 2011	Apr 2013	Indefinite
Oracle Real User Experience Insight 6.0.x	Nov 2009	Nov 2011	Nov 2013	Indefinite
Oracle Real User Experience Insight 6.5.x	Apr 2010	Apr 2012	Apr 2014	Indefinite
Oracle Real User Experience Insight 11.1.x	Oct 2010	Oct 2015	Oct 2018	Indefinite
Oracle Real User Experience Insight 12.1.x	Oct 2011	Oct 2016	Oct 2019	Indefinite
Oracle Real User Experience Insight 13.1.x	Dec 2015	Dec 2020	Dec 2023	Indefinite

The migration path for webAlarm is to use Oracle's existing service-level monitoring solution.

Oracle Application Testing Suite Releases

Legacy Releases	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
e-TEST suite 5.x and earlier	Not Available	Not Available	Not Available	Not Available
e-TEST suite 6.x	Not Available	Not Available	Not Available	Not Available
e-TEST suite 7.x	Not Available	Not Available	Not Available	Not Available
e-TEST suite 8.0	Mar 2005	Not Available	Not Available	Not Available
e-TEST suite 8.1	Jun 2006	Not Available	Not Available	Not Available
e-TEST suite 8.2	Apr 2007	Not Available	Not Available	Jun 2009

Oracle Application Testing Suite Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Application Testing Suite 8.3	Jun 2008	Jun 2010	Jun 2012	Indefinite
Oracle Application Testing Suite 8.4	Sep 2008	Sep 2010	Sep 2012	Indefinite
Oracle Application Testing Suite 8.5	Jan 2009	Jan 2011	Jan 2013	Indefinite
Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Application Testing Suite 9.0	Sep 2009	Sep 2011	Sep 2013	Indefinite
Oracle Application Testing Suite 9.1	Apr 2010	Apr 2015	Apr 2018	Indefinite
Oracle Application Testing Suite 9.2	Nov 2010	Nov 2015	Nov 2018	Indefinite
Oracle Application Testing Suite 9.3	Aug 2011	Aug 2016	Aug 2019	Indefinite
Oracle Application Testing Suite 12.x	May 2012	May 2017	May 2020	Indefinite

Oracle's mValent Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
mValent Integrity 3.x and earlier	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.0	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.1.x	Jan 2006	Not Available	Not Available	Not Available
mValent Integrity 4.2.x	Dec 2007	Not Available	Not Available	Not Available
mValent Integrity 5.0.x	Dec 2007	Not Available	Not Available	Dec 2011
mValent Integrity 5.1.x	Sep 2008	Not Available	Not Available	Dec 2011
mValent Integrity 5.2.x	Dec 2008	Not Available	Not Available	Dec 2012
mValent Integrity 5.3.x	Feb 2009	Dec 2011	Dec 2013	Indefinite

Oracle Rdb and Oracle CODASYL Database Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
7.0	Oct 1996	Aug 2007	Aug 2009	Indefinite
7.1	Jul 2001	Dec 2007	Dec 2010	Indefinite
7.2	Jan 2006	Jul 2015	Jul 2017	Indefinite
7.3	Mar 2011	Sep 2018	Sep 2021	Indefinite

OracleTimesTen In-Memory Database Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
5.0	Nov 2003	Nov 2005	Not Available	Not Available
5.1	Oct 2004	Oct 2006	Not Available	Not Available
6.0	Sep 2005	Sep 2008	Sep 2009	Indefinite
7.0	Feb 2007	Feb 2012	Feb 2015	Indefinite
11.2.1	May 2009	May 2014	May 2017	Indefinite
11.2.2	Jan 2012	Jan 2019	Jan 2022	Indefinite

The releases of the Oracle Database Enterprise Edition Option TimesTen Application-Tier Database Cache will follow the same support timeframe as the associated Oracle TimesTen In-Memory Database releases.

Oracle Berkeley DB (Formerly Sleepycat) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3.1.14	Jun 2000	Dec 2006	Dec 2007	Indefinite
3.1.17	Aug 2000	Dec 2006	Dec 2007	Indefinite
3.2.9	Jan 2001	Dec 2006	Dec 2007	Indefinite
3.3.11	July 2001	Dec 2007	Dec 2010	Indefinite
4.0.14	Dec 2001	Dec 2008	Dec 2011	Indefinite
4.1.25	Sep 2002	Dec 2008	Dec 2011	Indefinite
4.2.52	Nov 2003	Dec 2008	Dec 2011	Indefinite
4.3.29	Nov 2004	Dec 2009	Dec 2012	Indefinite
4.4.20	Nov 2005	Dec 2010	Dec 2013	Indefinite
4.5	Sep 2006	Sep 2011	Sep 2014	Indefinite

Oracle Berkeley DB (Formerly Sleepycat) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
4.6.21	Nov 2007	Nov 2012	Nov 2015	Indefinite
4.7.25	May 2008	May 2013	May 2016	Indefinite
4.8.30	Apr 2010	Apr 2015	Apr 2018	Indefinite
Berkeley DB 11.2.5.0	Nov 2010	Nov 2015	Nov 2018	Indefinite
Berkeley DB 11.2.5.1	Jan 2011	Jan 2016	Jan 2019	Indefinite
Berkeley DB 11.2.5.2	Jun 2011	Jun 2016	Jun 2019	Indefinite
Berkeley DB 11.2.5.3	Dec 2011	Dec 2016	Dec 2019	Indefinite
Berkeley DB 12.1.6.0	Jun 2013	Jun 2018	Jun 2021	Indefinite
Berkeley DB 12.1.6.1	Jun 2014	Jun 2019	Jun 2022	Indefinite
Berkeley DB 12.1.6.2	Jan 2016	Jan 2021	Jan 2024	Indefinite
Berkeley DB XML 1.2.1	Feb 2004	Dec 2007	Dec 2010	Indefinite
Berkeley DB XML 2.0.9	Jan 2005	Dec 2008	Dec 2011	Indefinite
Berkeley DB XML 2.1.8	May 2005	Dec 2008	Dec 2011	Indefinite
Berkeley DB XML 2.2.13	Jan 2006	Jan 2009	Jan 2012	Indefinite
Berkeley DB XML 2.3	Jan 2007	Jan 2012	Jan 2015	Indefinite
Berkeley DB XML 2.4	Apr 2008	Apr 2013	Apr 2016	Indefinite
Berkeley DB XML 11.2.2.5	Aug 2009	Aug 2014	Aug 2017	Indefinite
Berkeley DB XML 12.1.6.0	Sep 2014	Sep 2019	Sep 2022	Indefinite
Berkeley DB Java Edition 1.7.1	Feb 2005	Feb 2008	Not Available	Indefinite
Berkeley DB Java Edition 2.0.42	Jun 2005	Jun 2008	Jun 2010	Indefinite
Berkeley DB Java Edition 2.0.54	Jul 2005	Jul 2008	Jul 2010	Indefinite
Berkeley DB Java Edition 2.0.90	Nov 2005	Nov 2008	Nov 2010	Indefinite
Berkeley DB Java Edition 2.1.30	Jan 2006	Jan 2011	Jan 2014	Indefinite
Berkeley DB Java Edition 3.0.11	May 2006	May 2011	May 2014	Indefinite
Berkeley DB Java Edition 3.1.0	Sep 2006	Sep 2011	Sep 2014	Indefinite
Berkeley DB Java Edition 3.1.25	Oct 2006	Oct 2011	Oct 2014	Indefinite
Berkeley DB Java Edition 3.2	Dec 2006	Dec 2011	Dec 2014	Indefinite
Berkeley DB Java Edition 3.3	Jun 2008	Jun 2013	Jun 2016	Indefinite
Berkeley DB Java Edition 4.0	Dec 2009	Dec 2014	Dec 2017	Indefinite
Berkeley DB Java Edition 11.2.4	Nov 2010	Nov 2015	Nov 2018	Indefinite
Berkeley DB Java Edition 11.2.5	Dec 2011	Dec 2016	Dec 2019	Indefinite
Berkeley DB Java Edition 12.1.6	May 2014	May 2019	May 2022	Indefinite

Older releases of Oracle Berkeley DB, Oracle Berkeley DB XML, and Oracle Berkeley DB Java Edition not listed will receive indefinite Sustaining Support.

Oracle Database Lite Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
10.0	Jul 2004	Dec 2008	Dec 2010	Indefinite
10.2	Sep 2005	Dec 2009	Dec 2011	Indefinite
10.3	Apr 2007	Dec 2012	Dec 2015	Indefinite

Oracle Database Lite releases will follow the support time frames for the most recent Oracle Fusion Middleware version for which the Oracle Database Lite release is certified.

For Oracle products which require or embed Oracle Database Lite (for example Oracle Mobile Field Service and Oracle E-Business Suite), Oracle Database Lite will be supported according to the support schedule of those products, even if the support dates extend beyond those for Oracle Database Lite support.

Oracle Database Mobile Server

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.1	Oct 2011	Oct 2016	Oct 2019	Indefinite
11.2	Oct 2012	Oct 2017	Oct 2020	Indefinite
11.3	Oct 2013	Oct 2018	Oct 2021	Indefinite
12.1	Apr 2015	Apr 2020	Apr 2023	Indefinite

Oracle Reliaty Backup Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
3.1.3.x	Not Available	Aug 2007	Not Available	Not Available

Customers should plan to migrate to Oracle Secure Backup 10.1.

Oracle Secure Backup Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
10.1	Apr 2006	Dec 2008	Not Available	Indefinite
10.2	Nov 2007	May 2010	Not Available	Indefinite
10.3	Jun 2009	Dec 2012	Not Available	Indefinite
10.4	Oct 2011	Oct 2016	Not Available	Indefinite
12.1	Feb 2015	Feb 2020	Not Available	Indefinite

Oracle Warehouse Builder Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
9.2	Jul 2003	Oct 2007	Not Available	Oct 2010
10.1	Apr 2004	Jul 2007	Not Available	Jul 2010

As of 10gR2 (10.2) Oracle Warehouse Builder(OWB) ships as a part of the Database release. So from 10.2 onwards the lifecycle dates for OWB will be the same as for the Database release it ships with.

