

# ORACLE AMENDMENT TWO

This Amendment Two (this "**Amendment Two**") amends the Oracle Cloud Services Agreement (Oracle Agreement No. US-CSA-8244482), effective 09-NOV-2017, and all amendments and addenda thereto (the "**Agreement**") between **Virginia Information Technology Agency "You" or "VITA"** and Oracle America, Inc. ("**Oracle**").

The parties agree to amend the Agreement as follows:

## 1. Section 1. AGREEMENT DEFINITIONS

Delete sections 1.6 and 1.15 in their entirety and replace with the following:

### "1.6


**"Order" or "Ordering Document"** means the ordering document issued between an authorized reseller and an Authorized User under Contract No. VA-230503-MYTH which includes but not is not limited to a list of products being purchased, fees for such products, and order-specific terms and conditions applicable to the use and access of such products. Such Order shall be signed by the Authorized User placing the Order, and shall be referenced in a purchase order utilized by the Authorized User to place an order with an Oracle authorized reseller pursuant to this Agreement. No Orders may be placed for Infrastructure as a Service, without written pre-approval from Virginia Information Technologies Agency."

### "1.15

"You" and "Your" refers to the entity that has executed this Agreement or to Authorized Users (as defined in this section) who have been delegated authority in writing by VITA to order Oracle Services from an Oracle authorized reseller under a statewide contract (Contract No. VA-230503-MYTH) with VITA. Authorized Users for this purpose means: all public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 and §2.2-2012 of the Code of Virginia. Authorized Users shall include institutions of higher education that are listed at: <http://www.civ.org/Our-Colleges/Profiles.aspx.html>."

Subject to the modifications herein, the Agreement shall remain in full force and effect.

The Effective Date of this Amendment Two is October 12, 2023. (to be completed by Oracle)

<b>Virginia Information Technology Agency</b>		<b>Oracle America, Inc.</b>	
Signature	<u>Gregory Searce</u>	Signature	<u></u>
Name	<u>Gregory Searce</u>	Name	<u>Dapo Lawal</u>
Title	<u>Strategic Sourcing Specialist</u>	Title	<u>Contracts Manager, Deal Mgmt.</u>
Signature Date	<u>10.12.2023</u>	Signature Date	<u>12-Oct-2023   5:20 PM PDT</u>



## AMENDMENT ONE

This Amendment One (this "**Amendment One**") amends the Oracle Cloud Services Agreement (Oracle Agreement No. US-CSA-8244482), effective 09-NOV-2017, and all amendments and addenda thereto (the "**Agreement**") between **Virginia Information Technology Agency "You" or "VITA"** and Oracle America, Inc. ("**Oracle**").

The parties agree to amend the Agreement as follows:

### 1. Section 2. TERM OF AGREEMENT

Delete section 2 in its entirety and replace with the following:

#### "2. TERM OF AGREEMENT

Unless this Agreement is terminated earlier as described below, You may place orders governed by this Agreement for a period of ten (10) years from the effective date of this Agreement (indicated below in Section 24). This Agreement will continue to govern any order for the duration of the Services of such order."

Subject to the modifications herein, the Agreement shall remain in full force and effect.

The Effective Date of this Amendment One is 10/06/2022. (to be completed by Oracle)

<b>Virginia Information Technology Agency</b>		<b>Oracle America, Inc.</b>	
Signature	<u><i>Gregory Searce</i></u>	Signature	 CFEB048A0EA14D5...
Name	<u>Gregory Searce</u>	Name	<u>Dapo Lawal</u>
Title	<u>Strategic Sourcing Specialist</u>	Title	<u>Contracts Manager, Deal Mgmt.</u>
Signature Date	<u>10.06.2022</u>	Signature Date	<u>06-Oct-2022   9:21 AM PDT</u>



## PUBLIC SECTOR AGREEMENT FOR ORACLE CLOUD SERVICES

The text of this Agreement differs from Oracle's standard Cloud Services Agreement.

This Public Sector Agreement for Oracle Cloud Services (this "Agreement") is between Oracle America, Inc. ("Oracle") and Virginia Information Technologies Agency ("VITA" or "You"). This Agreement sets forth the terms and conditions that govern Orders placed by You through an authorized reseller for Services under this Agreement.

### 1. AGREEMENT DEFINITIONS

- 1.1. **"Ancillary Software"** means any software agent or tool that Oracle makes available to You for download for purposes of facilitating Your access to, operation of, and/or use with, the Services Environment.
- 1.2. **"Auto Renew"** or **"Auto Renewal"** is the process by which the Services Period of certain Cloud Services under an Order is automatically extended for an additional Services Period unless such Services are otherwise terminated in accordance with the terms of the Order or this Agreement. The Service Specifications incorporated into Your Order define which Cloud Services are eligible for Auto Renewal as well as any terms applicable to any such renewal. Please note: Auto Renewal does not apply to purchases under this Agreement. Please see Section 9.1 for renewal requirements.
- 1.3. **"Cloud Services"** means, collectively, the Oracle cloud services (e.g., Oracle software as a service offerings and related Oracle Programs) listed in Your Order and defined in the Service Specifications. The term "Cloud Services" does not include Professional Services.
- 1.4. **"Data Center Region"** refers to the geographic region in which the Services Environment is physically located. The Data Center Region applicable to the Cloud Services is set forth in Your Order.
- 1.5. **"Oracle Programs"** refers to the software products owned or licensed by Oracle to which Oracle grants You access as part of the Cloud Services, including Program Documentation, and any program updates provided as part of the Cloud Services.
- 1.6. **"Order"** or **"Ordering Document"** means the ordering document issued between an authorized reseller and an Authorized User under Contract No. VA-170130-MYTH which includes but not is not limited to a list of products being purchased, fees for such products, and order-specific terms and conditions applicable to the use and access of such products. Such Order shall be signed by the Authorized User placing the Order, and shall be referenced in a purchase order utilized by the Authorized User to place an order with an Oracle authorized reseller pursuant to this Agreement. No Orders may be placed for Infrastructure as a Service, without written pre-approval from Virginia Information Technologies Agency.
- 1.7. **"Professional Services"** means, collectively, the consulting and other professional services which You have ordered. Professional Services include any deliverables described in Your Order and delivered by Oracle to You under the Order. The term "Professional Services" does not include Cloud Services, nor does it include the definition of Professional Services as defined by the Code of Virginia, § 2.2-4301.
- 1.8. **"Program Documentation"** refers to the user manuals referenced within the Service Specifications for Cloud Services, as well as any help windows and readme files for the Oracle Programs that are accessible from within the Services. The Program Documentation describes technical and functional aspects of the Oracle Programs. For Oracle Infrastructure-as-a-Service (IaaS) Cloud Services, "Program Documentation" includes documentation, help windows and readme files for the IaaS hardware products. You may access the documentation online at <http://oracle.com/contracts> or such other address specified by Oracle.
- 1.9. **"Services"** means, collectively, both the Cloud Services and Professional Services that You have ordered.
- 1.10. **"Services Environment"** refers to the combination of hardware and software components owned, licensed or managed by Oracle to which Oracle grants You and Your Users access as part of the Cloud Services which You have ordered. As applicable and subject to the terms of this Agreement and Your Order, Oracle Programs, Third Party Content, Your Content and Your Applications may be hosted in the Services Environment.



