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21-Dec-21

Dear ██████████

A support service renewal is expired or about to expire.

The technical support services for support service number 3882045 will expire or have expired on 5-Apr-22.

Renewing these services is easy. Just click the Quick Checkout button below and complete your renewal online. Your renewal will be for (2) support periods as detailed in your My Support Renewals account. Once your renewal is completed, the new Support Period for these services will begin on the start date listed for this renewal in your My Support Renewals account and will be provided through the end date as shown for this renewal in your My Support Renewals account. A renewal order containing all of the information about your renewal is also attached for your reference.

So that there is no interruption in these services, please complete your renewal on or before 31st December 2021.

Please note in the event that you are unable to renew by 31st December 2021 i.e. provide a PO covering the fees for (2) support renewal periods to Oracle by 31st December 2021, then this quote will be considered null and void by Oracle and a new quote will be issued and the Inflationary Adjustment Rate increase of three percent (3%) will be applied to each of the two renewal support periods.

If on or before 31st December 2021 you have renewed technical support fees for the two (2) support renewal periods in accordance with this letter and you have provided a PO to cover the fees for the two (2) support renewal periods, you may only cancel the second support renewal period if you give Oracle written notice of such cancellation at least sixty (60) days prior to the date your second support renewal period commences, as identified in your My Support Renewals account. To be clear, your first support renewal period is non-cancellable once a PO is provided in accordance with this letter.

You can see and manage all your support service renewals anytime on My Support Renewals by clicking the Manage Your Renewals button below.

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

> Your Oracle.com username is: ██████████████████,
> New Customer? Forgot your password? Reset.

We want to make renewing your Oracle technical support services even easier. The technical support services in this renewal can be enrolled in Auto Renew. With Auto Renew, the Support Period will be automatically extended for an additional Support Period unless you cancel the services within the

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timeframes listed in the renewal order or on My Support Renewals. If you opt in to Auto Renew, we will let you know before your Support expires that the Support Period will be automatically extended. Then you will simply be invoiced for the additional Support Period. To opt in to Auto Renew for the technical support services included in this renewal, please select the Auto Renew option while checking out this renewal on My Support Renewals.

Learn more about Auto Renew

If you are unable to complete your renewal on My Support Renewals, you can complete your renewal by following the instructions in the attached renewal order.

Have a question? Call +44.207.1312.982 / 35318031792, Chat on My Support Renewals, or Request Assistance.

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TECHNICAL SUPPORT SERVICES RENEWAL ORDER

GENERAL INFORMATION

OFFER EXPIRATION		**ORACLE:** Oracle Corporation UK Limited	
Support Service Number:	3882045	**Oracle Contact Information:** Oracle Premier Support Digital Renewal Center	
Offer Expires:	5-Apr-22	**Call:** +44.207.1312.982 / 35318031792	
		Chat: Chat on My Support Renewals	
		Request Assistance: Click to Request Assistance	
CUSTOMER: Care Quality Commission			
CUSTOMER QUOTE TO		**CUSTOMER BILL TO**	
Account Contact:	▮▮▮▮▮▮	**Account Contact:**	▮▮▮▮▮▮
Account Name:	Care Quality Commission	**Account Name:**	Care Quality Commission
Address:	Citygate Gallowgate Newcastle Upon Tyne NE1 4PA United Kingdom	**Address:**	Citygate Gallowgate Newcastle Upon Tyne NE1 4PA United Kingdom
Telephone:	▮▮▮▮▮▮	**Telephone:**	▮▮▮▮▮▮
Fax:		**Fax:**	
E-mail:	▮▮▮▮▮▮	**E-mail:**	▮▮▮▮▮▮

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

Please take a minute to make sure the email information entered above is correct. Your email address is particularly important because Oracle may email You certain notices about technical support services. If You need to make any changes to the Customer information above, You can either login to your My Support Renewals account and select "Update Quote to Information" to edit Your "Quote To" information and You can edit Your "Bill To" information at check out. Alternatively, this information can be updated by providing Your current information along with Your support service number 3882045, to Oracle per the General Information section above.

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SERVICE DETAILS

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Case Management Analytics Fusion Edition - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Oracle Informatica PowerCenter and PowerConnect Adapters - Nonstandard User	16568735	1		FULL USE	6-Apr-22	5-Apr-24	██████
Oracle Service Analytics Fusion Edition - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel CRM Base - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel CRM Web Channel for Customers - up to 15 Objects - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel CRM Web Channel for Employees - up to 15 Objects - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel Events Manager - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel Public Sector CRM Base Option - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel Quote and Order Capture - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████
Siebel Time and Expense Reporting - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	██████