Oracle's JD Edwards EnterpriseOne Extended Process Integration (XPI) Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
8.92	Dec 2003	Jun 2008	Not Available	Not Available
8.94	Dec 2004	Dec 2008	Not Available	Not Available

Oracle's Auptyma Release

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Java Application Monitoring (All Releases)	Dec 2005	Jan 2008	Jan 2008	Not Available

Support for all legacy Auptyma products ended on January 31, 2008. Customers are advised to upgrade to the Oracle-branded product, Oracle Enterprise Manager 10gR4 (10.2.0.4).

Oracle Express Server Release

Release	GA Date	Network Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Express Server 6.3.4	Jul 2002	Dec 2007	Not Available	Dec 2010

Oracle Gateway Release's

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Gateway Release 9.2				
Oracle Access Manager for AS/400 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DRDA 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Procedural Gateway for APPC 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Procedural Gateway for IBM MQ Series 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Transparent Gateway for DB2 9.2	Jul 2002	Jul 2007	Not Available	Indefinite
Oracle Gateway Release 10.1				
Oracle Access Manager for AS/400 10.1	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400 10.1	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DRDA 10.1	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Procedural Gateway for APPC 10.1	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Transparent Gateway for DB2 10.1	Jan 2004	Jan 2009	Not Available	Indefinite
Oracle Gateway Release 10.2				
Oracle Access Manager for AS/400 10.2	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DB2/400 10.2	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DRDA 10.2	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Procedural Gateway for APPC 10.2	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Procedural Gateway for WebSphere MQ 10.2	Jul 2005	Jul 2010	Not Available	Indefinite
Oracle Transparent Gateway for DB2 10.2	Jul 2005	Jul 2011	Not Available	Indefinite
Oracle Gateway Release 11.1				
Oracle Database Gateway for Websphere MQ 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for APPC 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for DRDA 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for VSAM 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for IMS 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for Adabas 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for SQL Server 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite

Oracle Gateway Release's (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Database Gateway for Teradata 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for Informix 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Database Gateway for Sybase 11.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Gateway Release 11.2				
Oracle Database Gateway for Websphere MQ 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for APPC 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for DRDA 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for VSAM 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for IMS 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for Adabas 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for SQL Server 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for Teradata 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for Informix 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Database Gateway for Sybase 11.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Gateway Release 12.1				
Oracle Database Gateway for Websphere MQ 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for APPC 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for DRDA 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for SQL Server 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for Teradata 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for Sybase 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite
Oracle Database Gateway for Informix 12.1	Jun 2013	Jun 2018	Jun 2021	Indefinite

* Oracle Access Manager for AS/400 10.2 is the terminal release

** Oracle Transparent Gateway for DB2/400 10.2 is the terminal release, customers should migrate to Oracle Database gateway for DRDA

Oracle's TripleHop Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
MatchPoint 2.x	Jun 2002	Not Available	Not Available	Not Available
MatchPoint 3.x	Oct 2003	Not Available	Not Available	Sep 2008

Customers should plan to migrate to latest version of Oracle Secure Enterprise Search.

Oracle Secure Enterprise Search

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Secure Enterprise Search 10.1.8	Apr 2007	Jan 2012	Not Available	Indefinite
Secure Enterprise Search 11.1	Feb 2010	Feb 2015	Not Available	Indefinite
Secure Enterprise Search 11.2	Jul 2013	Jan 2018	Not Available	Indefinite

Oracle Application Express (Formerly HTML DB)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
1.6	Jul 2005	Dec 2008	Not Available	Indefinite
2.0	Sep 2005	Dec 2008	Not Available	Indefinite
2.2	Aug 2006	Aug 2009	Not Available	Indefinite
3.0	Mar 2007	Mar 2010	Not Available	Indefinite
3.1	Feb 2008	Feb 2011	Not Available	Indefinite
3.2	Feb 2009	Feb 2012	Not Available	Indefinite
4.0	Jun 2010	Jun 2015	Not Available	Indefinite
4.1	Aug 2011	Aug 2016	Not Available	Indefinite
4.2	Oct 2012	Oct 2017	Not Available	Indefinite
5.0	Apr 2015	Apr 2020	Not Available	Indefinite
5.1	Dec 2016	Dec 2021	Not Available	Indefinite

Oracle Fail Safe Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Fail Safe 3.3.2	Nov 2002	Jul 2007	Not Available	Indefinite
Oracle Fail Safe 3.3.3	Apr 2004	Mar 2009	Not Available	Indefinite
Oracle Fail Safe 3.3.4	Nov 2005	Jul 2010	Not Available	Indefinite
Oracle Fail Safe 3.4.1	Aug 2007	Aug 2012	Aug 2015	Indefinite
Oracle Fail Safe 3.4.2	Sep 2009	Jan 2015	Jan 2018	Indefinite
Oracle Fail Safe 4.1.x	Jun 2013	Jun 2018	Jun 2021	Indefinite

Oracle's ClearApp Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Acsera Manager 5.1	Not Available	Not Available	Not Available	Not Available
QuickVision 6.0	Not Available	Not Available	Not Available	Jun 2010
QuickVision 6.1	Not Available	Not Available	Not Available	Indefinite
QuickVision 7.0	Not Available	Dec 2009	Dec 2010	Indefinite
QuickVision 7.5	Sep 2008	Dec 2010	Dec 2011	Indefinite
Oracle Branded Releases				
Oracle Composite Application Monitor and Modeler 10.2.0.4	Nov 2008	Oct 2010	Oct 2013	Indefinite

The migration path for QuickVision 7.5 is to use Oracle Composite Application Monitor and Modeler. Oracle Composite Application Monitor and Modeler is part of Oracle Grid Control release 10.2.x. To be eligible for Premier Support and Extended Support coverage, a mandatory patch for QuickVision 7.0 must be applied.

Oracle Virtual Iron Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.0.4 and earlier	Sep 2007	Not Availalble	Not Availalble	Not Availalble
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.0.5	Sep 2007	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.1.4	Oct 2007	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.9	Dec 2007	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.11	Jan 2008	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.13	Jan 2008	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.2.14	Feb 2008	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition and Virtual Iron Enterprise Edition 4.3.8	Apr 2008	Not Availalble	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition 4.4.13	Sep 2008	Sep 2009	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition 4.4.15	Oct 2008	Oct 2009	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition 4.5.13	Jan 2009	Jan 2010	Not Availalble	Indefinite
Virtual Iron Extended Enterprise Edition 4.5.16	Feb 2009	Feb 2010	Not Availalble	Indefinite

Oracle's Secerno Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Previous Secerno Releases	Various	Jan 2012	Not Available	Indefinite

Oracle Audit Vault and Database Firewall Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Database Firewall 5.x	Jan 2011	Jan 2016	Not Available	Indefinite
Oracle Audit Vault 10.2.3	Jun 2008	Jun 2013	Not Available	Indefinite
Oracle Audit Vault 10.3	Dec 2011	Dec 2016	Not Available	Indefinite
Oracle Audit Vault and Database Firewall 12.1	Dec 2012	Dec 2017	Not Available	Indefinite
Oracle Audit Vault and Database Firewall 12.2	Dec 2015	Aug 2020	Not Available	Indefinite

Oracle's Key Vault Releases

Oracle Key Vault 12.2	Feb 2016	Feb 2019	Not Available	Indefinite

Oracle's MySQL Releases

Release	GA Date	Premier Support End	Extended Support End	Sustaining Support End
MySQL Database 5.0	Oct 2005	Dec 2011	Not Available	Indefinite
MySQL Database 5.1	Dec 2008	Dec 2013	Not Available	Indefinite
MySQL Database 5.5	Dec 2010	Dec 2015	Dec 2018	Indefinite
MySQL Database 5.6	Feb 2013	Feb 2018	Feb 2021	Indefinite
MySQL Database 5.7	Oct 2015	Oct 2020	Oct 2023	Indefinite
MySQL Cluster 6	Aug 2007	Mar 2013	Not Available	Indefinite
MySQL Cluster 7.0	Apr 2009	Apr 2014	Not Available	Indefinite
MySQL Cluster 7.1	Apr 2010	Apr 2015	Not Available	Indefinite
MySQL Cluster 7.2	Feb 2012	Feb 2017	Feb 2020	Indefinite
MySQL Cluster 7.3	Jun 2013	Jun 2018	Jun 2021	Indefinite
MySQL Cluster 7.4	Feb 2015	Feb 2020	Feb 2023	Indefinite
MySQL Cluster 7.5	Oct 2016	Oct 2021	Oct 2024	Indefinite

Oracle's NoSQL Database Releases

Release	GA Date	Premier Support End	Extended Support End	Sustaining Support End
11.2.1	Oct 2011	Oct 2016	Oct 2019	Indefinite
11.2.2	Nov 2012	Nov 2017	Nov 2020	Indefinite
12.1.2	Jul 2013	Jul 2018	Jul 2021	Indefinite
12.1.3	Mar 2014	Mar 2019	Mar 2022	Indefinite
12.1.4	Jun 2016	Jun 2021	Jun 2024	Indefinite

Oracle Big Data Appliance

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Big Data SQL 1.0	Sep 2013	Sep 2018	Sep 2021	Indefinite
Oracle Big Data SQL 2.0	Oct 2015	Oct 2020	Oct 2023	Indefinite
Cloudera's Distribution including Apache Hadoop 4.x	Jun 2012	Jun 2017	Not Available	Not Available
Cloudera's Distribution including Apache Hadoop 5.x	Apr 2014	Apr 2019	Not Available	Not Available

Lifetime Support Policy:

Our Commitment to Deliver a Superior Ownership Experience

Oracle Exadata Storage Server Software

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.1.x	Sep 2008	Sep 2013	Not Available	Indefinite
11.2.x	Sep 2009	Sep 2014	Sep 2017	Indefinite
12.1	Dec 2013	Dec 2018	Dec 2021	Indefinite

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more choice, and more certainty. It all amounts to an Oracle Superior Ownership Experience—available only with the industry's most advanced support offering, Oracle Lifetime Support.