- 1.11. **"Service Specifications"** means the descriptions on [www.oracle.com/contracts](http://www.oracle.com/contracts), or such other address specified by Oracle, that are applicable to the Services under Your Order, including any Program Documentation, hosting, support and security policies (for example, Oracle Cloud Hosting and Delivery Policies), and other descriptions referenced or incorporated in such descriptions or Your Order.
- 1.12. **"Services Period"** refers to the period of time for which You have ordered Cloud Services as specified in Your Order.
- 1.13. **"Third Party Content"** means all text, files, images, graphics, illustrations, information, data, audio, video, photographs and other content and material, in any format, that are obtained or derived from third party sources outside of Oracle and made available to You through, within, or in conjunction with Your use of, the Cloud Services. Examples of Third Party Content include data feeds from social network services, rss feeds from blog posts, data libraries and dictionaries, and marketing data.
- 1.14. **"Users"** means those employees, contractors, and end users, as applicable, authorized by You or on Your behalf to use the Cloud Services in accordance with this Agreement and Your Order. For Cloud Services that are specifically designed to allow Your clients, agents, customers, suppliers, or other third parties to access the Cloud Services to interact with You, such third parties will be considered "Users" subject to the terms of this Agreement and Your Order.
- 1.15. **"You"** and **"Your"** refers to the entity that has executed this Agreement or to Authorized Users (as defined in this section) who have been delegated authority in writing by VITA to order Oracle Services from an Oracle authorized reseller under a statewide contract (Contract No. VA-170130-MYTH) with VITA. Authorized Users for this purpose means: all public bodies, including VITA, as defined by §2.2-4301 and referenced by §2.2-4304 and §2.2-2012 of the Code of Virginia. Authorized Users shall include institutions of higher education that are listed at: <http://www.cicv.org/Our-Colleges/Profiles.aspx>.
- 1.16. **"Your Applications"** means all software programs, including any source code for such programs, that You or Your Users provide and load onto, or create using, any Oracle "platform-as-a-service" or "infrastructure-as-a-service" Cloud Services. Services under this Agreement, including Oracle Programs and Services Environments, Oracle intellectual property, and all derivative works thereof, do not fall within the meaning of the term "Your Applications."
- 1.17. **"Your Content"** means all text, files, images, graphics, illustrations, information, data (including Personal Data as that term is defined in the Data Processing Agreement for Oracle Cloud Services described in Section 11.2 below), audio, video, photographs and other content and material (other than Your Applications), in any format, provided by You or on behalf of Your Users that reside in, or run on or through, the Services Environment.

## 2. TERM OF AGREEMENT

Unless this Agreement is terminated earlier as described below, You may place orders governed by this Agreement for a period of five years from the effective date of this Agreement (indicated below in Section 25). This Agreement will continue to govern any Order for the duration of the Services Period of such Order.

## 3. RIGHTS GRANTED

3.1 For the duration of the Services Period and subject to Your payment obligations, and except as otherwise set forth in this Agreement or Your Order, You have the non-exclusive, non-assignable, worldwide limited right to access and use the Services that You ordered, including anything developed by Oracle and delivered to You as part of the Services, solely for Your internal business operations and subject to the terms of this Agreement and Your Order, including the Service Specifications. You may allow Your Users to use the Services for this purpose and You are responsible for Your Users' compliance with this Agreement and the Order.

3.2 You do not acquire under this Agreement any right or license to use the Services, including the Oracle Programs and Services Environment, in excess of the scope and/or duration of the Services stated in Your Order. Upon the end of the Services ordered, Your right to access and use the Services will terminate.

3.3 To enable Oracle to provide You and Your Users with the Services, You grant Oracle the right to use, process and transmit, in accordance with this Agreement and Your Order, Your Content and Your Applications for the duration of the Services Period plus any additional post-termination period during which Oracle provides



You with access to retrieve an export file of Your Content and Your Applications. If Your Applications include third party programs, You acknowledge that Oracle may allow providers of those third party programs to access the Services Environment, including Your Content and Your Applications, as required for the interoperability of such third party programs with the Services. Oracle will not be responsible for any use, disclosure, modification or deletion of Your Content or Your Applications resulting from any such access by third party program providers or for the interoperability of such third party programs with the Services.

3.4 Except as otherwise expressly set forth in Your Order for certain Cloud Services offerings (e.g., a private cloud hosted at Your facility), You acknowledge that Oracle has no delivery obligation for Oracle Programs and will not ship copies of such programs to You as part of the Services.

3.5 As part of certain Cloud Services offerings, Oracle may provide You with access to Third Party Content. The type and scope of any Third Party Content is defined in Your Order or applicable Service Specifications. The third party owner, author or provider of such Third Party Content retains all ownership and intellectual property rights in and to that content, and Your rights to use such Third Party Content are subject to, and governed by, the terms applicable to such content as specified by such third party owner, author or provider, unless otherwise specified in Your Order. Oracle will reasonably assist You in obtaining those Third Party terms for review prior to acceptance of those terms.