Program Technical Support Fees: **GBP** ██████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Business Intelligence Suite Enterprise Edition Plus - Named User Plus Perpetual	19508236	100		FULL USE	6-Apr-22	5-Apr-24	██████
Oracle Business Intelligence Suite Enterprise Edition Plus - Processor Perpetual	19508236	8		FULL USE	6-Apr-22	5-Apr-24	██████
Oracle Database Enterprise Edition - Processor Perpetual	19508236	48		FULL USE	6-Apr-22	5-Apr-24	██████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Database Lifecycle Management Pack - Processor Perpetual	19508236	32		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Oracle Diagnostics Pack - Processor Perpetual	19508236	32		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Oracle OLAP - Processor Perpetual	19508236	8		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Oracle Partitioning - Processor Perpetual	19508236	8		FULL USE	6-Apr-22	5-Apr-24	▬▬
Oracle Real Application Clusters - Processor Perpetual	19508236	48		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Oracle Tuning Pack - Processor Perpetual	19508236	32		FULL USE	6-Apr-22	5-Apr-24	▬▬▬

Program Technical Support Fees: **GBP** ▬▬▬▬

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Secure Enterprise Search - Named User Plus Perpetual	16568735	1350		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Siebel Server Sync - Microsoft Exchange Server - Application User Perpetual	16568735	1		FULL USE	6-Apr-22	5-Apr-24	▬▬
Siebel Tools - Application User Perpetual	16568735	4		FULL USE	6-Apr-22	5-Apr-24	▬▬▬

Program Technical Support Fees: **GBP** ▬▬▬

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Siebel CTI - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Siebel Data Quality - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	▬▬▬
Siebel Email Response - Nonstandard User	16568735	3000		FULL USE	6-Apr-22	5-Apr-24	▬▬▬

Program Technical Support Fees: **GBP** ▬▬▬

Program Technical Support Services

Support Service Number:

Service Level: Software Update License & Support						

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date End Date	Price
Oracle Diagnostics Pack - Processor Perpetual	21004662	8		FULL USE	6-Apr-22 5-Apr-24	███

Program Technical Support Fees: **GBP** ████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date End Date	Price
Siebel Tools - Application User Perpetual	19218532	4		FULL USE	6-Apr-22 5-Apr-24	███

Program Technical Support Fees: **GBP** ████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date End Date	Price
Siebel Tools - Application User Perpetual	20580651	5		FULL USE	6-Apr-22 5-Apr-24	███

Program Technical Support Fees: **GBP** ████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date End Date	Price
Siebel Tools - Application User Perpetual	18393456	2		FULL USE	6-Apr-22 5-Apr-24	███

Program Technical Support Fees: **GBP** ████

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

Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date End Date	Price
Siebel Tools - Application User Perpetual	18465695	5		FULL USE	6-Apr-22 5-Apr-24	███

Program Technical Support Fees: **GBP** ████

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

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Product Description	CSI #	Qty	License Metric	License Level / Type	Start Date	End Date	Price
Oracle Database Enterprise Edition - Processor Perpetual	21012391	8		FULL USE	6-Apr-22	5-Apr-24	███
Oracle Endeca Server - Processor Perpetual	21012391	1		FULL USE	6-Apr-22	5-Apr-24	███
Oracle Endeca Web Acquisition Toolkit - Processor Perpetual	21012391	2		FULL USE	6-Apr-22	5-Apr-24	███
Oracle Real Application Clusters - Processor Perpetual	21012391	8		FULL USE	6-Apr-22	5-Apr-24	███

Program Technical Support Fees: **GBP 5**███

Total Price: **GBP 1,325,098.42**

Plus applicable tax

NOTES

- If Oracle accepts Your renewal order, the start date set forth in the Service Details table above shall serve as the commencement date of the technical support services and the technical support services ordered under this renewal order will be provided through the end date specified in the table for the applicable programs and/ or hardware ("Support Period").
- If any of the fields listed in the Service Details table above are blank, then such fields do not apply to Your renewal.

TECHNICAL SUPPORT SERVICES TERMS

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

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

Technical support is provided under Oracle's technical support policies in effect at the time the services are provided. The technical support policies are subject to change at Oracle's discretion; however, Oracle will not materially reduce the level of services provided for supported programs and/or hardware during the period for which fees for technical support have been paid. You should review the technical support policies prior to entering into this renewal order.

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

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

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

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RENEWAL PROCESSING DETAILS

Please renew the technical support services on this renewal order on My Support Renewals.

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

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

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

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

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PAYMENT DETAILS

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

- Support Service Number: 3882045
- Total Price: GBP 1,325,098.42 (excluding applicable tax)
- Local Tax, if applicable

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

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

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

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

_____ Care Quality Commission does not issue purchase orders.
_____ Care Quality Commission does not require a purchase order for the services ordered hereto.

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

The signature below affirms Care Quality Commission's commitment to pay for the services ordered in accordance with the terms of this renewal order.

Care Quality Commission

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Authorized Signature

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Name

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Title

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Signature Date

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

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Spotlight on Support Services & Special Offers

Extended Support puts you in control of your Database, Middleware, and Applications upgrade strategy by providing additional maintenance and upgrades for Oracle Database, Oracle Fusion Middleware, and Oracle Applications for an additional fee. For more information contact Oracle per the per the General Information section above or click the Learn more about Extended Support button below.

[Learn more about Extended Support](#)

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Support Service Number: 3882045

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