CONTACT US

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Oracle Lifetime Support Policy: Oracle and Sun System Software

ORACLE

Table of Contents

This brochure provides lifecycle timeframes for system software that is typically sold standalone, but used in conjunction with specific Oracle or Sun products. Product areas include server and storage management, Sun third-party, communication and collaboration and Sun Ray.

Additional Sun software is located in the Oracle Fusion Middleware, Oracle Technology and Oracle Applications Lifetime Support Policy brochures located on www.oracle.com.

Please see the Oracle Software Technical Support Policies document located on www.oracle.com for additional terms and descriptions.

Oracle Premier Support for System Software

Oracle Communications Session Border Controller (Acme Packet) 6
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- Major product and technology releases for software
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- Certification with most new third-party products/versions and most new Oracle products
- Assistance with service requests 24 hours per day, 7 days a week
- Access to My Oracle Support
- Non-technical customer service during normal business hours

Extended Support For Software

For selected products, Oracle may extend the technical support period by offering Extended Support for a three year period. With Extended Support, you receive access to technical experts, backed by industry leading online tools and knowledgebase resources. You benefit from:

- Major product and technology releases for software
- Program updates, fixes and security alerts
- General maintenance releases, selected functionality releases and documentation updates
- Upgrade tools/scripts
- Assistance with service request 24 hours per day, 7 days a week
- Access to My Oracle Support
- Non-technical customer service during normal business hours

- Extended Support does not include:
  - Certification with most new third-party products/versions or most new Oracle products

Sustaining Support For Software

For selected products, Oracle may offer Sustaining Support for an indefinite period. Sustaining Support applies after Extended Support expires or should you not purchase Extended Support, immediately after Premier expires. With Sustaining Support, you receive continued access to technical experts, backed by industry leading online tools and knowledgebase resources. You benefit from:

- Major product and technology releases for software
- Program updates, fixes and security alerts created during the Premier Support period
- General maintenance releases, selected functionality releases and documentation updates created during the Premier Support period
- Upgrade tools/scripts created during the Premier Support period
- Assistance with service request 24 hours per day, 7 days a week
- Access to My Oracle Support
- Non-technical customer service during normal business hours

- Sustaining Support does not include:
  - New program updates, fixes, security alerts, general maintenance releases, selected functionality releases and documentation updates or upgrade tools
  - Certification with most new third-party products/versions and most new Oracle products
  - 24 hour commitment and response guidelines for Severity 1 service requests
  - Previously released fixes or updates that Oracle no longer supports

For more details on program deliverables, please refer to the appropriate datasheets and support policy documents located at www.oracle.com.

Oracle Communications Session Border Controller (Formerly Acme Packet Net-Net Session Director)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.x	Jul 2008	Jun 2016	Not Available	Indefinite
S-Cz7.x	Dec 2012	Dec 2017	Not Available	Indefinite
S-D7.x	Jun 2009	Aug 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Tunneled Session Controller (Formerly Acme Packet Net-Net Tunneled Session Manager)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.4.6*	Mar 2014	Jun 2016	Not Available	Indefinite
TSM/SDK 1.x	May 2012	Mar 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. The Oracle Communications Session Border Controller will become the parent product of the Tunneled Session Controller following the S-Cx6.x release.

Oracle Communications Application Session Controller (Formerly Acme Packet Net-Net Application Session Controller)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
E3.x	Jun 2013	Jun 2018	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Unified Session Manager (Formerly Acme Packet Net-Net SIP Multimedia Express)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-C[x]6.x	Aug 2012	Jan 2016	Not Available	Indefinite
S-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Subscriber Aware Load Balancer (Formerly Acme Packet Net-Net Session Aware Load Balancer)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
L-Cx1.x	Aug 2010	May 2016	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Border Gateway (Formerly Acme Packet Net-Net Border Gateway)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
C4.5.x	Aug 2007	Jun 2016	Not Available	Indefinite
S-Cx6.x	Sept 2008	Jun 2016	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Core Session Manager

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-C[z]6.x	Aug 2012	Jan 2016	Not Available	Indefinite
S-Cz7.x	Apr 2014	Apr 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Router (Formerly Acme Packet Net-Net Session Router)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
S-Cx6.x	Jul 2008	Jun 2016	Not Available	Indefinite
S-Cz7.x	Dec 2012	Dec 2017	Not Available	Indefinite
S-D7.x	Jun 2009	Aug 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Security Gateway (Formerly Acme Packet Net-Net Security Gateway)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
M-Cx1.x	Jun 2009	Dec 2011	Not Available	Indefinite
M-Cx2.x	Jun 2012	Dec 2014	Not Available	Indefinite
M-Cx3.x	Jan 2013	Jul 2015	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Monitor Family of Products (Formerly Acme Packet Palladion Products)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Palladion 2.x	Jun 2008	Dec 2013	Not Available	Indefinite
OCSM 3.x	Jan 2013	Jan 2018	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product; Oracle Communications Operations Monitor, Oracle Communications Fraud Monitor, Oracle Communications Control Plan Monitor and Oracle Enterprise Operations Monitor. The same option may be available with multiple products however, the option will still follow the same support timeframe as the parent product.

Extensions will follow the support timeframe of the product; Media Quality Extension, SIGTRAN Protocol Extension. Mediation Engine Connector Extension

Oracle Communications Interactive Session Recorder (Formerly Acme Packet Net-Net Interactive Session Recorder)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
ISR 4.x	May 2012	Nov 2014	Not Available	Indefinite
ISR 5.x	Aug 2012	Aug 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Session Delivery Management Suite (Formerly Acme Packet Net-Net Central)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
EMS 6.x	Dec 2009	Feb 2013	Not Available	Indefinite
NNC 7.x	Jun 2011	Dec 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. Oracle Fraud Monitor, Oracle Session Element Manager, Oracle Session Route Manager, Oracle Enterprise Trunk Manager, Oracle Enterprise Trunk Manager and Oracle Session Report Manager.

The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle Communications Enterprise Trunk Manager (Formerly Acme Packet Net-Net Central SIP Trunk Express)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
7.x	Sep 2012	Sep 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product. 7.3 is the final stand-alone release of the Enterprise Trunk Manager. All future releases are integrated into the Oracle Communications Session Delivery Management Suite.

Oracle Enterprise Session Border Controller (Formerly Acme Packet Net-Net Enterprise Session Director)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
EC[xz]6.x	May 2012	Oct 2016	Not Available	Indefinite
7.x (ECz)	Jul 2014	Jul 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products and those options follow the same support timeframe as the parent product.

Oracle Enterprise Broker (Formerly Acme Packet Net-Net Enterprise Communications Broker)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
PCz1.x	Oct 2013	Oct 2018	Not Available	Indefinite
2.x (PCz)	Jul 2014	Jul 2019	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Acme Packet Net-Net Diameter Director

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
D-Cx1.x	Apr 2012	Oct 2014	Not Available	Indefinite
D-Cz2.x	May 2012	Apr 2017	Not Available	Indefinite

For information on versioning, bug fix and patch release policies, please refer to the "Error Correction Support Policy" located on MyOracle Support. (Doc ID 1901448.1)

Product options will follow the same support time frame as the parent product. The same option may be available with multiple products however the option will still follow the same support timeframe as the parent product.

Oracle's Xsigo Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
XMS (XFM) 3.3.0	Aug 2011	Aug 2016	Not Available	Indefinite
XMS (XFM) 4.0	Jun 2012	Jun 2017	Not Available	Indefinite
Fabric Accelerator 1.0.1	May 2012	May 2017	Not Available	Indefinite

Oracle Exadata Storage Server Software

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
11.1.x	Sep 2008	Sep 2013	Not Available	Indefinite
11.2.x	Sep 2009	Sep 2014	Sep 2017	Indefinite
12.1	Dec 2013	Dec 2018	Dec 2021	Indefinite

Oracle's Sun Third Party Software Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorEdge Enterprise Backup Software (EBS) 7.1	May 2004 - May 2009	Nov 2010	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.2	Jan 2005	Nov 2010	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.2 Update 1	Aug 2005	Nov 2010	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.3	Jan 2006	Nov 2010	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.4	Jul 2007	Oct 2011	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.5	Jan 2009	Jan 2012	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) 7.6	Nov 2009	Jan 2012	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) Disk Backup Option	Not Available	Apr 2011	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) Networker Powersnap module capacity licenses	Jul 2005	Apr 2011	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) Powersnap module license for Sun 6000 series & Availability Suite 1TB capacity license	Not Available	Nov 2010	Not Available	Jun 2013
Sun StorEdge Enterprise Backup Software (EBS) Virtual Tape Library Option	May 2007	Apr 2011	Not Available	Jun 2013
IPStor 5.0 by FalconStor	Nov 2006	Oct 2008	Not Available	Feb 2011
IPStor 5.1 by FalconStor	Apr 2007	Dec 2009	Not Available	Feb 2011
IPStor 6.0 by FalconStor	Jun 2008	Feb 2011	Not Available	Not Available
IPStor 6.1 by FalconStor	Aug 2008	Feb 2011	Not Available	Not Available
Parallel Access Volumes (PAV)	Not Available	Oct 2014	Not Available	Not Available
SANtricity Storage Manager 9.1x	Jun 2007	Oct 2010	Not Available	Feb 2012
SANtricity Storage Manager 10.0	Jun 2008	May 2011	Not Available	Feb 2012
SANtricity Storage Manager 10.3	Nov 2008	Jan 2012	Not Available	Feb 2012
SANtricity Storage Manager 10.5	May 2009	Feb 2012	Not Available	Not Available
SANtricity Storage Manager 10.6	Oct 2009	Feb 2012	Not Available	Not Available
SuSE/Novell - Release 8, 9, 10 & 11	Not Available	Jan 2011	Not Available	Not Available
VMware	Not Available	Jan 2011	Not Available	Not Available