#### **4. OWNERSHIP AND RESTRICTIONS**

4.1 You retain all ownership and intellectual property rights in and to Your Content and Your Applications. Oracle or its licensors retain all ownership and intellectual property rights to the Services, including Oracle Programs and Ancillary Software, and derivative works thereof, and to anything developed or delivered by or on behalf of Oracle under this Agreement.

4.2 You may not and may not cause or permit others to:

- a) remove or modify any program markings or any notice of Oracle's or its licensors' proprietary rights;
- b) make the programs or materials resulting from the Services (excluding Your Content and Your Applications) available in any manner to any third party for use in the third party's business operations (unless such access is expressly permitted for the specific Services You have acquired);
- c) modify, make derivative works of, disassemble, decompile, reverse engineer, reproduce, distribute, republish or download any part of the Services (the foregoing prohibitions include but are not limited to review of data structures or similar materials produced by programs), or access or use the Services in order to build or support, and/or assist a third party in building or supporting, products or Services competitive to Oracle;
- d) perform or disclose any benchmark or performance tests of the Services, including the Oracle Programs;
- e) perform or disclose any of the following security testing of the Services Environment or associated infrastructure: network discovery, port and service identification, vulnerability scanning, password cracking, remote access testing, or penetration testing; however, Oracle will reasonably and in good faith provide VITA Commonwealth Security and Risk Management (CRSM) designated representative with results of an annual self-performed security testing. This provision does not limit and/or restrict the obligations of either party within Section 11 of this Agreement; and
- f) license, sell, rent, lease, transfer, assign, distribute, host, outsource, permit timesharing or service bureau use, or otherwise commercially exploit or make available the Services, Oracle Programs, Ancillary Software, Services Environments or Oracle materials, to any third party, other than as expressly permitted under the terms of the applicable Order.

#### **5. SERVICE SPECIFICATIONS**

5.1 The Services are subject to and governed by Service Specifications applicable to Your Order. Service Specifications may define provisioning and management processes applicable to the Services (such as capacity planning), types and quantities of system resources (such as storage allotments), functional and technical aspects of the Oracle Programs, as well as any Services deliverables. You acknowledge that use of the Services in a manner not consistent with the Service Specifications may adversely affect Services performance and/or may result in additional fees. If the Services permit You to exceed the ordered quantity (e.g., soft limits on counts for Users, sessions, storage, etc.), then You are responsible for promptly purchasing such additional quantity to account for Your excess usage.

5.2 Oracle may make changes or updates to the Services (such as infrastructure, security, technical configurations, application features, etc.) during the Services Period, including to reflect changes in technology,

industry practices, patterns of system use, and availability of Third Party Content. The Service Specifications are subject to change at Oracle's discretion; however, Oracle changes to the Service Specifications will not result in a material reduction in the level of performance, security or availability of the applicable Services provided to You for the duration of the Services Period.

5.3 Your Order will specify the Data Center Region in which Your Services Environment will reside. As described in the Service Specifications and to the extent applicable to the Cloud Services that You have ordered, Oracle will provide production, test, and backup environments in the Data Center Region stated in Your reseller Order. The location of data center hosting will be set forth in the applicable purchase order for the relevant services, and the parties understand that §2.2-2009 requires data to be stored in a United States Data Center. Oracle may not change the location of the data center where Your Content is stored to a location outside of the Continental United States. VITA understands that Oracle has a follow the sun support model and that this model would not affect limiting the Data Center Region to the United States as documented within the Ordering Document and that support services will not have an impact for that specific order. In addition VITA agrees that any additional requirements for support be denoted within the Ordering Document per services available at that time and that they (VITA/state agency ordering) would be responsible for any additional associated costs as designated within the Ordering Document.

## **6. USE OF THE SERVICES**

6.1 You are responsible for identifying and authenticating all Users, for approving access by such Users to the Services, for controlling against unauthorized access by Users, and for maintaining the confidentiality of usernames, passwords and account information. By federating or otherwise associating Your and Your Users' usernames, passwords and accounts with Oracle, You accept responsibility for the confidentiality and timely and proper termination of user records in Your local (intranet) identity infrastructure or on Your local computers. Oracle is not responsible for any harm caused by Your Users, including individuals who were not authorized to have access to the Services but who were able to gain access because usernames, passwords or accounts were not terminated on a timely basis in Your local identity management infrastructure or Your local computers. You are responsible for all activities that occur under Your and Your Users' usernames, passwords or accounts or as a result of Your or Your Users' access to the Services, and agree to notify Oracle immediately of any unauthorized use. You agree to make every reasonable effort to prevent unauthorized third parties from accessing the Services.

6.2 You shall not use or permit use of the Services, including by uploading, emailing, posting, publishing or otherwise transmitting any material, including Your Content, Your Applications and Third Party Content, for any purpose that may (a) menace or harass any person or cause damage or injury to any person or property, (b) involve the publication of any material that is false, defamatory, harassing or obscene, (c) violate privacy rights or promote bigotry, racism, hatred or harm, (d) constitute unsolicited bulk e-mail, "junk mail", "spam" or chain letters; (e) constitute an infringement of intellectual property or other proprietary rights, or (f) otherwise violate applicable laws, ordinances or regulations. In addition to any other rights afforded to Oracle under this Agreement, Oracle reserves the right, but has no obligation, to take remedial action if any material violates the restrictions in the foregoing sentence (the "Acceptable Use Policy"), including the removal or disablement of access to such material. Oracle shall have no liability to You in the event that Oracle takes such action. You shall have sole responsibility for the accuracy, quality, integrity, legality, reliability, appropriateness and ownership of all of Your Content and Your Applications. To the extent not prohibited by applicable law, You agree to defend and indemnify Oracle against any claim arising out of a violation of Your obligations under this section.

