

FAQs for Contract Users

Question #1:

What can agencies purchase from the OFT Oracle Contract Agreement CM00884?

Answer:

The OFT Oracle Contract Agreement allows agencies, referred to in the Agreement as *Authorized Contract Users*, to purchase programs and services as defined below:

Programs: Set forth in Exhibit 6 – *Program Pricehold List for Authorized Contract Users*.

Services:

- Technical Support Services as set forth in Exhibits 1 and 6.
- Advanced Customer Services as set forth in Article VII and Exhibit 6, *Program Price Hold List— ACS Rate Card*
- Consulting Services as set forth in Exhibit 9
- Training as set forth in Article VIII

Question #2:

Is a purchase order used for purchasing programs or services available through this Contract?

Answer:

No, a purchase order is not used for purchases through this Contract. The Oracle contract is an **agency direct access contract**. The mechanism for purchasing through this Contract is an order form attached to a copy of a Form AC-340, *Contract Encumbrance Request*.

- Processing the AC-340: The agency's finance office completes the AC-340 using their agency code to establish the amount of the purchase and encumber the funds for the purchase. (This process is generally completed by a Contract or Finance Office within the agency.)

Note: All purchases through this Contract must adhere to OFT PTP approval thresholds and meet the requirements for obtaining OSC approval.

Question #3:

What procedure do I use to place an order for programs or services?

Answer:

Authorized Contract Users should follow the following steps when placing an order:

1. Complete the order form provided by Oracle. The form must list all of the items being purchased and their costs and then the total cost. The form must be dated and signed by the Authorized Contract User's Finance Officer.
2. The order form and a copy of an AC-340 signed by the Authorized Contract User's Finance Officer are then sent to Oracle.
3. An authorized Oracle representative signs and dates the order form and returns it to the Authorized Contract User.
4. The Authorized Contract User submits PTP to CIO/OFT. (If required per [Technology Policy NYS-P08-001](#).)
5. The Authorized Contract User submits Form AC-340 referencing CM00884 to NYS OSC with a copy of the approved PTP (if required) and the original order form signed by both Oracle and the Authorized Contract User.
6. Issue payment to Oracle.

Question #4:

How do agencies pay outstanding maintenance?

Answer:

Outstanding maintenance, referred to in the Contract as *maintenance in arrears*, must be paid by July 31, 2008. Although all parties have agreed to a deadline extension, **agencies must process any outstanding maintenance as quickly as possible.**

Process: Follow the process in Question #3 above.

Question #5:

How can agencies lock in Software Update License & Support at the rates offered through CM00884?

Answer:

Section H of Appendix 5 was included in the contract to allow Authorized Contract Users access to the rates for Software Update License & Support that has been set for the Statewide Financial System (SFS). See Appendix 5, Section H that has been posted at: http://www.oft.state.ny.us/Contracts/Oracle_CM00884.htm. Exhibit 4 referred to in Appendix H has not been posted because it includes amounts due for support renewal for all Authorized

Contract Users. Oracle has sent letters to Authorized Contract Users informing them of the amounts due for specific support contracts. The third paragraph of Section H explains the benefits of renewing support contracts under this agreement.