Oracle's Sun Third Party Software Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Windows/MS	Not Available	Jan 2011	Not Available	Not Available
Veritas File System 4.0	Feb 2004	Dec 2007	Not Available	Dec 2011
Veritas File System 4.1	Apr 2005	Sep 2009	Not Available	Dec 2012
Veritas NetBackup 5.0	Apr 2004	Apr 2008	Not Available	Apr 2012
Veritas NetBackup 5.1	Jul 2004	Apr 2008	Not Available	Apr 2012
Veritas NetBackup 6.0	Oct 2005	Mar 2012	Not Available	Dec 2012
Veritas NetBackup 6.5	Sep 2007	Sep 2012	Not Available	Dec 2012
Veritas NetBackup Option Flexible Disk Option 6.5	Sep 2007	Mar 2011	Not Available	Dec 2012
Veritas NetBackup Option NAS Snapvault 6.5	Sep 2007	Mar 2011	Not Available	Dec 2012
Veritas NetBackup Option Openstorage Disk Option 6.5	Sep 2007	Mar 2011	Not Available	Dec 2012
Veritas NetBackup Option Virtual Tape 6.5	Sep 2007	Mar 2011	Not Available	Dec 2012
Veritas NetBackup 7.0	Mar 2010	Dec 2012	Not Available	Not Available
Veritas Storage Foundation (VSF) 4.0	Not Available	Sep 2007	Not Available	Dec 2012
Veritas Storage Foundation (VSF) 4.1 (Base)	Apr 2005	Sep 2009	Not Available	Dec 2012

Oracle's Sun Third Party Software Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Veritas Storage Foundation (VSF) 4.1 (x64 S10 Ph 2)	Jan 2006	Feb 2012	Not Available	Dec 2012
Veritas Storage Foundation (VSF) 4.1 (x64 S10 Opteron Ph 1)	Jan 2006	Feb 2010	Not Available	Dec 2012
VERITAS Storage Foundation (VSF) 5.0	Jul 2006	Jun 2012	Not Available	Dec 2012
VERITAS Storage Foundation (VSF) 5.0 for x64	Jul 2006	Jun 2012	Not Available	Dec 2012
VERITAS Storage Foundation (VSF) 5.0 MP3	Oct 2008	Jun 2012	Not Available	Dec 2012
VERITAS Storage Foundation (VSF) 5.1	Dec 2009	Dec 2012	Not Available	Not Available
VERITAS Volume Manager (VxVM) 3.5	Not Available	Mar 2007	Not Available	Mar 2011
VERITAS Volume Manager (VxVM) 4.0	Feb - Apr 2004	Dec 2007	Not Available	Dec 2011
VERITAS Volume Manager (VxVM) 4.1	Apr 2005	Sep 2009	Not Available	Dec 2012
VERITAS Volume Manager (VxVM) 4.1 Cluster Functionality License	Not Available	Nov 2009	Not Available	Dec 2012

Oracle's Sun Communication & Collaboration Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
iPlanet Calendar Server 5.1.1.	Aug 2002	Mar 2007	Not Available	Indefinite
iPlanet Enterprise Connectors 6.5 CICS/PeopleSoft/SAP/Tux/R/3	Sep 2002	Apr 2009	Not Available	Indefinite
iPlanet Messaging Server 5.0	Nov 2000	Apr 2003	Not Available	Indefinite
iPlanet Messaging Server 5.1	May 2001	Mar 2004	Not Available	Indefinite
iPlanet Messaging Server 5.2	Feb - Oct 2002	May 2007	Not Available	Indefinite
Sun GlassFish Enterprise Platform	Nov 2008	Oct 2010	Not Available	Indefinite
Sun Java Desktop System Release 2 (Linux)	Not Available	Aug 2007	Not Available	Indefinte
Sun Java Desktop System Release 2 (Solaris)	Not Available	Oct 2009	Not Available	Indefinite
Sun Java Enterprise System (Release 1)	Dec 2003	Oct 2008	Not Available	Indefinite
Sun Java Enterprise System (Release 2)	May - Jun 2004	Oct 2008	Not Available	Indefinite
Sun Java Enterprise System (Release 3)	Feb - Aug 2005	Feb 2009	Not Available	Indefinite
Sun Java Enterprise System (Release 4)	Oct 2005 - Feb 2006	Jun 2010	Not Available	Indefinite
Sun Java Enterprise System (Release 4) with JCAPS promotion	Mar 2006	Jun 2010	Not Available	Indefinite

Oracle's Sun Communication & Collaboration Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun Java Enterprise System Release 5	Mar - Aug 2007	Jul 2011	Not Available	Indefinite
Sun Java System Access Manager 6.3	Feb 2005	Aug 2009	Not Available	Indefinite
Sun Java System Calendar Server 6.0	Jan 2004	Oct 2008	Not Available	Indefinite
Sun Java System Calendar Server 6.1	Jun 2004	Oct 2008	Not Available	Indefinite
Sun Java System Calendar Server 6.2	Mar 2005	Jun 2010	Not Available	Indefinite
Sun Java System Calendar Server 6.3	Apr 2007	Oct 2013	Not Available	Indefinite
Sun Java System Content Delivery Server 4.0	Aug 2004	Jul 2009	Not Available	Indefinite
Sun Java System Content Delivery Server 5.0	Nov 2005	Jan 2010	Not Available	Indefinite
Sun Java System Directory Editor	Jan 2005	Dec 2007	Not Available	Indefinite
Sun Java System Directory Editor 1.0	Mar 2005	Dec 2007	Not Available	Indefinite
Sun Java System Directory Server Enterprise Bundle*	Jul 2004	Mar 2007	Not Available	Indefinite
Sun Java System Identity Manager Service Provider Edition 1.0	Oct 2005	Feb 2008	Not Available	Indefinite
Sun Java System Identity Manager Service Provider Edition 1.1	Jan 2006	May 2008	Not Available	Indefinite
Sun Java System Identity Synchronization for Windows 1.1	Sep 2004	May 2006	Not Available	Indefinite
Sun Java System Registry Server 3.0	Oct 2005	Jun 2010	Not Available	Indefinite
Sun Java System RFID Software 1.0	Jul 2004	Mar 2007	Not Available	Indefinite
Sun Java System RFID Software 2.0 (Asian Version)	Jun 2005	May 2008	Not Available	Indefinite
Sun Java System RFID Software 2.0 (English only)	Apr 2005	Aug 2006	Not Available	Indefinite
Sun Java System RFID 3.0	Feb 2006	May 2008	Not Available	Indefinite
Sun Java System RFID Software Reader Adapters	Nov 2004	May 2008	Not Available	Indefinite
Sun Java System SAMLv2 Plugin for Federation Services	Feb 2006	May 2010	Not Available	Indefinite
Sun Java Web Infrastructure Suite	Not Available	Jan 2010	Not Available	Indefinite
Sun ONE Active Server Pages (ASP) 4.0	Apr 2003	Aug 2008	Not Available	Indefinite
Sun ONE Active Server Pages (ASP) 4.0.1	Nov 2003	Aug 2008	Not Available	Indefinite
Sun ONE Active Server Pages (ASP) 4.0.2	Feb 2005	Aug 2008	Not Available	Indefinite
Sun ONE Connector Builder 2.0	Oct 2002	Apr 2009	Not Available	Indefinite
Sun ONE Content Delivery Server 3.6.1	Jan - Mar 2004	Aug 2006	Not Available	Indefinite
Sun ONE Directory Proxy Server 5.2	Aug 2003 - Oct 2005	May 2006	Not Available	Indefinite

* Sun Java System DSEE (Directory Server Enterprise Edition) can be found in the Fusion Middleware brochure

Oracle's Sun Communication & Collaboration Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun ONE Identity Synchronization for Windows 1.0	Nov 2003 - Apr 2004	May 2006	Not Available	Indefinite
Sun ONE Instant Messaging 6.1	Dec 2003	Jun 2008	Not Available	Indefinite
Sun ONE Integration Server B2B Edition 3.6.3	Feb 2004	Aug 2010	Not Available	Indefinite
Sun ONE Integration Server Secure Trading Agent 1.0	Apr 2003	Apr 2009	Not Available	Indefinite
Sun ONE Messaging Server 6.0	Dec 2003	Oct 2008	Not Available	Indefinite
Sun Java System Messaging Server 6.1	Jun 2004	Oct 2008	Not Available	Indefinite
Sun Java System Messaging Server 6.2	Mar 2005	Jun 2010	Not Available	Indefinite
Sun Java System Messaging Server 6.3	Mar 2007	Mar 2012	Not Available	Indefinite
Sun Java System Messaging Server 7.0	Jul 2008	Jul 2016	Not Available	Indefinite
Sun Java System Instant Messaging 7.0	Mar 2005	Jun 2010	Not Available	Indefinite
Sun Java System Instant Messaging 7.1	Oct 2005	Jun 2010	Not Available	Indefinite
Sun Java System Instant Messaging 7.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun Java System Instant Messaging 7.3	Jul 2008	Jul 2013	Not Available	Indefinite
Sun Java System Instant Messaging 8.0	Dec 2008	Dec 2013	Not Available	Indefinite
Sun ONE XML Adapters (Oracle, Siebel, SAP, MQSeries)	Feb 2002	Apr 2009	Not Available	Indefinite
Sun SeeBeyond eTL Integrator 5.1.1	Not Available	Nov 2008	Not Available	Indefinite
Sun SeeBeyond eWay Intelligent Adapters 5.0.5	Not Available	Nov 2008	Not Available	Indefinite
Sun SeeBeyond eXchange Manager Commerce One	Not Available	Jan 2014	Jan 2017	Indefinite
Vaau 2.x	Not Available	Jan 2011	Not Available	Indefinite
Vaau 3.x	Not Available	Jan 2011	Not Available	Indefinite