6.3 You are required to accept all patches, bug fixes, updates, maintenance and service packs (collectively, "Patches") necessary for the proper function and security of the Services, including for the Oracle Programs, as such Patches are generally released by Oracle as described in the Service Specifications. Oracle is not responsible for performance or security issues encountered with the Cloud Services that result from Your failure to accept the application of Patches that are necessary for the proper function and security of the Services. Except for emergency or security related maintenance activities, Oracle will coordinate with You the scheduling of application of Patches, where possible, based on Oracle's next available standard maintenance window.

## **7. TRIAL USE AND PILOT CLOUD SERVICES**

7.1 For certain Cloud Services, Oracle may make available "trials" and "conference room pilots" for non-production evaluation purposes. Cloud trials and conference room pilots must be ordered under a separate agreement.



7.2 Oracle may make available "production pilots" for certain Cloud Services under this Agreement. Production pilots ordered by You are described in the Service Specifications applicable to Your Order, and are provided solely for You to evaluate and test Cloud Services for Your internal business purposes. You may be required to order certain Professional Services as a prerequisite to an Order for a production pilot.

## **8. FEES AND TAXES**

RESERVED.

## **9. SERVICES PERIOD; END OF SERVICES**

9.1 Services provided under this Agreement shall be provided for the Services Period defined in Your Order, unless earlier suspended or terminated in accordance with this Agreement or the Order. Even though You Order Cloud Services that are designated in the Service Specifications or Your order as Auto Renew, such services will NOT automatically renew. In order to renew, You must provide Oracle with written notice no later than thirty (30) days prior to the end of the applicable Services Period of Your intent to renew and You must execute a contract modification evidencing such renewal. The preceding sentence shall not apply if Oracle provides You with written notice no later than ninety (90) days prior to the end of the applicable Services Period of its intention not to renew such Cloud Services.

9.2 Upon the end of the Services, You no longer have rights to access or use the Services, including the associated Oracle Programs and Services Environments; however for a period of up to 60 days after the end of the applicable Services Period, Oracle will make available Your Content and Your Applications then in the Services Environment for the purpose of retrieval by You. At the end of such 60 day period, and except as may be required by law, Oracle will delete or otherwise render inaccessible any of Your Content and Your Applications that remain in the Services Environment.

9.3 Oracle may temporarily suspend Your password, account, and access to or use of the Services if You or Your Users violate any provision within the 'Rights Granted', 'Ownership and Restrictions', 'Fees and Taxes', 'Use of the Services', or 'Export' sections of this Agreement, or if in Oracle's reasonable judgment, the Services or any component thereof are about to suffer a significant threat to security or functionality. Oracle will provide advance notice to You of any such suspension in Oracle's reasonable discretion based on the nature of the circumstances giving rise to the suspension. Oracle will use reasonable efforts to re-establish the affected Services promptly after Oracle determines, in its reasonable discretion, that the situation giving rise to the suspension has been cured; however, during any suspension period, Oracle will make available to You Your Content and Your Applications as existing in the Services Environment on the date of suspension. Oracle may terminate the Services under an Order if any of the foregoing causes of suspension is not cured within 30 days after Oracle's initial notice thereof. Any suspension or termination by Oracle under this paragraph shall not excuse You from Your obligation to make payment(s) under this Agreement.

9.4 If either of us breaches a material term of this Agreement and fails to correct the breach within 30 days of written specification of the breach, then the breaching party is in default and the non-breaching party may terminate the Order under which the breach occurred. In the case of Oracle terminating an Order for breach, Oracle will notify Your authorized reseller to terminate such order. If Oracle terminates the Order as specified in the preceding sentence, You must pay within 30 days all amounts that have accrued prior to such termination. The non-breaching party may agree in its sole discretion to extend the 30 day period for so long as the breaching party continues reasonable efforts to cure the breach. You agree that if You are in default under this Agreement, You may not use those Services ordered.

9.5 You may terminate this Agreement at any time without cause by giving Oracle 30 days prior written notice of such termination. Termination of the Agreement will not affect Orders that are outstanding at the time of termination. Those Orders will be performed according to their terms as if this Agreement were still in full force and effect. However, those Orders may not be renewed subsequent to termination of this Agreement.

9.6 If You have used an Oracle Financing Division contract to pay for the fees due under an Order and You are in default under that contract, You may not use the Services that are subject to such contract.

9.7 Provisions that survive termination or expiration of this Agreement are those relating to limitation of liability, indemnification, payment and others which by their nature are intended to survive.

## **10. NONDISCLOSURE**

10.1 By virtue of this Agreement, the parties may have access to information that is confidential to one another ("Confidential Information"). We each agree to disclose only information that is required for the performance of obligations under this Agreement. To the extent permitted by law, Confidential information shall be limited to Your Content and Your Applications residing in the Services Environment, and all information clearly identified as confidential at the time of disclosure.

10.2 A party's Confidential Information shall not include information that: (a) is or becomes a part of the public domain through no act or omission of the other party; (b) was in the other party's lawful possession prior to the disclosure and had not been obtained by the other party either directly or indirectly from the disclosing party; (c) is lawfully disclosed to the other party by a third party without restriction on the disclosure; (d) is independently developed by the other party; or (e) information required to be disclosed under The Virginia Freedom of Information Act (§§2.2-3700 et seq. of the Code of Virginia) or similar laws or pursuant to a court order, if at the time of such a request, the party receiving the request gives the other party adequate prior notice of the request before releasing such information to a third party, in order to allow that party sufficient time to seek injunctive relief or other relief against such disclosure.

10.3 Subject to applicable law, we each agree not to disclose each other's Confidential Information to any third party other than as set forth in the following sentence for a period of three years from the date of the disclosing party's disclosure of the Confidential Information to the receiving party; however, Oracle will hold Your Confidential Information that resides within the Services Environment in confidence for as long as such information resides in the Services Environment. We each may disclose Confidential Information only to those employees, agents or subcontractors who are required to protect it against unauthorized disclosure in a manner no less protective than required under this Agreement. Oracle understands and agrees to reasonably negotiate and sign a mutually agreed upon non-disclosure agreement if You are required by any federal, state or local regulation or law to execute one. Oracle will protect the confidentiality of Your Content or Your Applications residing in the Services Environment in accordance with the Oracle security practices defined as part of the Service Specifications applicable to Your Order. In addition, Your Personal Data will be treated in accordance with the terms of Section 11 below. Nothing shall prevent either party from disclosing the terms or pricing under this Agreement or Orders placed under this Agreement in any legal proceeding arising from or in connection with this Agreement or from disclosing the Confidential Information to a governmental entity as required by law.