Oracle's Sun Storage Management Application Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
BakBone NetVault Software 7.4.x	Feb 2007	Nov 2009	Not Available	Jan 2014
BakBone NetVault Software 8.0	Jan 2008	Nov 2009	Not Available	Jan 2014
C2MS Solutions Powered by AXS-One	Aug 2007	Oct 2009	Not Available	Nov 2013
Horizon Monitoring Software for L700 Tape Library	Not Available	Dec 2009	Not Available	Dec 2012
Infinite Archive System (IAS)	Sep 2008	Dec 2011	Not Available	Dec 2014

Oracle's Sun Storage Management Application Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun Java StorageTek Compliance Suite	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorageTek Consolidation Suite	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorageTek Content Suite	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorageTek Continuity Suite	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorageTek Software 2005Q4 1.1	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorageTek Software Subscriptions	Not Available	Nov 2009	Not Available	Indefinite
Sun Java StorEdge Software and Suites 2005Q2 1.0	Not Available	Jun 2008	Not Available	Indefinite
Sun StoragEdge Enterprise Storage Manager (ESM) Advanced Applications 3.0	Dec 2004	Apr 2012	Not Available	Apr 2015
Sun StoragEdge Enterprise Storage Manager (ESM) Advanced Applications 3.0.1	Dec 2004	Apr 2012	Not Available	Apr 2015
StorageTek Library Attach 1.4.2	Apr 2007	Jun 2010	Not Available	Indefinite
StorageTek Library Attach 1.4.3	Jun 2010	Jun 2015	Not Available	Indefinite
Sun StorageTek ACSLS 6	Apr 2001	Aug 2003	Not Available	Indefinite
Sun StorageTek ACSLS 6.1 J	Jun 2002	Dec 2004	Not Available	Indefinite
Sun StorageTek ACSLS 7.0	Sep 2003	Oct 2005	Not Available	Indefinite
Sun StorageTek ACSLS 7.1	May 2004	Nov 2008	Not Available	Indefinite
Sun StorageTek ACSLS 7.1.1	Jun 2006	Nov 2008	Not Available	Indefinite
Sun StorageTek ACSLS 7.2	Dec 2007	Dec 2009	Not Available	Indefinite
Sun StorageTek ACSLS 7.3	Apr 2008	Oct 2012	Not Available	Indefinite
Sun StorageTek ACSLS 8.1	Dec 2011	Dec 2016	Not Available	Indefinite
Sun StorageTek ACSLS HA 8.1	Dec 2011	Dec 2016	Not Available	Indefinite
Sun StorageTek ACSLS 8.2	Sep 2012	Sep 2017	Not Available	Indefinite
Sun StorageTek ACSLS High Availability 2.0	Dec 2007	Dec 2009	Not Available	Indefinite
Sun StorageTek ACSLS HA 2.0 (for ACSLS 7.2)	Jun 2007	Dec 2009	Not Available	Indefinite
Sun StorageTek ACSLS HA 3.0 (for ACSLS 7.3)	Jun 2008	Oct 2012	Not Available	Indefinite
Sun StorageTek ACSLS 8.0	Oct 2009	Oct 2014	Not Available	Indefinite
Sun StorageTek ACSLS HA 8.0	Oct 2009	Oct 2014	Not Available	Indefinite
Sun StorageTek Availability Suite (AVS) 3.0	Not Available	Jun 2010	Not Available	Indefinite
Sun StorageTek Availability Suite (AVS) 3.2	Dec 2003	Sep 2011	Not Available	Indefinite
StorageTek Tape Analytics 1.0	Apr 2012	Apr 2017	Not Available	Indefinite
StorageTek Tape Analytics 2.0	Apr 2014	Apr 2019	Not Available	Indefinite

Oracle's Sun Storage Management Application Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorageTek Availability Suite (AVS) 4.0*	Jun 2006	Sep 2015	Jan 2018	Indefinite
Sun StorageTek Backup Manager 1.0	Sep 2007	Mar 2011	Not Available	Indefinite
Sun StorageTek Business Analytics 5.0 SP1	May 2006	Sep 2009	Not Available	Indefinite
Sun StorageTek Business Analytics 5.1	Dec 2006	Sep 2009	Not Available	Indefinite
Sun StorageTek Enterprise Storage Manager Advanced Applications 4.0	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorageTek Enterprise Storage Manager Base Applications 3.0	Jun 2005	Apr 2012	Not Available	Apr 2015
Sun StorageTek Enterprise Storage Manager Base Applications 4.0	Sep 2005	Apr 2012	Not Available	Apr 2015
Sun StorageTek Enterprise Storage Manager Operations Manager 4.1	Feb 2006	Apr 2010	Not Available	Apr 2014
Sun StorageTek ESM Base Applications 4.0	Sep 2005	Apr 2010	Not Available	Apr 2013
Sun StorageTek Gresham Enterprise DistribuTape EDT software	Oct 2006	Oct 2011	Not Available	Sep 2014
Sun StorageTek Operations Manager Software 5.1	Oct 2006	Apr 2010	Not Available	Apr 2014
Sun StorageTek Operations Manager Software 6.0	Apr 2008	Apr 2010	Not Available	Apr 2014
Sun StorageTek Transparent Data Migration Facility (TDMF)	Not Available	Oct 2009	Not Available	Sep 2012
Sun StorageTek Transparent Data Migration Facility (TDMF) Full	Not Available	Sep 2010	Not Available	Sep 2012
Sun StorEdge Application Module for Exchange	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Application Module for Microsoft SQL-Server	Nov 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Application Module for Oracle	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Application Module for Sybase	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Asset Management & Accounting	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Component Manager 1.0	Not Available	Jul 2010	Not Available	Indefinite
Sun StorEdge Component Manager 2.1	Not Available	Jul 2010	Not Available	Indefinite
Sun StorEdge Component Manager 2.2	Not Available	Jul 2010	Not Available	Indefinite
Sun StorEdge Enterprise Storage Manager 2.0	Not Available	Jun 2007	Not Available	Indefinite
Sun StorEdge Enterprise Storage Manager 2.1	Apr 2004	Jun 2007	Not Available	Indefinite
Sun StorEdge Global Reporter	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Management Console 1.0	Not Available	Jul 2010	Not Available	Indefinite
Sun StorEdge Operations Manager	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Operations Module for NetApp	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Protection Manager for Veritas NetBackup	Sep 2005	Apr 2010	Not Available	Apr 2014
Sun StorEdge Provisioning Manager	Sep 2005	Apr 2010	Not Available	Apr 2014

Oracle's Sun Storage Management Application Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorEdge Resource Management Suite 6.0	Not Available	Jun 2007	Not Available	Indefinite
Sun StorEdge Resource Manager	Sep 2005	Apr 2010	Not Available	Apr 2014
Oracle Hierarchical Storage Manager 6.0	Mar 2015	Mar 2020	Not Available	Indefinite
Oracle Hierarchical Storage Manager 6.1	Apr 2016	Apr 2021	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.0	Not Available	Aug 2007	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.1	Jun 2004	Nov 2008	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.2	Sep 2004	Nov 2008	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.3	Jan 2005	Oct 2009	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.4	Sep 2005	Oct 2009	Not Available	Indefinite
Sun StorEdge QFS and Sun StorEdge SAM-FS 4.5	Apr 2006	Oct 2009	Not Available	Indefinite
Sun StorageTek QFS and Sun StorageTek Storage Archive Manager 4.6	Apr 2007	Dec 2011	Not Available	Indefinite
Sun QFS and Sun Storage Archive Manager 5.0	Apr 2009	Not Available	Not Available	Indefinite
Sun QFS and Sun Storage Archive Manager 5.1	Apr 2010	Apr 2015	Apr 2018	Indefinite
Sun QFS and Sun Storage Archive Manager 5.2	Nov 2010	Nov 2015	Not Available	Indefinite
Sun QFS and Sun Storage Archive Manager 5.3	Jun 2012	Jun 2017	Not Available	Indefinite
Sun QFS and Sun Storage Archive Manager 5.4	Aug 2014	Aug 2019	Not Available	Indefinite
Sun StorEdge Traffic Manager 2.1 Win2K/WinNT	Not Available	Jan 2011	Not Available	Indefinite
Sun StorEdge Traffic Manager 2.1.1 Win2K/WinNT	Not Available	Jan 2011	Not Available	Indefinite
Sun StorEdge Traffic Manager 3.0	Not Available	Jan 2011	Not Available	Indefinite
Sun StorEdge Traffic Manager 3.1	Feb 2004	Jun 2009	Not Available	Indefinite
Sun StorEdge Traffic Manager 4.5	Jul 2004	Jan 2011	Not Available	Indefinite
Sun StorEdge Traffic Manager 4.6	Not Available	Jan 2011	Not Available	Indefinite
Oracle Snap Management Utility for Oracle Database	Feb 2013	Feb 2018	Not Available	Indefinite

*AVS 4.0 will follow the Solaris 10 Lifetime Support Extended Support end date.

Oracle's Sun System and Network Management Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
N1 Grid Infrastructure Provisioning System 5.0	May 2005	Aug 2008	Not Available	Indefinite
N1 Grid Provisioning Server 3.1, Blades Edition	Mar 2004	Jun 2008	Not Available	Indefinite
N1 Grid Service Provisioning System 5.0	Dec 2004	Aug 2008	Not Available	Indefinite
N1 Service Provisioning System 4.1	Feb 2004	Jun 2006	Not Available	Indefinite
N1 Service Provisioning System 5.0	May 2005	Nov 2007	Not Available	Indefinite
N1 Service Provisioning System 5.1	Sep 2005	Feb 2009	Not Available	Indefinite
N1 Service Provisioning System 5.2	Apr 2006 - May 2006	Apr 2011	Not Available	Indefinite
N1 Service Provisioning System 6.0	Aug 2007 - Apr 2009	Apr 2011	Not Available	Indefinite
N1 System Manager 1.1	Sep 2005	Jun 2009	Not Available	Indefinite
N1 System Manager 1.2	Nov 2005	Feb 2010	Not Available	Indefinite
N1 System Manager 1.3	Apr 2006	Jun 2010	Not Available	Indefinite
N1 System Manager 1.3.1	Aug 2006	Oct 2010	Not Available	Indefinite
N1 System Manager 1.3.3	Apr 2007	Aug 2010	Not Available	Indefinite
Solaris Resource Manager 1.3	Dec 2002	Jun 2010	Not Available	Indefinite
Sun Cluster 3.0.x	Nov 2000	Jul 2010	Not Available	Indefinite
Sun Cluster 3.1.x	Oct 2003	Oct 2011	Not Available	Indefinite
Sun Cluster 3.2.x	Feb 2009	Sep 2012	Oct 2014	Indefinite
Oracle Solaris Cluster 3.3.x	Sep 2010	Sep 2018	Jan 2021	Indefinite
Oracle Solaris Cluster 4.x	Dec 2011	Nov 2031	Nov 2034	Indefinite

Oracle's Sun System and Network Management Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun Management Center 3.0	Dec 2000 - Jan 2001	Jun 2009	Not Available	Indefinite
Sun Management Center 3.5	Aug 2003	Jun 2009	Not Available	Indefinite
Sun Management Center 3.5 Update 1	May 2004	Jun 2009	Not Available	Indefinite
Sun Management Center 3.5 Update 1a	Feb 2005	Nov 2009	Not Available	Indefinite
Sun Management Center 3.5 Update 1b	Feb 2005	Nov 2009	Not Available	Indefinite
Sun Management Center 3.6	Nov 2005	Aug 2010	Not Available	Indefinite
Sun Management Center 3.6.1	May 2006	Aug 2010	Not Available	Indefinite
Sun Management Center 4.0	Nov 2007	Dec 2011	Not Available	Indefinite
Sun Management Center Change Manager 1.0	Oct 2002	Aug 2008	Not Available	Indefinite
Sun Management Center Change Manager 1.0.1	Jun 2003	Aug 2008	Not Available	Indefinite
Sun Management Center Developer Environment 3.0	Dec 2000	Jun 2009	Not Available	Indefinite
Sun N1 Grid Engine 6.0	Jun 2004	Nov 2010	Not Available	Oct 21, 2013
Sun N1 Grid Engine 6.0 Update 4	May 2005	Nov 2010	Not Available	Oct 21, 2013
Sun N1 Grid Engine 6.1	May 2007	Feb 2012	Not Available	Oct 21, 2013
Sun N1 Grid Engine 6.2	Aug 2008	Aug 2010	Not Available	Oct 21, 2013
Sun xVM Ops Center 1.0	Feb 2008	Jun 2010	Not Available	Indefinite
Sun xVM Ops Center 1.0.1	Apr 2008	Jun 2010	Not Available	Indefinite
Sun xVM Ops Center 1.0.2	Apr 2008	Jun 2010	Not Available	Indefinite
Sun xVM Ops Center 1.1	May 2008	Jun 2010	Not Available	Indefinite
Sun xVM Ops Center 1.1.1	Jul 2008	Jun 2010	Not Available	Indefinite
Sun xVM Ops Center 2.0	Jan 2009	Apr 2011	Not Available	Indefinite
Sun xVM Ops Center 2.1	Apr 2009	Nov 2011	Not Available	Indefinite
Sun xVM Ops Center 2.5	Oct 2009	Oct 2014	Not Available	Indefinite
Oracle Enterprise Manager Ops Center 11gR1	Nov 2010	Nov 2015	Not Available	Indefinite
Oracle Enterprise Manager Ops Center 12c Release 1	Apr 2012	Apr 2017	Not Available	Indefinite
Oracle Enterprise Manager Ops Center 12c Release 2	Feb 2014	Feb 2019	Not Available	Indefinite
Oracle Enterprise Manager Ops Center 12c Release 3	Jun 2015	Jun 2020	Not Available	Indefinite
Java Dynamic Management Kit (JDMK) 4.2	Dec 2000	Not Available	Not Available	Indefinite
Java Dynamic Management Kit (JDMK) 5.0	Jul 2002	Not Available	Not Available	Indefinite

Oracle's Sun System and Network Management Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle VM Server for SPARC 2.0*	Sep 2010	Sep 2015	Sep 2018	Indefinite
LDoms 1.0.x*	Apr 2007 - May 2008	Jul 2009	Not Available	Indefinite
LDoms 1.1*	Dec 2008	Jan 2010	Not Available	Indefinite
LDoms 1.2*	Jul 2009	Jul 2015	Not Available	Indefinite
LDoms 1.3*	Jan 2010	Jul 2015	Not Available	Indefinite
Netra High Availability Foundation Services 2.1	Nov 2002	May 2012	Not Available	Indefinite

*With the release of Oracle VM Server for SPARC 2.0 (LDoms), this product will follow the lifecycle of the hardware platform.

Oracle's Sun System and Network Management Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Netra High Availability Foundation Services 2.1	Jun 2003 - Aug 2005	May 2012	Not Available	Indefinite
Netra High Availability Suite 2.0	Feb 2002	May 2012	Not Available	Indefinite
Netra High Availability Suite 3.0	Apr 2006	May 2012	Not Available	Indefinite
Infinite Mailbox Solution for Lotus	Oct 2003	Dec 2009	Not Available	Indefinite
Infinite Mailbox Solution for Lotus 2.5	Oct 2003	Dec 2009	Not Available	Indefinite
StorEdge Multi-Platform Client SW 2.2.4 (QFS 4.2 with Sanergy)	Not Available	Nov 2008	Not Available	Indefinite
Solaris PC NetLink 2.0	Sep 2005	Sep 2007	Not Available	Indefinite
Solaris Server Internet Extension 1.0	Jul 2008	Jul 2010	Not Available	Indefinite
Sun Connection 1.1 Solaris Update Knowledge Channel	Jun 2008	Jun 2011	Not Available	Indefinite
Sun Connection 1.1.1	Oct 2009	Oct 2012	Not Available	Indefinite
Sun Control Station 2.0	Mar 2006	Mar 2009	Not Available	Indefinite
Sun Control Station 2.2	Mar 2006	Mar 2009	Not Available	Indefinite
Sun Control Station 2.2.1	Aug 2007	Aug 2010	Not Available	Indefinite
Sun Mainframe Batch Manager (MBM) 10.0	Jun 2006	Not Available	Not Available	Indefinite
Sun Mainframe Batch Manager (MBM) 10.1	Jun 2006	Not Available	Not Available	Indefinite
Sun Mainframe Transaction Processing (MTP) 8.0	Jun 2006	Not Available	Not Available	Indefinite
Sun Mainframe Transaction Processing (MTP) 8.1	Jun 2006	Not Available	Not Available	Indefinite
Sun Shared Visualization 1.0	Oct 2008	Oct 2011	Not Available	Indefinite
Sun Shared Visualization 1.1	Jun 2009	Jun 2012	Not Available	Indefinite
Sun Shared Visualization 1.1.1	Oct 2009	Oct 2012	Not Available	Indefinite
Sun Streaming Software 1.6	Jul 2007	May 2011	Not Available	Indefinite
Sun Streaming Software 1.8	Nov 2007	Jan 2012	Not Available	Indefinite
Sun Streaming Software 1.4.1	Jan 2008	Jan 2011	Not Available	Indefinite
Sun Streaming Software 2.0	Feb 2010	Feb 2013	Not Available	Indefinite
Update connection enterprise (UCE 1.1.1)	Oct 2007	Oct 2008	Not Available	Indefinite
Sun Trunking 1.0	Not Available	Jan 2002	Not Available	Indefinite
Sun Trunking 1.0.1	Jun 1998	Jan 2003	Not Available	Indefinite
Sun Trunking 1.2	Jun 1999	Nov 2003	Not Available	Indefinite
Sun Trunking 1.2.1	May 2000	Apr 2007	Not Available	Indefinite
Sun Trunking 1.3	Jul 2003	Oct 2014	Not Available	Indefinite

Oracle's Sun Ray Software Releases*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun Ray Software 2.x	Feb 2003	Mar 2007	Not Available	Indefinite
Sun Ray Software 3.x	Nov 2004	Nov 2007	Not Available	Indefinite
Sun Ray Software 4.x	May 2006	May 2011	Not Available	Indefinite
Sun Ray Software 5.x	Nov 2009	Nov 2017	Not Available	Indefinite

Oracle's Secure Global Desktop Releases*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Secure Global Desktop (SGD) 4.6.x	Sep 2010	Sep 2016	Not Available	Indefinite
Oracle Secure Global Desktop (SGD) 4.7.x	Aug 2012	Aug 2017	Not Available	Indefinite
Oracle Secure Global Desktop (SGD) 5.x	Apr 2013	Apr 2018	Not Available	Indefinite

Oracle's Virtual Desktop Infrastructure Releases*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun Virtual Desktop Infrastructure (VDI) 2.x	Mar 2008	Mar 2010	Not Available	Indefinite
Sun /Oracle Virtual Desktop Infrastructure (VDI) 3.x	Mar 2009	Mar 2017	Not Available	Indefinite

*Support is provided for the latest maintenance update release. Unless otherwise noted, previous maintenance update releases will be supported for six months after the GA date of a new release.