The parties acknowledge and agree that You and this Agreement are subject to applicable freedom of information or open records law. Should You receive a request under such law for Oracle's Confidential Information, You agree to give Oracle adequate prior notice of the request and before releasing Oracle's Confidential Information to a third party, in order to allow Oracle sufficient time to seek injunctive relief or other relief against such disclosure. Should Oracle receive a request under such law for Your Confidential Information, Oracle agrees to give You adequate prior notice of the request and before releasing Your Confidential information to a third party, in order to allow You sufficient time to seek injunctive relief or other relief against such disclosure.

## 11. DATA PROTECTION

11.1 In performing the Services, Oracle will comply with the *Oracle Services Privacy Policy*, which is available at <http://www.oracle.com/html/Services-privacy-policy.html> and incorporated herein by reference and/or attached to Your Order. The *Oracle Services Privacy Policy* is subject to change at Oracle's discretion; however, Oracle policy changes will not result in a material reduction in the level of protection provided for Your Personal Data provided as part of Your Content during the Services Period of Your Order.

11.2 Oracle's *Data Processing Agreement for Oracle Cloud Services* (the "Data Processing Agreement"), which is available at <http://www.oracle.com/dataprocessingagreement> and incorporated herein by reference, describes the parties' respective roles for the processing and control of Personal Data that You provide to Oracle as part of the Cloud Services. Oracle will act as a data processor, and will act on Your instruction concerning the treatment of Your Personal Data residing in the Services Environment, as specified in this Agreement, the Data Processing Agreement and the applicable Order. You agree to provide any notices and obtain any consents related to Your use of the Services and Oracle's provision of the Services, including those related to the collection, use, processing, transfer and disclosure of Personal Data.

11.3 The Service Specifications applicable to Your Order define the administrative, physical, technical and other safeguards applied to Your Content residing in the Services Environment, and describe other aspects of system management applicable to the Services. You are responsible for any security vulnerabilities, and the consequences of such vulnerabilities, introduced by or through Your Content and Your Applications, including any viruses, Trojan horses, worms or other programming routines contained in Your Content or Your



Applications that could limit or harm the functionality of a computer or that could damage, intercept or expropriate data. Nevertheless, You will not be responsible for damage that is a direct result and should have been prevented by commercially reasonable due diligence by Oracle in cooperation with You to maintain the environment. You may disclose or transfer, or instruct Oracle to disclose or transfer in writing, Your Content or Your Applications to a third party, and upon such disclosure or transfer Oracle is no longer responsible for the security or confidentiality of such content and applications outside of Oracle.

11.4 You may not provide Oracle access to health, payment card or similarly sensitive personal information that imposes specific data security obligations for the processing of such data. If available under this Agreement, You may purchase services from the authorized reseller (e.g., Oracle Payment Card Industry Compliance Services, Oracle HIPAA Security Services, Oracle Federal Security Services, etc.) designed to address particular data protection requirements applicable to Your business or Your Content, if specified in Your Order and with written pre-approval by VITA Security and Enterprise Cloud Oversight Services (ECOS).

## **12. COMPLIANCE WITH LAWS**

Oracle shall comply with all laws, rules, and regulations to the extent that such laws, rules, and regulations, by their terms, are directly applicable to Oracle's provision of Services under the Agreement and impose obligations directly upon Oracle in its role as an information technology services provider with respect to the Services. Any applicable Commonwealth of Virginia Security Standards that may apply directly to Oracle in its role as an information technology services provider can be found at <https://www.vita.virginia.gov/library/default.aspx?id=537>. As required by § 2.2-2009 of the Code of Virginia, unless a formal Commonwealth Of Virginia Information Security Policy & Standard Exception is granted, all Customer Data is subject to compliance by all Authorized Users, with the Information Security policies and standards herein.

## **13. WARRANTIES, DISCLAIMERS AND EXCLUSIVE REMEDIES**

13.1 Oracle warrants that it will perform (i) Cloud Services in all material respects as described in the Service Specifications, and (ii) Professional Services in a professional manner in accordance with the Service Specifications. If the Services provided to You were not performed as warranted, You must promptly provide written notice to Oracle that describes the deficiency in the Services (including, as applicable, the service request number notifying Oracle of the deficiency in the Services).

13.2 ORACLE DOES NOT GUARANTEE THAT (A) THE SERVICES WILL BE PERFORMED ERROR-FREE OR UNINTERRUPTED, OR THAT ORACLE WILL CORRECT ALL SERVICES ERRORS, (B) THE SERVICES WILL OPERATE IN COMBINATION WITH YOUR CONTENT OR YOUR APPLICATIONS, OR WITH ANY OTHER HARDWARE, SOFTWARE, SYSTEMS, SERVICES OR DATA NOT PROVIDED BY ORACLE, AND (C) THE SERVICES WILL MEET YOUR REQUIREMENTS, SPECIFICATIONS OR EXPECTATIONS. YOU ACKNOWLEDGE THAT ORACLE DOES NOT CONTROL THE TRANSFER OF DATA OVER COMMUNICATIONS FACILITIES, INCLUDING THE INTERNET, AND THAT THE SERVICES MAY BE SUBJECT TO LIMITATIONS, DELAYS, AND OTHER PROBLEMS INHERENT IN THE USE OF SUCH COMMUNICATIONS FACILITIES. ORACLE IS NOT RESPONSIBLE FOR ANY DELAYS, DELIVERY FAILURES, OR OTHER DAMAGE RESULTING FROM SUCH PROBLEMS. ORACLE IS NOT RESPONSIBLE FOR ANY ISSUES RELATED TO THE PERFORMANCE, OPERATION OR SECURITY OF THE SERVICES THAT ARISE FROM YOUR CONTENT, YOUR APPLICATIONS OR THIRD PARTY CONTENT.