Oracle's VM VirtualBox

Release	GA Date	Premier Support End	Extended Support End	Sustaining Support End
Sun xVM VirtualBox 1.6	Apr 2008	Apr 2010	Not Available	Indefinite
Sun xVM VirtualBox 2.0	Sep 2008	Sep 2010	Not Available	Indefinite
Sun xVM VirtualBox 2.1	Dec 2008	Dec 2010	Not Available	Indefinite
Sun VirtualBox 2.2	Apr 2009	Apr 2011	Not Available	Indefinite
Sun VirtualBox 3.0	Jun 2009	Jun 2011	Not Available	Indefinite
Sun VirtualBox 3.1	Nov 2009	Nov 2011	Not Available	Indefinite
Oracle VM VirtualBox 3.2	May 2010	May 2015	Not Available	Indefinite
Oracle VM VirtualBox 4.x	Dec 2010	Dec 2015	Not Available	Indefinite
Oracle VM VirtualBox 5.x	Jul 2015	Jul 2020	Not Available	Indefinite

Oracle's Solstice Releases

Release	GA Date	Premier Support End	Extended Support End	Sustaining Support End
Solstice CMIP 8.2.1 for Sparc and Intel	Dec 1996	Jan 2012	Not Available	Indefinite
Solstice CMIP 8.2.1 for Windows NT	Feb 1998	Dec 2010	Not Available	Indefinite
Solstice CMIP 8.2.1 for SDE & Runtime to HP-UX	Feb 1997	Dec 2010	Not Available	Indefinite
Solstice CMIP 9.0	Jun 2001	May 2014	Not Available	Indefinite
Solstice DiskSuite 4.2.1	Mar 2000	Feb 2009	Not Available	Indefinite
Solstice Domain Manager 2.3	Jan 2009	Jan 2011	Not Available	Indefinite
Solstice Enterprise Manager 4.0	Jan 2001	Nov 2010	Not Available	Indefinite
Solstice Enterprise Manager 4.1	Oct 2001	Nov 2010	Not Available	Indefinite
Solstice Enterprise Manager 5.0	May 2003	Jun 2012	Not Available	Indefinite
Solstice Enterprise Manager 5.1	Not Available	Not Available	Not Available	Indefinite
Solstice Enterprise Manager 5.1 High Availability Module	May 2005	Jul 2011	Not Available	Indefinite
Solstice Enterprise Manager 6.0	May 2007	Jun 2012	Not Available	Indefinite
Solstice Frame Relay 2.0.1	Dec 1996	Oct 2011	Not Available	Indefinite
Solstice FTAM 8.0.3	Jun 1997	Jan 2012	Not Available	Indefinite
Solstice FTAM 9.0	Jun 2001	May 2014	Not Available	Indefinite
Solstice GDMO Builder 1.0	Mar 1997	Oct 2011	Not Available	Indefinite
Solstice OSI 8.0.1	May 1994	Dec 2010	Not Available	Indefinite
Solstice OSI 8.1.1	Aug 1997	Jan 2012	Not Available	Indefinite
Solstice OSI 9.0	Apr 2001	May 2014	Not Available	Indefinite
Solstice TMN Agent Tester 1.1	Feb 1998	Oct 2011	Not Available	Indefinite
Solstice TMN Agent Toolkit 2.0	Jun 1997	Oct 2011	Not Available	Indefinite

Oracle's Solstice Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Solstice TMN/SNMP Q-Adapter 1.0	Sep 1996	Oct 2011	Not Available	Indefinite
Solstice TMNscript 1.1 Script Runtime	Feb 1998	Oct 2011	Not Available	Indefinite
Solstice X.25 9.1 Upgrade for Desktop Sparc	Mar 1997	Oct 2011	Not Available	Indefinite
Solstice X.25 9.2	Oct 1999	May 2014	Not Available	Indefinite

Oracle's Mainframe Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorageTek LifeCycle Director Object Access Method v 2.3	Not Available	Aug 2014	Not Available	Indefinite
Sun StorageTek LifeCycle Director Archive Storage Manager for S/390 v 2.5	Not Available	Aug 2014	Not Available	Indefinite
Sun StorageTek LifeCycle Director Archive Manager v 2.6	Dec 1999	Aug 2014	Not Available	Indefinite
Sun StorageTek LifeCycle Director Object Access Method v 3.0	Dec 1999	Aug 2014	Not Available	Indefinite
Sun StorageTek Nearline Control Solution (NCS) (HSC + SMC + CSC + LibraryStation + HTTP) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM MVS 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Storage Management Component (SMC) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Client System Component (MVS/CSC) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek LibraryStation for IBM MVS 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Virtual Tape Control Software (VTCS) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Nearline Control Solution (NCS) (HSC + SMC + CSC + LibraryStation + HTTP) 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM MVS 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Storage Management Component (SMC) 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Client System Component (MVS/CSC) 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek LibraryStation for IBM MVS 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Virtual Tape Control Software (VTCS) 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Nearline Control Solution (NCS) (HSC + SMC + CSC + LibraryStation + HTTP) 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM MVS 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Oracle StorageTek VM Client 7.1	Mar 2011	Mar 2016	Not Available	Indefinite
Oracle StorageTek VM Client 7.2	Oct 2012	Oct 2017	Not Available	Indefinite
Oracle StorageTek VM Client 7.3	Apr 2015	Apr 2020	Not Available	Indefinite
Sun StorageTek Storage Management Component (SMC) 6.2	Mar 2007	Mar 2012	Not Available	Indefinite

Oracle's Mainframe Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorageTek Client System Component (MVS/CSC) 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek LibraryStation for IBM MVS 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek HTTP Server for Mainframe Systems 5.0	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek Virtual Tape Control Software (VTCS) 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek Enterprise Library Software (ELS) (HSC + SMC + VTCS + CDRT) MVS 7.0	Apr 2009	Apr 2014	Not Available	Indefinite
Sun StorageTek Client System Component (MVS/CSC) 7.0	Apr 2009	Apr 2014	Not Available	Indefinite
Sun StorageTek LibraryStation for IBM MVS 7.0	Apr 2009	Apr 2014	Not Available	Indefinite
Oracle StorageTek Enterprise Library Software (ELS) (HSC + SMC + VTCS + CDRT) MVS 7.1	Oct 2010	Oct 2015	Not Available	Indefinite
Oracle StorageTek Enterprise Library Software (ELS) (HSC + SMC + VTCS + CDRT) MVS 7.2	Oct 2012	Oct 2017	Not Available	Indefinite
Oracle StorageTek Enterprise Library Software (ELS) (HSC + SMC + VTCS + CDRT) MVS 7.3	Apr 2015	Apr 2020	Not Available	Indefinite
Oracle StorageTek Client System Component (MVS/CSC) 7.2	Oct 2012	Oct 2017	Not Available	Indefinite
Oracle StorageTek LibraryStation for IBM MVS 7.2	Oct 2012	Oct 2017	Not Available	Indefinite
Oracle StorageTek Client System Component (MVS/CSC) 7.1	Oct 2010	Oct 2015	Not Available	Indefinite
Oracle StorageTek LibraryStation for IBM MVS 7.1	Oct 2010	Oct 2015	Not Available	Indefinite
Sun StorageTek Expert Library Manager (ExLM) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Expert Library Manager (ExLM) 6.2	Mar 2007	Mar 2012	Not Available	Indefinite
Sun StorageTek Library Content Manager (LCM) 7.0	Jan 2010	Jan 2015	Not Available	Indefinite
Oracle StorageTek Library Content Manager (LCM) 7.1	Oct 2010	Oct 2015	Not Available	Indefinite
Oracle StorageTek Library Content Manager (LCM) 7.2	Oct 2012	Oct 2017	Not Available	Indefinite
Sun StorageTek Concurrent Disaster Recovery Test (CDRT) 6.0	Feb 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Concurrent Disaster Recovery Test (CDRT) 6.1	May 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Concurrent Disaster Recovery Test (CDRT) 6.2	Jun 2007	Mar 2013	Not Available	Indefinite
Sun StorageTek Expert Performance Reporter (ExPR) 5.0	Not Available	Feb 2010	Not Available	Indefinite
Sun StorageTek Vault Utility Software 1.0	Not Available	Feb 2010	Not Available	Indefinite
Sun StorageTek Vault Utility Software 2.0	Not Available	Mar 2012	Not Available	Indefinite
Sun StorageTek Virtual Storage Manager (VSM) GUI Software 1.0	Not Available	Feb 2010	Not Available	Indefinite
Sun StorageTek Extended High Performance Data Mover (ExHPDM) 3.1	Jul 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Shared Virtual Array Administrator (SVAA) Software 3.1	Oct 2000	Feb 2009	Not Available	Indefinite
Sun StorageTek Shared Virtual Array (SVA) Console Software 3.1	Oct 2000	Feb 2009	Not Available	Indefinite
Sun StorageTek Shared Virtual Array (SVA) SVAPath Software 3.3	Oct 2000	Feb 2009	Not Available	Indefinite

Oracle's Mainframe Releases (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Sun StorageTek Shared Virtual Array (SVA SnapVantage for V2X/V2X2)	Not Available	Oct 2010	Not Available	Indefinite
Sun StorageTek Extended High Performance Data Mover (ExHPDM) 6.1	Jul 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Extended High Performance Data Mover (ExHPDM) 6.2	Feb 2007	Mar 2012	Not Available	Indefinite
Oracle StorageTek Extended High Performance Data Mover (ExHPDM) 7.0	Nov 2010	Nov 2015	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM VM 6.0	Nov 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM VM 6.1	Jan 2006	Feb 2010	Not Available	Indefinite
Sun StorageTek Host Software Component (HSC) for IBM VM 6.2	May 2008	May 2015	Not Available	Indefinite
Sun StorageTek Host Software Component HSC/VTCS MSP 5.1	Jun 2003	Jun 2013	Not Available	Indefinite
Sun StorageTek Host Software Component HSC/VTCS MSP 6.0	Aug 2004	Dec 2008	Not Available	Indefinite
Sun StorageTek Host Software Component HSC/VTCS/SMC MSP 6.1	Jul 2006	Jan 2012	Not Available	Indefinite
Sun StorageTek Host Software Component HSC/VTCS/SMC MSP 6.2	Nov 2008	Nov 2016	Not Available	Indefinite
Oracle StorageTek Enterprise Software Library (ELS) (HSC + SMC + VTCS + CDRT) Fujitsu MSP 7.1	Nov 2012	Nov 2017	Not Available	Indefinite
Oracle StorageTek Enterprise Software Library (ELS) (HSC + SMC + VTCS + CDRT) Fujitsu MSP 7.2	Dec 2013	Dec 2018	Not Available	Indefinite
Oracle StorageTek Enterprise Software Library (ELS) (HSC + SMC + VTCS + CDRT) Fujitsu MSP 7.3	Feb 2016	Feb 2021	Not Available	Indefinite