13.3 FOR ANY BREACH OF THE SERVICES WARRANTY, YOUR EXCLUSIVE REMEDY AND ORACLE'S ENTIRE LIABILITY SHALL BE THE CORRECTION OF THE DEFICIENT SERVICES THAT CAUSED THE BREACH OF WARRANTY, OR, IF ORACLE CANNOT SUBSTANTIALLY CORRECT THE DEFICIENCY IN A COMMERCIALY REASONABLE MANNER, YOU MAY END THE DEFICIENT SERVICES AND ORACLE WILL REFUND TO YOU THE FEES PAID FOR THE DEFICIENT SERVICES FOR THE PERIOD OF TIME DURING WHICH THE SERVICES WERE DEFICIENT.

13.4 TO THE EXTENT NOT PROHIBITED BY LAW, THESE WARRANTIES ARE EXCLUSIVE AND THERE ARE NO OTHER EXPRESS OR IMPLIED WARRANTIES OR CONDITIONS INCLUDING FOR SOFTWARE, HARDWARE, SYSTEMS, NETWORKS OR ENVIRONMENTS OR FOR MERCHANTABILITY, SATISFACTORY QUALITY AND FITNESS FOR A PARTICULAR PURPOSE.

## **14. LIMITATION OF LIABILITY**

NEITHER PARTY SHALL BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL, PUNITIVE, OR CONSEQUENTIAL DAMAGES, OR ANY LOSS OF REVENUE, DATA, OR DATA USE. EXCEPT WITH RESPECT TO THE INDEMNIFICATION OBLIGATIONS UNDER SECTION 14 (INDEMNIFICATION) BELOW, ORACLE'S MAXIMUM LIABILITY FOR ANY DAMAGES ARISING OUT OF OR RELATED TO THIS AGREEMENT OR YOUR ORDER, WHETHER IN CONTRACT OR TORT, OR OTHERWISE, SHALL BE LIMITED TO THE AMOUNT OF THE FEES YOU PAID ORACLE UNDER THIS CSA, AND IF SUCH DAMAGES RESULT FROM YOUR USE OF PROGRAMS OR SERVICES, SUCH LIABILITY SHALL BE LIMITED TO THE FEES YOU PAID ORACLE FOR THE DEFICIENT PROGRAM OR SERVICES GIVING RISE TO THE LIABILITY.

The limitation stated in the second sentence of this section shall not apply to bodily injury (including wrongful death) or damage to tangible personal property proximately caused by the gross negligence or intentionally wrongful acts or omissions of Oracle while performing Services on your premises, if such actions or omissions were not caused by the action or omission of you or any third party. For the purpose of this paragraph, "tangible personal property" shall not include documentation, software, data, or data files.

## **15. INDEMNIFICATION**

15.1 Subject to the terms of this Section 14 (Indemnification), if a third party makes a claim against You that any information, design, specification, instruction, software, service, data, hardware, or material (collectively, "Material") furnished by Oracle and used by You infringes its intellectual property rights, Oracle, at its sole cost and expense, will defend you against the claim and indemnify You against the claim and indemnify You from the damages, liabilities, costs and expenses awarded by the court to the third party claiming infringement or the settlement agreed to by Oracle, if You do the following:

- a. notify Oracle promptly in writing, not later than 30 days after You receive notice of the claim (or sooner if required by applicable law);
- b. give Oracle sole control of the defense and any settlement negotiations; provided, however, that such settlement (i) will not contain an admission of liability or wrongdoing by any authorized User; (ii) does not impose upon any authorized user any obligations determined by VITA to be material other than an obligation to stop using any infringing items; such control by Oracle shall be subject to applicable law; and
- c. give Oracle the information, authority and assistance it needs to defend against or settle the claim.

15.2 If Oracle believes or it is determined that any of the Material may have violated a third party's intellectual property rights, Oracle may choose to either modify the Material to be non-infringing (while substantially preserving its utility or functionality) or obtain a license to allow for continued use, or if these alternatives are not commercially reasonable, Oracle may end the license for, and require return of, the applicable Material and refund any unused, prepaid fees You may have paid for such Material.

15.3 Oracle will not indemnify You if You (a) alter the Material or uses it outside the scope of use identified in the Provider's user or program documentation or Service Specifications, (b) uses a version of the Material which has been superseded, if the infringement claim could have been avoided by using an unaltered current version of the Material which was made available to You, or (c) continue to use the applicable Material after the end of the license to use that Material. Oracle will not indemnify You to the extent that an infringement claim is based upon any information, design, specification, instruction, software, service, data, hardware or material not furnished by Oracle. Oracle will not indemnify You for any portion of an infringement claim that is based upon the combination of any Material with any products or Services not provided by Oracle. Oracle will not indemnify You to the extent that an infringement claim is based on Third Party Content or any Material from a third party portal or other external source that is accessible or made available to You within or by the Services (e.g., a social media post from a third party blog or forum, a third party Web page accessed via a hyperlink, marketing data from third party data providers, etc. Oracle will not indemnify You for infringement caused by Your actions against any third party if the Services as delivered to You and used in accordance with the terms of this Agreement would not otherwise infringe any third party intellectual property rights. Oracle will not indemnify You for any intellectual property infringement claim(s) known to You at the time Services rights are obtained.

15.4 This Section 14 provides the parties' exclusive remedy for any infringement claims or damages.

## **16. THIRD PARTY WEB SITES, CONTENT, PRODUCTS AND SERVICES**

16.1 The Services may enable You to link to, transmit Your Content to, or otherwise access, other Web sites, platforms, content, products, services, and information of third parties. Oracle does not control and is not responsible for such Web sites or platforms or any such content, products, services and information accessible



from or provided through the Services, and You bear all risks associated with access to and use of such Web sites and third party content, products, services and information.

16.2 Any Third Party Content made accessible by Oracle is provided on an "as-is" and "as available" basis without any warranty of any kind. Third Party Content may be indecent, offensive, inaccurate, infringing or otherwise objectionable or unlawful, and You acknowledge that Oracle is not responsible for and under no obligation to control, monitor or correct Third Party Content; however, Oracle reserves the right to take remedial action if any such content violates applicable restrictions under Section 6.2 of this Agreement, including the removal of, or disablement of access to, such content. Oracle disclaims all liabilities arising from or related to Third Party Content.

16.3 You acknowledge that: (i) the nature, type, quality and availability of Third Party Content may change at any time during the Services Period, and (ii) features of the Services that interoperate with third parties such as Facebook™, YouTube™ and Twitter™, etc. (each, a "Third Party Service"), depend on the continuing availability of such third parties' respective application programming interfaces (APIs) for use with the Services. Oracle may update, change or modify the Services under this Agreement as a result of a change in, or unavailability of, such Third Party Content, Third Party Services or APIs. If any third party ceases to make its Third Party Content or APIs available on reasonable terms for the Services, as determined by Oracle in its sole discretion, Oracle may cease providing access to the affected Third Party Content or Third Party Services without any liability to You. Any changes to Third Party Content, Third Party Services or APIs, including their availability or unavailability, during the Services Period does not affect Your obligations under this Agreement or the applicable Order, and You will not be entitled to any refund, credit or other compensation due to any such changes.

16.4 Any Third Party Content that You store in Your Services Environment will count towards any storage or other allotments applicable to the Cloud Services that You ordered.

## **17. SERVICES TOOLS AND ANCILLARY SOFTWARE**

17.1 Oracle continuously monitors the Services to facilitate Oracle's operation of the Services; to help resolve Your service requests; to detect and address threats to the functionality, security, integrity, and availability of the Services as well as any content, data, or applications in the Services; and to detect and address illegal acts or violations of the Acceptable Use Policy. Oracle monitoring tools do not collect or store any of Your Content residing in the Services, except as needed for such purposes. Oracle does not monitor, and does not address issues with, non-Oracle software provided by You or any of Your Users that is stored in, or run on or through, the Services. Information collected by Oracle monitoring tools (excluding Your Content) may also be used to assist in managing Oracle's product and service portfolio, to help Oracle address deficiencies in its product and service offerings, and for license management purposes. Oracle may (i) compile statistical and other information related to the performance, operation and use of the Services, and (ii) use data from the Services in aggregated form for security and operations management, to create statistical analyses, and for research and development purposes (clauses i and ii are collectively referred to as "Service Analyses"). Oracle may make Service Analyses publicly available; however, Service Analyses will not incorporate Your Content, Personal Data or Confidential Information in a form that could serve to identify You or any individual. Oracle retains all intellectual property rights in Service Analyses.

17.2 Oracle may provide You with on-line access to download certain Ancillary Software for use with the Services. If Oracle licenses Ancillary Software to You and does not specify separate terms for such Ancillary Software, then, subject to Your payment obligations, (i) You have the non-exclusive, non-assignable, worldwide limited right to use such Ancillary Software solely to facilitate Your access to, operation of, and/or use of the Services Environment, subject to the terms of this Agreement and Your Order, including the Services Specifications, (ii) Oracle will maintain such Ancillary Software as part of the Cloud Services, and (iii) Your right to use such Ancillary Software will terminate upon the earlier of Oracle's notice (which may be through posting on <https://support.oracle.com> or such other URL designated by Oracle) or the end of the Cloud Services associated with the Ancillary Software. If Ancillary Software is licensed to You under separate third party license terms, then Your use of such software is subject solely to such separate terms.

## **18. EXPORT**

18.1 Export laws and regulations of the United States and any other relevant local export laws and regulations apply to the Services. You agree that such export laws govern Your use of the Services (including technical data) and any Services deliverables provided under this CSA, and You agree to comply with all such export laws and regulations (including "deemed export" and "deemed re-export" regulations). You agree that no data, information, software programs and/or materials resulting from Services (or direct product thereof) will be



exported, directly or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation, or development of missile technology.

18.2 You acknowledge that the Cloud Services are designed with capabilities for You and Your Users to access the Services Environment without regard to geographic location and to transfer or otherwise move Your Content and Your Applications between the Services Environment and other locations such as User workstations. You are solely responsible for the authorization and management of User accounts, as well as export control and geographic transfer of Your Content and Your Applications.

## 19. FORCE MAJEURE

Neither of us shall be responsible for failure or delay of performance if caused by: an act of war, hostility, or sabotage; act of God; pandemic; electrical, internet, or telecommunication outage that is not caused by the obligated party; government restrictions (including the denial or cancelation of any export, import or other license); or other event outside the reasonable control of the obligated party. We both will use reasonable efforts to mitigate the effect of a force majeure event. If such event continues for more than 30 days, either of us may cancel unperformed Services and affected Orders upon fifteen (15) days' written notice. For Oracle, any cancellation will be provided to VITA and its authorize reseller. This Section does not excuse either party's obligation to take reasonable steps to follow its normal disaster recovery procedures or Your obligation to pay for the Services.

## 20. NOTICE

20.1 Any notice required under this Agreement shall be provided to the other party in writing. If You have a dispute with Oracle or if You wish to provide a notice under the Indemnification Section of this Agreement, or if You become subject to insolvency or other similar legal proceedings, You will promptly send written notice to: Oracle America, Inc., 500 Oracle Parkway, Redwood Shores, CA 94065. Attention: General Counsel, Legal Department.

20.2 To request a termination of Services in accordance with this Agreement, You must submit a service request to Oracle at the address specified in Your Order or the Service Specifications.

20.3 Oracle may give notices applicable to Oracle's Cloud Services customer base by means of a general notice on the Oracle portal for the Cloud Services, and notices specific to You by electronic mail to Your e-mail address on record in Oracle's account information or by written communication sent by first class mail or pre-paid post to Your address on record in Oracle's account information.

20.4 Notices addressed in Oracle's Cloud Hosting and Delivery Policy shall be provided by Oracle to VITA at: [CommonwealthSecurity@VITA.Virginia.Gov](mailto:CommonwealthSecurity@VITA.Virginia.Gov). Any administrative, contractual, dispute or breach notice required under this Agreement shall be provided by Oracle to: Director, VITA Supply Chain Management, VITA, 11751 Meadowville Lane, Chester, VA 23836.