Oracle's Sun Studio*

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Forte Developer 6 Update 2	July 2001	July 2010	Not Available	Indefinite
Sun One Studio 8 Compiler Collection	May 2003	Mar 2008	Not Available	Indefinite
Sun Studio 8	Mar 2004	Jan 2009	Not Available	Indefinite
Sun Studio 9	Jul 2004	Nov 2010	Not Available	Indefinite
Sun Studio 10	Jan 2005	Jan 2010	Jan 2013	Indefinite
Sun Studio 11	Jan 2006	Jan 2011	Jan 2014	Indefinite
Sun Studio 12	Aug 2007	Aug 2012	Aug 2015	Indefinite
Sun Studio 12 Update 1	Jun 2009	Jun 2014	Jun 2017	Indefinite

Oracle's Sun Studio* (continued)

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Oracle Solaris Studio 12.2	Sept 2010	Sept 2015	Sept 2018	Indefinite
Oracle Solaris Studio 12.3	Dec 2011	Dec 2016	Dec 2019	Indefinite
Oracle Solaris Studio 12.4	Nov 2014	Nov 2019	Nov 2022	Indefinite
Oracle Developer Studio 12.5	Jun 2016	Jun 2021	Jun 2024	Indefinite

*Oracle Developer Studio (previously known as Oracle Solaris Studio) is supported per the Oracle Solaris Development Tools Support offering outlined in the Oracle Software Technical Support Polices found at http://www.oracle.com/us/support/policies/index.html

Oracle's StorageTek Virtual Tape Library (VTL) Storage Appliance Software

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
StorageTek Virtual Tape Library (VTL) 2.0	Not Available	Oct 2012	Not Available	Dec 2013
StorageTek Virtual Tape Library (VTL) Value	Not Available	Dec 2013	Not Available	Not Available
StorageTek Virtual Tape Library (VTL) Plus 1.0	Not Available	Dec 2013	Not Available	Not Available
StorageTek Virtual Tape Library (VTL) Plus 2.0	Not Available	Dec 2013	Not Available	Not Available
StorageTek Virtual Tape Library (VTL) Prime	Not Available	Dec 2013	Not Available	Not Available

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- Major product and technology releases for Oracle Solaris and Oracle Linux operating systems software and integrated software
- Program updates, patches, fixes, security patches and security alerts
- Critical Patch Updates for Oracle Solaris operating system software
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Upgrade tools/scripts(when offered)
- General maintenance releases, selected functionality releases and documentation updates (when offered)
- Certification with most new third-party products/versions or most new Oracle products
- Backport of fixes for any Oracle Linux or Oracle VM program released from Oracle for a period of 6 months from the date the next release of the program becomes generally available
- Access to My Oracle Support (24x7 web-based customer support systems) , including the ability to log service request online
- Assistance with service requests 24 hours per day, 7 days a week
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center
- Hardware certification
- Non-technical customer service during normal business hours

Extended Support For Operating Systems

For selected Oracle Solaris operating system software releases, Oracle may extend the technical support period by offering Extended Support for a three year period. With Extended Support, you receive access to technical experts, backed by industry leading online tools and knowledgebase resources. You benefit from:

- Major product and technology releases for Oracle Solaris and Oracle Linux operating system software
- Program updates
- Fixes, security patches, security alerts, and critical patch updates for Oracle Solaris operating system software
- Access to Oracle Linux operating system patches and fixes for critical security errata and select high-impact critical bug fixes
- Access to certain Oracle Linux security patches that may be applied while your hardware system is operating and does not require a system reboot
- Upgrade tools/scripts (when offered)
- General maintenance releases, selected functionality releases and documentation updates (when offered)
- Access to My Oracle Support (24x7 web-based customer support systems) , including the ability to log service request online
- Assistance with service requests 24 hours per day, 7 days a week
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center
- Non-technical customer service during normal business hours

Extended Support does not include:

- Certification with most new third-party products
- Hardware certification
- Backport of fixes for any Oracle Linux program

Extended Support is not available for OpenSolaris, Trusted Solaris 8, and Oracle VM

Sustaining Support For Operating Systems

For selected products, Oracle may offer Sustaining Support for an indefinite period. Sustaining Support applies after Extended Support expires or should you not purchase Extended Support, immediately after Premier expires. With Sustaining Support, you receive continued access to technical experts, backed by industry leading online tools and knowledgebase resources. You benefit from:

- Program updates, patches, fixes, security patches and security alerts created during the Oracle Premier Support period
- General maintenance releases, selected functionality releases and documentation updates created during the Oracle Premier Support period
- Upgrade tools/scripts created during the Oracle Premier Support period
- Critical patch updates for Oracle Solaris operating systems created during the Oracle Premier and Extended Support period
- Assistance with service requests, on a commercially reasonable basis, 24 hours per day, 7 days a week
- Access to My Oracle Support (24x7 web-based customer support systems) , including the ability to log service request online
- 24x7 access to Oracle Unbreakable Linux Network
- Right to use Oracle Enterprise Manager Ops Center
- Non-technical customer service during normal business hours

- Sustaining Support does not include:
  - New program updates, patches, fixes, security patches, security alerts, critical patch updates, general maintenance releases, selected functionality releases, documentation updates or upgrade tools
  - New critical patch updates for Oracle Solaris operating system software
  - New upgrade tools
  - Certification with most new third-party products
  - 24 hour commitment and response guidelines for Severity 1 service requests
  - Previously released fixes or updates that Oracle no longer supports
  - Hardware certification
  - Backport of fixes for any Oracle Linux program

For more details on program deliverables, please refer to the appropriate datasheets and support policy documents located at www.oracle.com.

Oracle's Solaris Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Solaris 8 [5]	Feb 2000	Mar 2009	Mar 2012	Indefinite
Trusted Solaris 8.x [1]	Sep 2002	Mar 2012	Not Available	Indefinite
Solaris 9	Mar 2002	Oct 2011	Oct 2014	Indefinite
Solaris Legacy Containers [3]	Dec 2010	Oct 2011	Jan 2021	Indefinite
Solaris 10 [2,4]	Jan 2005	Jan 2018	Jan 2021	Indefinite
Solaris 11 [2,4,6]	Nov 2011	Nov 2031	Nov 2034	Indefinite

[1] Trusted Solaris 8.x has been superseded by Solaris 10 11/06 with Trusted Extensions and subsequent releases of Solaris 10 with Trusted Extensions. For more details please see the Common Criteria Evaluated Oracle Products website located at http://www.oracle.com/technetwork/topics/security/oracle-cc-evalsolaris-083233.html

[2] With the release of Oracle VM Server for SPARC 2.0 (LDoms), this product will follow the lifecycle of the hardware platform.

[3] Oracle Solaris Legacy Containers includes both Oracle Solaris 8 Containers and Oracle Solaris 9 Containers.

[4] For more detailed information on Free and Open Source Software (FOSS) Support in Oracle Solaris, please see associated policy found in My Oracle Support, https://support.oracle.com/CSP/main/article?cmd=show&type=NOT&id=1400676.1

[5] For Oracle Solaris 8, a limited service providing Severity 1 fixes will be available after July 2012. For details please refer to the Oracle Hardware and Systems Support Policies: http://www.oracle.com/us/support/library/hardware-systems-support-policies-069182.pdf

[6] Solaris 11 follows a Continuous Delivery model, where new functionality is delivered as updates to the existing release; upgrades are not required to gain access to new features and capabilities. As a result, Support dates are evaluated for update annually, and will be provided through at least the dates above.

Oracle's Linux Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
Linux 3	Oct 2003	Oct 2011	Not Available	Indefinite
Linux 4	Feb 2005	Feb 2013	Not Available	Indefinite
Linux 5	Jun 2007	Jun 2017	Jun 2020	Indefinite
Linux 6	Feb 2011	Mar 2021	Not Available	Indefinite
Linux 7	Jul 2014	Jul 2024	Not Available	Indefinite

The components for Enterprise Linux Premier and Sustaining Support will follow the definitions within the Enterprise Linux and Oracle VM Support Policies. For further details, please refer to the Enterprise Linux and Oracle VM Support Policies. Oracle will provide support and bug fixes for any release of Unbreakable Enterprise Kernel for a period of twelve months from the date the next major release of Unbreakable Enterprise Kernel becomes generally available. The release schedule for Unbreakable Enterprise Kernel is here: http://linux.oracle.com/supported.html.

Oracle's VM Releases

Release	GA Date	Premier Support Ends	Extended Support Ends	Sustaining Support Ends
VM 2	Nov 2007	Nov 2015	Not Available	Indefinite
VM 3	Aug 2011	Aug 2019	Not Available	Indefinite

The components for Oracle VM Premier and Sustaining Support will follow the definitions within the Enterprise Linux and Oracle VM Support Policies. For further details, please refer to the Enterprise Linux and Oracle VM Support Policies.

Now, you can have even greater peace of mind knowing that your business strategy is driving your upgrade strategy with more control, more choice, and more certainty. It all amounts to an Oracle Superior Ownership Experience—available only with the industry's most advanced support offering.

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