## 21. ASSIGNMENT

Neither party may assign this Agreement or give or transfer the Services (including the Oracle Programs) or an interest in them to another individual or entity without the prior written consent of the other party, which shall not be unreasonably withheld and so long as the assignee agrees in writing to be bound by the all the terms and conditions of this Agreement. If You grant a security interest in any portion of the Services, the secured party has no right to use or transfer the Services or any deliverables, and if You decide to finance Your acquisition of the Services, You will follow Oracle's policies regarding financing which are at <http://oracle.com/contracts>.

## 22. OTHER

22.1 Oracle is an independent contractor and we agree that no partnership, joint venture, or agency relationship exists between us. We are each responsible for paying our own employees, including employment related taxes and insurance. You understand that Oracle's business partners and other third parties, including any third parties with which Oracle has an integration or that are retained by You to provide consulting or implementation services or applications that interact with the Cloud Services, are independent of Oracle and are not Oracle's agents. Oracle is not liable for, bound by, or responsible for any problems with the Services, Your Content or Your Applications arising due to any acts of any such business partner or third party, unless the business partner or third party is providing Services as an Oracle subcontractor on an engagement ordered under this Agreement



and, if so, then only to the same extent as Oracle would be responsible for Oracle resources under this Agreement.

22.2 If any term of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with another term consistent with the purpose and intent of this Agreement.

22.3 Oracle Programs and Services are not designed for or specifically intended for use in nuclear facilities or other hazardous applications. You agree that it is Your responsibility to ensure safe use of Oracle Programs and Services in such applications.

22.4 You shall obtain at Your sole expense any rights and consents from third parties necessary for Your Content, Your Applications, and Third Party Content, as well as other vendor's products provided by You that You use with the Services, including such rights and consents as necessary for Oracle to perform the Services under this Agreement.

22.5 You and Oracle agree to provide each other with all allowable information, allowable access and full good faith cooperation reasonably necessary to enable Oracle to provide and You to receive the Services and You and Oracle will each perform the actions identified in Your Order as their respective responsibilities.

22.6 You remain solely responsible for Your regulatory compliance in connection with Your use of the Services. You are responsible for making Oracle aware of any technical requirements that result from Your regulatory obligations prior to entering into an Order governed by this Agreement. Oracle will cooperate with Your efforts to determine whether use of the standard Oracle Services offering is consistent with those requirements. Additional fees may apply to any additional work performed by Oracle or changes to the Services.

22.7 Oracle shall provide sixty (60) days' written notice to You prior to scheduling any audit of Your use of the Services (e.g., through use of software tools) to assess whether Your use of the Services is in accordance with Your Order and the terms of this Agreement. Oracle may perform an audit of your use of services at Oracle's sole cost or, upon your request, may retain an independent third party to audit your use of services (the "Third Party Auditor"): if you choose to have a Third Party Auditor perform the audit, you agree to pay all costs of performing such audit and will permit Oracle the right to validate such audit to ensure software use is in accordance with its license terms. If Oracle provides the Commonwealth with reasonable questions or concerns regarding the certification, the Commonwealth agrees to meet with Oracle to address its concerns. You agree that Oracle shall not be responsible for any of your costs incurred in cooperating with the audit. The notice shall specify name(s) of individual(s) who will conduct the audit, how the audit will be conducted and the duration of the audit, which may be reasonably extended upon request by Oracle. Further, Oracle and its representatives, agents and subcontractors shall comply with any access, security and confidentiality requirements and restrictions You may require. No penalty shall be levied against You or the Commonwealth for unlicensed software found during the course of the audit. If it is determined You are using the Services in excess of Your right, You agree to pay within 30 days of written notification any fees applicable to Your use of the Services in excess of Your rights. If You do not pay, Oracle can end Your Services and/or Your Order through Your reseller.

22.8 The purchase of Cloud Services, Professional Services, or other service offerings, programs or products are all separate offers and separate from any other order. You understand that You may purchase Cloud Services, Professional Services, or other service offerings, programs or products independently of any other order. Your obligation to pay under any order is not contingent on performance of any other service offerings or delivery of programs or products.

## **23. ENTIRE AGREEMENT**

Both parties agree that this Agreement and the information which is incorporated into this Agreement by written reference (including reference to information contained in a URL or referenced policy), together with the applicable ordering document, are the complete agreement for the Programs and/or Services ordered by you, and that this Agreement supersedes all prior or contemporaneous agreements or representations, written or oral regarding such Programs and/or Services. If any term of this Agreement is found to be invalid or unenforceable, the remaining provisions will remain effective and such term shall be replaced with a term consistent with the purpose and intent of this Agreement. It is expressly agreed that the terms of this Agreement and any Oracle ordering document shall supersede the terms in any shrink-wrap or clickwrap or in any purchase order or other non-Oracle ordering document, and no terms included in any such shrink-wrap or clickwrap or in any such purchase order or other non-Oracle ordering document shall apply to the Programs and/or Services ordered under this Agreement. Any notice required under this Agreement shall be provided to the other party in writing. In

the event of a conflict, the terms of this Agreement shall take precedence over the terms in any Authorized User's purchase order or other ordering document.

24. CLOUD SERVICES EFFECTIVE DATE

The Effective Date of this Cloud Services Agreement is Nov 9, 2017 (DATE TO BE COMPLETED BY ORACLE)

Virginia Information Technology Agency		Oracle America, Inc.	
Signature	<u>Doug Crenshaw</u>	Signature	<u>Virginia Akoto</u> Virginia Akoto (Nov 9, 2017)
Name	<u>Doug Crenshaw</u>	Name	<u>Virginia Akoto</u>
Title	<u>VITA Security Analyst</u>	Title	<u>Contracts Manager</u>
Signature Date	<u>11/2/17</u>	Signature Date	<u>Nov 9, 2017</u>
Agreement No	US-CSA-8244482		